

APPENDIX A - TECHNICAL SPECIFICATIONS ITN 96043 BACKGROUND SCREENING SERVICES

Scope of Work

JEA is seeking the services of a Background Screening Service Provider. The background screening Company's primary service shall be to provide professional, customer focused, timely and accurate background screening services to employers. JEA hires on average 150 employees per year and conducts secondary screenings on 50 employees per year. JEA requires the ability to order background-screening services as a bundled package as well as ala carte.

Technical Requirements

1. This contract shall require a designated account manager who will oversee the account and will handle all escalation issues within 24 hours. Additionally, JEA would like a quarterly call/visit with the account manager to discuss service levels and expectations. Exceptional customer service is required. Vendor will need to be onsite for initial roll-out and training of tool.
2. At a minimum, must be able to verify seven (7) years of history and the following components:

Federal Criminal Federal Criminal Records Search
Statewide Criminal Search Statewide Criminal Records Search
County Criminal Search County Records Search
SSN Trace Social Security Number Trace
Employment Report Employment Verification
Education Report Education Verification
MVR Motor Vehicle Records Check
National Sex Offender Registry
Prohibited Parties Terrorist Watch list
Widescreen Plus National Criminal Search
Professional License/Certification Verification

*In the event a state does not provide a criminal check, the report will have a comment in place of the results indicating that the state does not provide a criminal check.

*Preference may be granted to vendors who do not use aggregate databases of criminal records.

3. The Company shall provide bundled package pricing on Appendix B – Response Workbook for the following four (4) packages.

Package #1 – New Hire Package

To include the following:

- Criminal Felony & Misdemeanor
- Federal Criminal - Federal Criminal Records Search
- Statewide Criminal - Search Statewide Criminal Records Search
- SSN Trace - Social Security Number Trace
- Employment Report - Employment Verification
- Education Report - Education Verification
- MVR - Motor Vehicle Records Check
- National Sex Offender Registry
- Prohibited Parties - Terrorist Watchlist
- Widescreen Plus National Criminal Search
- Professional License/Certification Verification

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- County Criminal Records Search

Package #2 – CIP/FACTA Secondary Screening Package

To include the following:

- Criminal Felony & Misdemeanor
- Federal Criminal - Federal Criminal Records Search
- Statewide Criminal Search - Statewide Criminal Records Search
- SSN Trace - Social Security Number Trace
- MVR - Motor Vehicle Records Check
- National Sex Offender Registry
- Prohibited Parties - Terrorist Watchlist
- Widescreen Plus National Criminal Search
- County Criminal Records Search

Package #3 - I-9 Processing Package

To include the following:

- Complete of the I-9 form
- Collection of List A or B & C documents to verify identity
- Track and recertify expired employment authorization
- Storage of required documentation
- Ability to produce complete and accurate documentation in the event of an audit

Package #4 - E-Verify Processing Package

To include the following:

- Processing of e-Verify and accurate confirmation of eligibility to work in the US
- Communicate results of e-Verify to JEA
- Track and recertify expired employment authorization
- Ability to produce evidence of completed e-Verify and result

4. All Criminal Felony and Misdemeanor searches including individual pricing searches shall go back seven (7) years.
5. Automation of the I-9 and e-Verify process. Must provide evidence of meeting federal regulatory compliance for the completion (to include e-signature), storage, archive and recall of I-9 and e-Verify documentation.
6. All shortlisted companies will be required to complete the JEA Cloud Security Matrix (Appendix C) which has two critical minimum requirements.
 - a. The Company shall provide a SOC 2 Type 2 Report.
 - b. The Company shall store all JEA data in the United States.

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7. The Company shall process all of the following electronically: the ordering of background screening services, the reported results, and the invoicing. All of which shall be provided through the use of a secure web site where all information is protected and stored. Must provide 24/7 access electronically and a secondary means of access if the system is down.
8. The Company shall have a secured website in which JEA has the ability to place orders for special requests/high priorities. The secured web site shall also provide JEA staff with the ability to review results of both in process and completed background-screening requests. Must be able to do a single request or batch upload.
9. JEA shall have the ability to cancel a case that is in process for situations when an applicant withdraws. All background work shall be terminated and no additional charges incurred. Cancellation of background screening shall be handled through the same process to order services using the online provider tool.
10. The provider's system shall integrate natively with Taleo applicant tracking system (Taleo Enterprise Edition, version 17.4); prefer an Oracle Validated Integration (OVI) partner. The system must also function independently as a stand-alone web source.
 - a. The Company shall also have the ability to initiate a background request directly from Taleo or via an email link that is then sent to the applicant for completion. An archival of when the link was initiated and started by the applicant should be documented within the system.
 - b. The Company shall have a website in which JEA can initiate a background-screening request that is then sent to the applicant for completion. An archival of when the link was initiated and started by the applicant should be documented within the system.
11. The provider's system shall allow JEA to set up a JEA HR Manager as system administrator who can assign access to JEA human resources representatives. This includes assigning levels of access, deleting access, assigning passwords, etc.
12. The Company's site shall be configured/customized to flag backgrounds according to JEA's background policy and applicable Florida statutes.
13. Results shall be saved to the provider's website with the ability to convert to PDF for easy access. Background result reports will be able to be printed or emailed directly from the provider's site.
14. When a report is complete and ready for review, an email notice shall be sent to JEA.
15. Results shall be presented in a concise, categorized and organized manner when reviewing the report. Prefer reports not be longer than ten (10) pages.
16. Any immediate and all interim results shall be provided to JEA prior (via provider's website) to the availability of the final results. JEA should be able to log on and see the real time status of all requests. All notes/statuses shall be indexed and attached to the case for seamless viewing by JEA.
17. If one (1) or more checks take longer to complete, such as an employment check, all other results shall be available to the JEA through real time updates. Those updates would indicate that this case

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has not been closed with final results but shall identify all other items in the case that have been completed and results have been returned.

18. JEA maintains the right to contact the provider and request additional services performed and/or can cancel a particular item that was in process. I.e. canceling the employment verification portion of a background screen for an applicant. **If JEA determines the need to cancel a screening the Company will be notified and JEA shall not be charged for the incomplete screen.**
19. The service provider shall remain abreast of applicable law and provide updates, training sessions, in-services, webinars and provide a library of sample letters (adverse actions, consent, EEOC, FCRA) and forms that comply with applicable state and federal law. The sample letters will be evaluated and shall be included with the proposal.
20. The service provider shall maintain adverse action options for employer (pre-formatted letter for adverse actions to be sent by provider or JEA).
21. The service provider shall provide options for JEA to adjudicate background checks with a final pass or reject status. Management reports will be generated and stored on provider's site for downloading by JEA. At a minimum, the report will include the following: number of reports requested during time frame, number of flags categorized by type, average time to complete background check process, cost of report for the timeframe printed, total 3rd party fees, international fees, etc.
22. Background check results shall include at a minimum:
 - Background screening services group ID
 - Name of individual
 - Last four of applicant's Social Security Number
 - Date of birth
 - Date background screening service ordered
 - Date background screening service request completed
 - Name of requesting JEA HR representative
 - Summary results cover sheet
 - Product, Verification Source, Result, Adjudication Result
 - Specific results for each screening service ordered
23. 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.
24. **TURNAROUND TIME:** Results of all components of a background screening report shall be provided within five (5) business days of submission of the request. Partial reports with one (1) or more component(s) of a request will not be sufficient to meet the five (5) business day turnaround deadline. Only completed reports with all ordered services will satisfy the turnaround criteria. If partial reports are provided, then JEA is to receive an email upon completion of the case and be provided with an updated report. Late reports require an email with reason for delay and the anticipated delivery date. Authorized representatives from JEA's Talent Acquisition team can contact the vendor to close out any case or case components at any time. Must have efficient way to request documents from the applicant. Must also have a dedicated 800 number to provide

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customer service assistance to applicants. Expectations that email inquiries are answered within 48 hours.

25. **EDUCATION VERIFICATION:** For the purposes of meeting qualification requirements for employment, JEA does not accept degrees/diplomas earned at US schools, which are not accredited by the US Department of Education or one of the accrediting bodies recognized by Council for Higher Education Accreditation (CHEA). However, a high school diploma/GED earned at a high school recognized by a State's Department of Education is considered acceptable.
 26. **THIRD PARTY FEES:** When third party services are necessary to verify information, JEA shall not be charged for the additional fees. **The quoted rates shall be all-inclusive and include all Third Party Clearinghouse Surcharges and Fees.**
 27. **TRAINING OF FACILITY STAFF:** Prior to contract implementation, the selected vendor shall provide on-site training with the Human Resources staff at no additional charge to JEA. Describe training curriculum including mode of delivery and anticipated number of training hours required to ensure seamless transition to new system for ordering background screening and retrieving reports.
 28. **TERMINATION OF CONTRACT:** Upon completion/termination of contract the Corporation requires an electronic file/disk with all reports ordered for the duration of the contract at no additional cost to the Corporation.
 29. **Data Security:** JEA considers all data transmitted to and from the background screening service provider to be confidential. Proposals shall describe in detail the approach to secure data transmitted to and from JEA to protect the confidential information. The proposals should also include the confidentiality provisions that govern their employees that will work with JEA background screening requests. The Company shall be required to complete the JEA Cloud Security Matrix (Appendix C).
 30. **Billing and Invoicing Requirements:** Monthly itemized billing invoices are required and each charge shall be accompanied by the following information:
 - Screening service provided
 - Name and SSN/EIN of individual/entity being screened
 - Date background screening service ordered
 - Date background screening service request completed
 - Name of requesting JEA personnel
 - Fee for the screening service
- Invoices shall be itemized by expense category (background, I-9 and e-Verify) and include quantity, unit price, line total, grand total and any mandatory third party fees or surcharges not included in the quoted rates. Invoices shall also identify vendor name and address, FEIN and purchase order number. Invoices shall be submitted via electronic delivery to the Accounts Payable email, acctpaycustsrv@jea.com.
31. Company shall be a member of National Association of Professional Background Screeners (NAPBS) and provide member ID number.

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- 32.** All employees on your staff must have completed an appropriate background check before beginning work on JEA requests.
- 33.** Must be able to complete international searches as well as domestic searches.
- 34.** Must have a standardized training program for employees working on the JEA account to ensure seamless service.
- 35.** Must have an efficient and customer focus approach with handling customer complaints and inquiries. Specifically proposal should include response time to customer inquiries, escalation process, etc.
- 36.** Must be available to JEA and applicants via phone and email during normal business working hours at a minimum.
- 37.** Online system must have report functionality to run standard populated reports or customized reports based on populated fields.

**APPENDIX B - MINIMUM QUALIFICATION FORM
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GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED RESPONDENT BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION.

THE RESPONDENT MUST COMPLETE THE RESPONDENT INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE RESPONDENT MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

RESPONDENT INFORMATION

COMPANY NAME:_____

BUSINESS ADDRESS:_____

CITY, STATE, ZIP CODE:_____

TELEPHONE:_____

FAX:_____

E-MAIL:_____

PRINT NAME OF AUTHORIZED REPRESENTATIVE:_____

SIGNATURE OF AUTHORIZED REPRESENTATIVE:_____

TITLE OF AUTHORIZED REPRESENTATIVE:_____

MINIMUM QUALIFICATIONS:

The Respondent shall meet the following Minimum Qualifications to be considered eligible to submit a Response to this ITN. **A Minimum Qualification Form which is required to be submitted with the Response Form is provided in Appendix A of this ITN.** It is the responsibility of the Respondent to ensure and certify that it meets the Minimum Qualifications stated below. **JEA reserves the right to ask for additional back up documentation or additional reference projects to confirm the Respondent meets the requirements stated below.** A Respondent not meeting all of the following criteria will have their Response rejected:

- Company shall be a member of National Association of Professional Background Screeners (NAPBS) and provide member ID number on the Minimum Qualification Form.

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- The Respondent shall provide two (2) account references for work similar to the services described in the scope of work for this ITN. References should cover work within the last three (3) years ending October 31, 2018.
 - A similar account is defined as Background Screening Services as described in the Technical Specifications stated herein.
 - The account references on the Minimum Qualifications Form must include the reference company name, contact person, phone number, email address and a summary of the scope of work provided. JEA will contact and verify the account references.

Please note, any Respondent whose contract with JEA was terminated for default within the last two (2) years shall have their Response rejected.

- Bidder must have at least two (2) full time employees that are able to perform these services as described in the technical specifications. Evidence of certification(s) must be submitted with the bid by completing the affidavit below.

Affidavit declaring Company employs two (2) or more employees trained to provide services specified in this solicitation.

_____ Signature	_____ Company Name	
_____ Printed Name	_____ Title	_____ Date

Please provide the reference verification information requested below pertaining to this solicitation.

1. REFERENCE

Reference Name _____

Reference Phone Number _____

Reference Company Name _____

Address of Work _____

Reference E-Mail Address _____

Dates of Work/\$ Amount _____

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Description of Work _____

2. REFERENCE

Reference Name _____

Reference Phone Number _____

Reference Company Name _____

Address of Work _____

Reference E-Mail Address _____

Dates of Work/\$ Amount _____

Description of Work _____

APPENDIX B – RESPONSE FORM
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RESPONDENT INFORMATION:

RESPONDENT NAME: _____

BUSINESS ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE: _____

FAX: _____

EMAIL OF CONTACT: _____

WEBSITE: _____

1.4.1. QUOTATION OF RATES (35 POINTS)

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. 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 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.

Maximum score for criterion is: 35 points

Item No	Description of Services	Total Price
1	Annual Total Estimated Cost x 3 years for Contract Total	
	Transfer Total from Appendix B Response Workbook	\$_____

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 (15 POINTS)

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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 (35 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.

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.

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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