ADDENDUM 3 APPENDIX B – RESPONSE FORM
ITN 96043 BACKGROUND SCREENING SERVICES

RESPONDENT INFORMATION:

RESPONDENT NAME:_____

BUSINESS ADDRESS:_____

CITY, STATE, ZIP CODE:_____

TELEPHONE:_____

FAX:_____

EMAIL OF CONTACT:_____

WEBSITE:_____

1.4.1. QUOTATION OF RATES (40 POINTS) – 35 pts for package prices and 5 pts for rate sheet workbook prices

Respondent shall provide a firm-fixed price quote for all Work described in this ITN by completing the enclosed Response Form. The rates provided shall be all-inclusive and shall include all profit, taxes, travel, benefits, and all other overhead items. Any mandatory third party fees or surcharges shall not be included in the quoted rates below and shall be invoiced as individual line items. Any annual fee and any one-time implementation fee, if applicable, will be quoted as a separate line item. The total extended price, package prices and individual pricing will be firm for the quoted engagement. Please note, that the Respondent's total price cannot be increased during the BAFO process. ANY MODIFICATIONS, EXCEPTIONS, OR OBJECTIONS CONTAINED WITHIN THE PROPOSAL FORM MAY SUBJECT THE PROPOSAL TO DISQUALIFICATION.

JEA requires the ability to order background screening services individually as well as bundled packages. Responses shall contain a price for the bundled screening packages and the price for individual components of each package. The sum of the four (4) packages detailed in the Response Workbook and their estimated quantities will provide the total Response Price to be used in evaluating the Quotation of Rates for this ITN. Pricing for individual screening services (found in Appendix B – Rate Sheet) shall also be included in the response for future JEA use as required and the pricing will be firm for the term of the contract. There are times when a particular screening service needs to be re-run to provide updated information. Prices for the initial request and to re-run the background screening services shall be included in the responses.

Please note, the prices quoted by Respondent on the Response Form must be firm-fixed prices, not estimates.

Item No	Description of Services	Total Price
1	**Total Response Price – Transfer total from Addendum 3 Appendix B response workbook (H22)**	$_____
2	**Rate Sheet Workbook Total. Transfer total from Addendum 3 Appendix B rate sheet workbook. (E48)**	$_____
3	**Total price including Response Price from Addendum 3-Appendix B-Response Workbook plus total from Addendum 3-Appendix B – Rate Sheet. Grand total from Item No. 1 & 2**	$_____

1.4.2. PAST PERFORMANCE/COMPANY EXPERIENCE (15 POINTS)
The two (2) account references provided in the Minimum Qualifications section that JEA deems to meet the requirements as written for this ITN, will be scored for points in this section.

1.4.3. TECHNICAL CAPABILITIES (20 POINTS) – 15 points Taleo requirements – 5 points for OVI partner
Describe provider's system integrates natively with Taleo applicant tracking system (Taleo Enterprise Edition, version 17.4); prefer an Oracle Validated Integration (OVI) partner. Companies that are OVI (Oracle Validated Integration) partners will receive additional points in this section.

JEA shall have the ability to look up an existing case/background report by name, social security number, orderer, etc. at a minimum through our system using a web service which returns information on that case in real time. Proposals shall describe how this process shall work including any development required by JEA.

1.4.4. ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS (25 POINTS)
Describe in your own format the Proposer approach to provide the services described in the Scope of Work. Describe the approach to how your firm will manage the engagement. The description shall provide a comprehensive design approach and proposed work plan, and explain how the Proposer intends to staff and manage the engagement.

For the one (1) referenced projects provided in the Minimum Qualifications section of this RFP, Proposer shall explain how it managed the engagement to realize project budgetary goals, timetables and quality control objectives. Proposer may include copies of actual project management documents.

Provide the following additional information:

Methodology

1. Describe the Proposer's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations.

2. Describe how your companies approach for the on-site of training JEA human resource staff. Include training curriculum and anticipated training hours.

3. Describe how your system meets the following: 24/7 access, on-line capabilities and ability to see real time information.

4. Describe your screening service methods and how the background check results will be provided within 5 business days.

5. Describe the I-9 and e-Verify process and how you comply with regulations surrounding these processes.

6. Provide your implementation timeline for this project.

Customer Service

1. Describe how the Proposer will provide customer service for the JEA account and meet the requirement of having a designated account manager. The proposer shall provide an organizational chart with team member roles.

2. Describe the parameters the Proposer has in place to assess customer service satisfaction. Describe your customer service approach and include response times to customer inquiries and the escalation process.

Compliance

1. Proposer shall provide sample compliance letters (to include authorization, disclosure and adverse action letters).

Data Security

1. Describe the measures you take to secure sensitive consumer information including the secure data that is transmitted to and from JEA and describe the confidentiality provisions that govern the employees that will work with JEA background screening requests.

2. All shortlisted companies will be required to complete the JEA Cloud Security Matrix (Appendix C) which has two critical minimum requirements. Can your Company meet the requirements listed below?
   a. Can you provide a SOC 2 Type 2 Report?
   b. Will all of the JEA data be stored in the United States?

Please use your own form for this section. The approach to consulting services is limited to a maximum of five (5) pages.

Respondent's Certification

By submitting this Response, the Respondent certifies (1) that the Respondent has read and reviewed all of the documents pertaining to this RFP and agrees to abide by the terms and conditions set forth therein, (2) that the person signing below is an authorized representative of the Respondent, and (3) that the Respondent is legally authorized to do business and maintains an active status, in the State of Florida. The Company certifies that its recent, current, and projected workload will not interfere with the Respondent 's ability to Work in a professional, diligent and timely manner.

The Respondent certifies, under penalty of perjury, that it holds all licenses, permits, certifications, insurances, bonds, and other credentials required by law, contract or practice to perform the Work. The Respondent also certifies that, upon the prospect of any change in the status of applicable licenses, permits, certifications, insurances, bonds or other credentials, the Respondent shall immediately notify JEA of status change.

We have received addenda _____through_____

_____ _____

Signature of Authorize Officer of Respondent or Agent Date

Printed Name & Title Phone Number