

Question	Answer	Additional Comments
Who is the current vendor providing the services?	Inquiries Acquisitions, LLC	
Can you provide the current pricing in place?	Pricing is confidential and proprietary to the current supplier	
Can PGCB specify which, if any, Applicant Tracking System is being used?	The applicant tracking system is a custom application developed by the PGCB for the purpose of licensing both individuals and entities.	
Kindly provide details on the "existing PGCB system" being used to place orders.	The current system in place for placing orders is a custom built C# application that uses web service calls for both ordering and receiving results.	
Will PGCB accept signatures from an official authorized to bind the organization or must the signature be original/scanned?	The PGCB will accept electronic signatures from an individual authorized to bind the supplier for their proposal.	
What is the existing system utilized by the PGCB? Is this a homegrown system or a commercially available system?	The existing system at the PGCB is a custom developed application not one that is commercially available.	
Please clarify billing for "completed cases only; will PGCB accept charges for elements of a complete case (i.e. a county criminal is completed, but a credit report is still pending) or must all elements of the case be completed before invoicing?	All elements should be completed (must match PO lines)	
PGCB request publicly traded companies to provide financial information. What information is requested of privately held companies? Financial information is considered highly confidential and we note PGCB feels you are not requesting highly confidential information as part of this RFP.	The PGCB will accept a sworn letter from the supplier's financial institution.	
Contract Terms & Conditions - Insurance: can PGCB describe why it has included comprehensive crime insurance as part of this contract?	The PGCB has included the comprehensive crime insurance as part of its RFP because information provided by Applicants to the PGCB and information received by the Awardee and its subcontractors is highly confidential, personally identifiable, and financial information, which is required to be protected under the Pennsylvania Race Horse Development and Gaming Act.	
Since we are a privately held corporation, can you please sign the attached MNDAs for the provision of audited financials?	The PGCB will accept a sworn letter from the supplier's financial institution. If you are awarded this contract, the PGCB will sign the MNDAs, if necessary.	
The RFP indicates that PGCB currently has the ability to conduct international searches in 220 countries. Will the selected vendor be using PGCB's established searches or be required to have their own international search capability?	The Supplier must have their own.	
What is the current system/software and format PGCB uses to place orders?	The PGCB currently uses a custom developed C# application which generates an XML file. That file is delivered via a web service to the vendor for processing.	
Who is the current incumbent(s) conducting the work for PGCB at this time?	Inquiries Acquisitions, LLC	
Is all data authentication/validation done on the order system side, or is it incumbent on the vendor to do it once an order is received?	Some level of authentication/validation is done on the order system side, but additional authentication/validation should be done by the vendor as they process these requests.	
What is your annual spend for this background screening services contract?	\$1 million per year	
Are there any pain points with your current provider?	The PGCB is unclear what is meant by the term "pain points" and is therefore unable to respond. To the degree this question seeks information on the agency's business relationship with its current provider, that information is irrelevant to this Request for Proposals.	
Why are you evaluating new providers for background screening services?	The PGCB is in the middle of the second option on its current contract, with only 1 (single year) option remaining. Additionally, our Bureau of Investigations and Enforcement has changed the overall scheme of services that are to be provided under this contract, supporting the need for a new RFP.	
What is your anticipated start date	Estimated April 1, 2021	
Will preference be given to providers that are accredited by (not just a member of) the Professional Background Screening Association (PBSA, formerly NAPBS)?	No	
As the Board is reading submissions what are the top 3 most important areas to you in vendor responses, from a procurement perspective?	Listed in the RFP the evaluation of Technical will be based on: 1. Sounds of Approach 2. Technical Solution 3. Experience and Qualifications	
As a privately held company, financial information is considered highly confidential in nature, and it is our preference not to include this type of data during the RFP process. May vendors submit letters from their banking institution and certified public accountant attesting to their financial strength in lieu of the requested financial statements?	The PGCB will accept a sworn letter from the supplier's financial institution.	
In section 5 of Technical Submittal, Qualifications, item B. Prior Experience, asks vendors to show their experience by illustrating work done from our proposed contract team. We work with numerous clients. Would it be acceptable to provide 3 such client references?	Yes	
Is your current provider already processing information via the requested Web Service Interface process outlined under the Technical Requirements section of the RFP? If yes, are they also providing this information following the interface file specifications in Appendix J, K and L?	Yes, with one exception. The current process puts the release on a SFTP site for retrieval by the provider. The new process will submit the release as part of the XML file sent via the web service.	

Would you consider partial awards to multiple vendors for this RFP? (Example: One vendor would handle your employment screening and another would handle your business-to-business screening.)	No	
What does the Board see as the difference between Social Security Number Validation and Social Security Number Verification?	Validation means it is a valid number, verification means that it is associated with the applicant.	
For employment checks, is it acceptable to price a base cost, and note outsourcing fees may apply (i.e. the work number) or are you looking for an all-inclusive price with no outsourcing fees?	All inclusive fee.	
For employment verifications is it acceptable to price a per verification rate? Or is the Board looking for one price for 5 years of employment?	List out the cost for both.	
For county criminal checks, is the Board looking for a per county rate?	No	
Please clarify the Board's expectations regarding the 4-hour response time for consumer credit reports in Part III, section 8 Work Plan.	We want the credit report returned to us within 4 hours of submitting the request.	
We do not include our FEIN on our invoices. We can provide a current W-9 form upon award. Would this be acceptable?	FEIN will not be required on invoices. A W-9 would be provided to our Comptroller Offices to create the vendor ID to do business with the Commonwealth of PA and this should be established before submitting a proposal against the RFP.	
Our invoices are provided in Excel or CSV. Is that acceptable to PGCB?	Yes, Excel invoices will be acceptable to submit to our Comptroller Offices	
Please clarify what is meant by making calls via your system to place orders. Is PGCB open to entering orders via our web-based platform?	No. Due to the volume of applications, the PGCB does not want to enter orders manually on a web based platform. There needs to be a system/process in place to electronically transfer data to and from the provider. "Making calls" is allowing the PGCB sysetm to contact a web service to deliver data and retrieve results.	
We include invoice details with our monthly invoices. These details include the information required to understand the unit price and quantity amounts. Our summary invoices include expense category, extension and total. Would this be sufficient?	Yes	
The RFP states that the Board needs international criminal searches on entities. Criminal searches are not indexed by an entity. Is the Board seeking a sanction search or a civil search for these entities?	We are seeking a sanction search.	