Questions Received for Background Check Services

RFP Section Number: 2  RFP Page Number: 4

Would you please provide details on what elements are included in your existing background investigation package? The existing background investigation may include a criminal investigation for convictions and probation status, credit history and driving record. The current elements checked are criminal history and driving history (in cases where the employee will need to drive as part of their duties). When needed, a credit check may be requested but that is the exception. All checks are conducted in each county that the candidate lived in. Searches are conducted using a Social Security Number, Name, Date of Birth and Drivers License Number.

How does Owens State Community College plan to request the background investigation services (i.e. fax, electronically, etc.)? Owens is looking to have a succinct process that is able to easily be tracked within or as a part of an electronic system. Currently, we are able to input the entry, track the entry and receive the report all from a secure web site provided by the vendor. It is our hope to continue with the same operational procedure of a secure web site. However, as we are all aware, sometimes systematic issues may arise and there may also be a need to have the ability to fax or call to request such services.

Under Objectives, the College lists it is looking to solicit and engage an independent firm to perform background checks and services in accordance with board of Trustee policies and procedures.

Who/what agency or company is providing the College with pre-employment background checks currently? Creative Security Company Inc.

What is your current pricing structure? A packaged fee structure is currently used. From time to time, there may be a need to select specific checks (credit, educational, work history) so a list of other services offered would be important to have included along with additional pricing.

Why are you looking to make a change? The contract for services has expired.

Is there something the College desires that the current agency/company is not providing? The current pre-employment company was approved to conduct background checks on criminal background check. Going forward we may also look for full pre-employment background checks to include verification of prior employment and educational credentials.

RFP Section Number: 3  RFP Page Number: 5

You mention several campus locations – will these locations need to be set up as separate accounts or set up under the same account code with unique usernames and passwords? Background investigations will be coordinated through Human Resources for staff and faculty position which is located on the Toledo campus. At this time, there is also a student worker background check that will be coordinated through Career Services. The background search
process will all follow the current route with the final input of the check will be done by the Department of Public Safety (DPS).

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In providing our fee structure, would you like us to recommend a few different packages based on best-practices recommendations? The fee structure can be on an individual basis or based on a package.

Is there a way to provide information (such as financial information) to you on a confidential basis so it is not considered public record? The College is required to follow all confidentially regulations of the State of Ohio and the Federal Government.

Point 2 requests a fee structure. Does pricing provided need to include any applicable access fees? All fees that the College will be required to pay are to be identified in the proposal for services.

Do you currently have a set package of reports you request for each position? Yes If so what are they/what types of searches do they include? The current elements checked are criminal history and driving history (in cases where the employee will need to drive as part of their duties). Fingerprinting is conducted for all positions that work with minor children and may be conducted for others. When needed, a credit check may be requested but that is the exception. Dependent on the position others may be required.

Question: Point 3 requests “evidence of financial stability for the past seven (7) years”. Does this requirement disqualify firms who have not been conducting business for 7 years? No, provide required information for the years the firms has been in operation.

**Pre-Employment Background Check Procedure  Board Policy No.:**

3358:11-5-51

**Procedure Section: 1  Procedure Page: 1**

Question: Does the College have in place a policy to deal with checking AKA or Alias information on a candidate – i.e. maiden names, nicknames, etc? Does your form include a section to list Alias or AKA information? Will AKA or Alias information be provided to the background check provider? The form provides a section for an AKA and maiden names. We check all names along with the SOC, Name, DOB, and Drivers License Information.

**Procedure Section: 4  Procedure Page: 2**

Question: In section 4 referring to reference checks, the College states “only the Owens Community College Applicant Reference Check Form” will be used for the collection of job related data. Will the College please provide a copy of this form? Are there specific questions you require when conducting a reference check – i.e. a script – if so please
provide. Currently, job related reference check is conducted by the search chair or the hiring authority for the position. The person conducting the reference check is provided with a list of questions to be covered with each reference.

TABLE 1

Question: The table lists that state and local searches will be checked for all positions. Are you currently running statewide searches and county clerk level searches? Yes, we are.

If you are conducting county court house level searches, how many counties do you typically search? 2-3

How many years of address history based on the social security number report? 7 years

Do you search all counties that someone has lived in? At least last 2, but depending on cost, all may be helpful

Is a proposing firm required to perform fingerprinting? Not at this time.

If a firm does not currently offer fingerprinting, does this disqualify the firm? Not at this time. We do our own fingerprinting in house using the OHIO BCI and FBI System.