

EMPLOYMENT BACKGROUND INVESTIGATION SERVICES
Questions and Answers

1. Do you have a current screening provider? If so, how long have you been with your current screening provider?

Yes, The City of Pittsburgh's current screening provider is our internal Office of Municipal Investigations. They have been doing these screening since we implemented our current process in 2010.

2. What is your probability that the City of Pittsburgh will switch to a new vendor?

The probability is great to make such a switch - to some capacity and it also depends on the costs.

3. Approximately how many suppliers are participating in the RFP process?

We do not know the number of suppliers at this time.

4. In 'Scope of Work'- Part B: (page 3) *Out of State Criminal Background Search-All Names/ All Counties*: Should respondents consider this to mean a Statewide criminal records research? As you may already know, Statewide (all-county) criminal records research is not available in all states. For example, the state of California does not have a statewide or all-county search available.

Yes we did mean a statewide search, where applicable.

5. Please provide detail of proposed performance standards and guarantees, including:

- A. Accuracy of investigation results (see corresponding answer below)
- B. Document processing (see corresponding answer below)
- C. Website Guarantees (see corresponding answer below)
- D. Customer Service (see corresponding answer below)

A. Proof that the submitted results are accurate.

B. That the information we provide for checks to be completed is processed quickly, accurately and handled with the up most confidentiality.

C. That the portal (if web based) is user friend, secure, etc.

D. What the customer service levels are expected of your employees who liaise with City of Pittsburgh employees.

6. As a respondent, we have a standard service agreement, that all clients accept prior to on-boarding with *CompanyXYZ*. Would we send that, along with describing our service model? Any information you can provide would be greatly appreciated.

Yes.