



Procurement Department Bid Section
225 North Pearl Street
Jacksonville, Florida 32202

March 06, 2024

ADDENDUM NUMBER: Two (2)

TITLE: RFP 1411604046 Background Screening Services

RESPONSE DUE DATE: March 20, 2024

TIME OF RECEIPT: 2:00 PM EST

THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR CLARIFICATIONS:

1. **The Due Date has been changed from March 13, 2024 to March 20, 2024. The Time of Receipt remains the same.**
2. **Question:** Question 2 (a), under Data Security within Appendix B – Response Form, requests a copy of a screening provider's SOC 2 Type 2 Report. Is the SOC 2 Type 2 report excluded from the page limit maximum of ten (10) pages for the Design Approach and Workplan Response? Many SOC 2 Type 2 reports include 10-20 pages, including supplemental documentation.

Answer: Yes, it is excluded from the page limit.

3. **Question:** Question 2 (c), under Data Security within Appendix B – Response Form, requests confirmation that the screening provider is “able to tie to JEA centralized administration tools (SAML).” Please confirm whether Taleo or Oracle is the JEA centralized administration tool. If Taleo or Oracle is not the centralized administration tool, please provide more details regarding this system/ software.

Answer: JEA utilizes Active Directory (Microsoft Entra) as our tool.

4. **Question:** Within page 2 of 3, under the Design Approach and Workplan section of Appendix B- Response Form, the following statement is defined in the second paragraph, “For the one (1) referenced projects provided in the Minimum Qualifications section of this RFP, Respondent shall explain how it managed the engagement to realize project budgetary goals, timetables, and quality control objectives. The respondent may include copies of actual project management documents. **This section will not be included in the 10-page maximum.**” Can you please define what is included or not in the page count maximum for the Design Approach and Workplan section? For example, are respondents permitted to provide a (1) copy of actual project management/ implementation plans, training curriculum, quarterly business review documents demonstrating budget reviews, organizational charts defining customer support model, data security documentation, sample report, and sample compliance letters utilized by the referenced existing client outside of the 10-page maximum requirement?

Answer: Yes, any copies of project management documents that are used to support the project referenced in the Minimum Qualifications section will not be included in the 10 page maximum.

5. **Question:** 10 (a), under the Technical Specifications document, requests confirmation that the screening provider can integrate with Taleo by initiating the background request directly from Taleo or via email. Can FEA provide a list of data fields in the Taleo system that can be transmitted securely via API to the screening provider's system?

Answer:

Input Fields | [Hide](#)

Code ▲
AccountNumber
PackageId
RequisitionFlowTypeConfig

Result Fields | [Hide](#)

Code ▲
AdjudicationResult
DetailsUri
Discrepancies
LastError
PercentComplete
ProviderReferenceId
ProviderStatus
ScreeningManager
Screenings
SummaryText

6. **Question:** Who is the current supplier for the services contained in the RFP?

Answer: HireRight.

7. **Question:** Are you currently experiencing any pain points with its current screening program? If so, can you elaborate on those pain points?

Answer: Yes. Long screening turnaround times for out of state requests; vendor requesting candidates to provide information to verify employment rather than vendor resources being used as the source for verification; lack of designated account representative; and inability to communicate to a direct source to address matters of concern; lack of detailed itemization in billing; inability for daily users to run basic reports (i.e. I-9; and E-verify)

8. **Question:** Are you currently using a single vendor for all pre-employment screening services?

Answer: Yes

9. **Question:** Is the current provider integrated with Taleo? If yes, please describe the existing workflow for initiating background checks.

Answer: Yes, once a candidate accepts their offer, Taleo is used to send a background check request to the new hire. Verification of the request sent is completed by checking the "history" tab in Taleo. If unsuccessful, a manual background check request can be submitted directly from the vendors portal.

10. **Question:** What is the scope of the countywide felony and misdemeanor search being requested? For example, current county of residence, all counties of residence within the last seven years, etc.

Answer: This will be answered in addendum 3.

11. **Question:** Should alias names located on the social security number trace be included in the criminal search, or is a “current name” search desired?

Answer: Yes.

12. **Question:** What is the scope of the education verification being requested? The technical specifications provide details on acceptable accreditation status, but can you provide further detail on how many levels of education JEA intends to verify? For example: highest degree earned, all post-secondary degrees earned, all levels of education completed, etc.

Answer: All levels of education should be verified.

13. **Question:** What is the scope of the employment verification being requested? Commonly requested employment verification scopes include: Most recent employer, 3 most recent employers, all employers within the last 3 years, all employers within the last 7 years, all employers within the last 10 years, etc.

Answer: Employment verification within the last seven (7) years.

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RESPONSE FORM