

Background and MVR Check RFP - ADDENDUM

Below are responses to questions concerning the RFP for INCA Community Services, Inc. Background and MVR Check.

Question #1

Clarification on: Page 5 #9: Reports should be held in the system for the life of the usage with the Proposer.

Answer #1

These will be one year contracts and we will go up for bid again. So the life of the contract basically is a one year term. We will download them all at the end of the term (in case we go to a different provider after the next bid) which at that time can be restored to factory settings or you can keep them in the system if we stay with your company the next time around.

Question #2

How long have you been with your current screening provider?

Answer #2

We have been with our current provider since 2016.

Question #3

What is the % probability you will switch to a new provider?

Answer #3

There is no way to answer this. We are searching for the best price, most accurate results, speed of which results will be generated, and quality customer service. Additionally, this is a fair bidding process and we are seeking the best fit for our agency.

Question #4

How many screening providers do you estimate that will be participating in your RFP process?

Answer #4

Last time we ran the RFP (2016) we had three participate. We have sent the same email out to 10 different providers, have it listed on the website, and have a social media post about accepting bids. We will continue to send out the bid information as needed.

Question #5

Why are you going out to RFP?

Answer #5

As an agency we have been updating policies and procedures and as part of this process the bid process was reviewed. At which time it was noted we had not gone out for bid in over 2 years for the background screenings and we needed to do this in order to meet the policies we have in place.

Question #6

How did you hear about us?

Answer #6

I keep track of vendors who send emails out about their services and when we go up for RFP I send them all an email letting them know we have a new bid out. The contacts either sent me an email at some point in time, were contacted during our last bid process, or were recommended by LogistiCare (one of our contracted providers).