1. The RFP is showing preference to Small Diverse Businesses and Veteran Business Enterprises. Would you consider a vendor that has neither of those designations?  **Our agency does not designate if we can consider a vendor without SDB or VBE usage; instead if your company does not have either, there is a process and form you must fill out and submit to BDISBO for an exception.  This is provided in the slideshow that is on Emarketplace and was presented during the Pre-Proposal Conference on 07/2.**

2.  Is a vendor already providing these services and the RFP only renews their contract or are you looking for a new vendor altogether?  **There is a vendor already providing these services and the contract was for a total of 5 years, which expires 03/31/26; a new RFP must   be issued for our agency to enter into a new 5 year contract with a vendor selected from this RFP.**

1. What are your pain points with the current vendor?    **None**
2. Is this a new contract opportunity? If not, please share the current contract number.  **No, this is not a new contract, we currently have the services in place with TruView BSI, LLC under contract 4400024216 which ends on 03/31/26 and this contract will begin on 04/01/26.**
3. We would like to submit a proposal. Could you please provide the secure link and credentials to do so?  **Please send a request specifically from your company to the RFP Questions resource account to request a secure link.**
4. Section III-5D has a blank for item 7. We assume this is a simple error, but if there is supposed to be something there, please provide the missing information.  **Not blank – it continues to 8. Geographical location of staff and Resumes**.
5. Are there any limitations for the technical proposal? (i.e. # of pages, font size, what counts toward page limit - such as cover letter) **No, this will be an electronic submission and uploaded as electronic then scored by our RFP Committee electronically as well.**
6. With respect to volume of searches, the RFP references that in 2024, the BIE investigated over 3300 company, principal key and gaming level 2 employees, 7000 gaming and non gaming employees and 150 companies and individuals, which totals over 10,000.  Can you clarify what specific searches were conducted in 2024, by type and volume?   Will this be the same in 2025, and if so is the Appendix E reflective of estimated 2025 quantity? **Please use Amended Appendix E as an estimation.**
7. With respect to employment check cost on Appendix E, it references 4000.  For clarity, are there 4000 requests, assuming each request contains multiple employers?  **Please use Amended Appendix E as an estimation.**
8. How do you propose 3rd party/statutory (out of pocket) fees be handled in pricing submittal?  For example, in some areas there are 3rd party fees (in addition to Work#) that are outside of our standard cost. That we are not able to know until the search is requested.  Other examples include fees for education and criminal where there are sometimes 3rd party charges, and employment checks.  We think Denise came up with language to address this issue last time.  **This is something you must consider when writing your proposal.  We do not have knowledge regarding any additional costs.**
9. Is there a 3rd party application/ATS that PA Gaming uses now or is planning on using?  What is a 3rd party application/ATS?  **Please clarify**
10. With respect to Financial Information requested, since we are a private company and do not disclose financials, can we provide a letter from our CPA or Financial Institution that indicates our financial capability to assure good faith performance?   ***YES***
11. With respect to SDB and VBE goals, are both a requirement, meaning 11% SDB and 3% VBE both (2 separate entities or 1 entity that can accommodate both?)?  **This can be separate or both, if you do not have entities that meet that criteria, you would complete the exception form with BDISBO that was given during the Pre-Proposal Conference.**
12. What's the anticipated annual volume of checks, or historically, what's been the annual volume? **This is provided in the RFP** **– Amended Appendix E.**
13. What percentage of candidates typically require each type of background check (e.g., criminal history, employment verification, education verification, professional licensing)?  **There were 90305 orders for 34,042 applications made with TruView since the contract started.**

**There were 332 Education Verifications**

**There were 21557 Employment checks**

**There were 1335 International Criminal Checks**

**There were 266 International Criminal Checks for businesses**

**There were 153 County Criminal Checks**

**There were 130 County Criminal checks for businesses**

1. Are there any plans to integrate the background screening process with a third-party HRIS or ATS platform (e.g., Workday, Oracle, UKG)?  Same as #11.  What is this?  **No**
2. Could you kindly share the current technical documentation or schema for your XML web service interface?   We think Todd should answer this.  **The schema for the file we send to our current provider is in Appendix J.**
3. What is the ideal turnaround time you expect for each background check type (criminal, employment, education, etc.)?   I believe we have always said about two to five days.  Is this in the current contract?  **SEE** **RFP** **SECTION** **III**-**8.**
4. How is vendor performance currently measured (e.g., SLA adherence, system uptime, user satisfaction)?   **Proper billing, response time of results, response of customer service, quality of results.**
5. Could you clarify if the selected vendor is expected to handle pre-adverse and adverse action notices?   **The Fair Credit Reporting Act or other governing regulations may require them to do this.**
6. Are there any anticipated seasonal spikes in background check volume we should plan for?   Yes, gaming expansion. ***There are many factors that could affect the volume of searches, including any gaming expansion.***
7. Will pricing be fixed for the entire contract term, or subject to annual review or adjustment?  This is a Denise question we think. **See Part I-5.  This is a fixed price contract.  It may be negotiated prior to the award, and it is possible to revisit costs, if necessary.  There will be no annual review or automatic adjustment.  Pricing may need to be negotiated further, if gaming expansion is legislated.**
8. Could you please confirm the name of the incumbent provider currently delivering background screening services under this contract? **TruView BSI, LLC**
9. Can you share the current price table in place?   **SEE Contract and Amendments uploaded to the treasury Website Contract #*4400024216***[**Search Contract - My ASP.NET Application**](https://www.patreasury.gov/transparency/e-library/)
10. Who is the incumbent service provider for employment screening services? **TruView LLC**
11. Are you going to RFP due to having exhausted the initial contract term as well as all of your renewal options you have in place with your current vendor?  **Yes, the 5 year contract will expire on 03/31/26.**
    1. If not, what prompted the issuance of this solicitation at this time?
12. How long has the incumbent service provider provided employment screening services? **5 years for our agency – term of the contract**
13. What is the annual spend for this contract? **Estimated annually $500,000.00**
14. Will you provide the current pricing for the services requested?   **SEE Contract and Amendments uploaded to the treasury Website Contract #*4400024216***[**Search Contract - My ASP.NET Application**](https://www.patreasury.gov/transparency/e-library/)
15. Do you conduct rescreening of your employees? If so what is the interval?  **Yes, every five years and additionally throughout the renewal period as needed.**
16. Are there any “must-have” vs. “nice-to-have” features or services?    **Proper billing, response time of results within stated timeframes, fast response of customer service inquiries, quality of results and IT systems that work seamlessly with our IT systems.**
17. What are the key outcomes or success metrics you want to achieve?  **Same as above.**