

**Request for Proposals
Pre-Employment and Pre-Volunteer
Full Background Check Services
Questions and Answers
RFP #0723-3**

August 15, 2023

Q1. I understand that the RFP states that the Library does not guarantee any minimum or maximum amount of background checks. We would like to know an estimate of annual volume. This is not a guarantee but a mere estimate so we can determine the pricing.

A1. The table below is the available historical information:

	HR Volume	Volunteer Volume
2019	117	265
2020	67	66
2021	118	77
2022	291	154
2023	138	173

Q2. Approximately how many background checks does the Queens Borough Library need annual? If you do not have an average, how many was performed in 2022 and 2021?

A2. See answer to question 1.

Q3. What's the anticipated annual volume of checks or historically what's been the annual volume?

A3. See answer to question 1.

Q4. Who's the current provider?

A4. This question seeks information that is not required to submit a responsive proposal.

Q5. What improvements are you seeking in a new provider, eg Customer Support Turnaround Time, and Platform functionality?

A5. The Library has not specified any improvement requirements. The Library is required to resolicit services.

Q6. Are they any plans to integrate with an HRIS system if so, which one?

A6. No. The Library's requirements are provided in the RFP. Proposer may decide to propose such a system.

Q7. Please share the current price table in place.

A7. This question seeks information that is not required to submit a responsive proposal.

Q8. What are your insurance requirements?

A8. See attachment 2.

Q9. Can we provide a letter from our financial institution attesting to our financial track record as satisfaction of the recent financial statements?

A9. The RFP states:

Provide copies of your two (2) most recent audited financial statements. If audited financial statements are not available, please explain why and identify how the Library can assess the financial condition of your firm.

Firm should explain why it does not have audited financial statements and also provide information for the Library to review.

Q10. How many years of employment history would you need verified?

A10. This RFP does not place limits on the number of years for employment verification.

Q11. How many professional references would you need completed? Do you have your own set of professional reference questions?

A11. One for each employment. Proposer should detail its recommendations for questions.

Q12. Would you want all names and areas searches based on a SSN verification/History search?

A12. Yes.