



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

August 20, 2020

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS20706-EMPL_VERIF
EMPLOYMENT VERIFICATION SERVICES

ADDENDUM # 1

The purpose of this addendum is to respond to questions asked during the Q&A period and to update the submission requirements and bid opening procedures as a result of the extension to the current State of Emergency.

QUESTIONS & ANSWERS

- Q1. Do you anticipate extending the bid due date?
[No](#)
- Q2. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?
[Criteria on how proposals will be evaluated has been identified in the solicitation.](#)
- Q3. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free?
[Not by the State of Delaware.](#)
- Q4. Other than your own website, where was this bid posted?
[The State of Delaware advertised this solicitation only on the State's bid portal; \[mymarketplace.delaware.gov\]\(http://mymarketplace.delaware.gov\).](#)
- Q5. Could you give an estimate of the annual volume of screens you're anticipating?
[5,000 per year.](#)



- Q6. Are you currently work with an Applicant Tracking System? (Are you currently utilizing an applicant tracking system (ATS) that the vendor would need to be integrated to?)
No. Not at this time.
- Q7. How many employment verification requests per month do you anticipate or historically have completed during a month?
415
- Q8. Is this RFP for one sole contractor for employment verification services or will there be selection of multiple contractors for this service?
The State reserves the right to multi-award, if determined to be in the best interest of the State.
- Q9. In light of the COVID19 pandemic, can we submit our proposal via email with electronic signatures instead of original signatures?
Refer to Submission Requirements and Bid Opening updates contained in this RFP Addendum.
- Q10. Can the State utilize a comma or pipe delimited file?
Standard file specs are stated in the scope of work.
- Q11. Is the State using a third party to process verifications today? If so, which one?
Yes, Frontline eSolutions, LLC /dba/ uConfirm.
- Q12. How does the State process payroll today (in house or via third party)? If third party, which one?
In-House
- Q13. There are a number of special terms and conditions required to address the nature of this highly regulated service and the duties and obligations of both parties under the Fair Credit Reporting Act (FCRA) and its state law counterparts. To comply with these requirements, there will be redlines that need to be addressed on the PSA provided. In the past, we've responded to State of DE RFPs by providing a Word version (track changes) of the PSA with easily viewed redlines or comments. Would the State be willing to accept this document (included as an attachment to our response) in lieu of listing each redline on the Exception Form provided as Attachment 3?
All exceptions are to be noted, using the form provided.
- Q14. Would the State be willing to review and consider signing an agreement that we've created to address this specialized service and the pertinent terms and conditions that accompany it?
No.
- Q15. What is your active employee count?
38,000
- Q16. What is the volume of verifications processed on a weekly/monthly basis?
100
- Q17. Would you be open to considering other services as part of this RFP such as Unemployment Cost Management or I-9 processing?
No.

Q18. Due to COVID-19 affecting mail deliveries, will it be possible to deliver this RFP electronically by 3:00 PM (Local time) on September 1, 2020?

[Refer to Submission Requirements and Bid Opening updates contained in this RFP Addendum.](#)

Q19. Who is the current contracted provider for verifications of income and employment for the State of Delaware?

[Frontline eSolutions, LLC /dba/ uConfirm](#)

Q20. For VOI/E purposes, how does the State of Delaware process payroll?

a) If the State of Delaware utilizes a third-party provider, which provider is used?

b) If no third-party is in use, is there an internal system being used?

[In-House. We use Oracle/PeopleSoft software application to process payroll.](#)

Q21. Of all the verifications performed in 2019:

a) On average, how many were completed annually?

[6,000](#)

b) Of those completed, how many verifications were Commercial verification requests?

[This is the bulk of requests received.](#)

c) Of those completed, how many verifications were Social Services verification requests?

[15%](#)

Q22. What is the turnaround time for current verifications?

[Overnight](#)

Q23. Is your current provider handling 100% of verification requests, including Social Services requests, or is the State required to handle some on its own?

a) What percentage of verifications is your current vendor unable to fulfill?

[Current vendor is unable to fulfill 0%.](#)

Q24. Are their current incentives provided to the State of Delaware in relation to this program?

[No](#)

SUBMISSION REQUIREMENTS

Pursuant to the provisions of the declared State of Emergency, bids in response to the subject solicitation shall be submitted electronically with a hard copy to follow by mail.

Electronic bid submissions must be emailed to gss-bid-submit@delaware.gov

The email subject line MUST include the solicitation number and vendor name.

Be advised, the email transmitted, including all required information and attached files may not exceed 25Mb.

Only those submission received at gss-bid-submit@delaware.gov by the bid submission deadline will be considered. It is the responsibility of the offeror to ensure their bid is received by the deadline.

The hard copy of the bid must exactly match the electronic bid and shall be received no later than seven (7) calendar days from the bid closing date. The hard copy must be sent in a sealed envelope clearly displaying the contract number and vendor name to:

State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202

Bids must be received by 3:00pm Local Time Tuesday, September 1, 2020.

BID OPENING

Pursuant to the provisions of the declared State of Emergency the bid opening will be held **3:30pm Local Time Tuesday, September 1, 2020** through electronic means. To attend the bid opening via remote access, the public may participate by joining the meeting at: <https://stateofdelaware.webex.com/stateofdelaware/j.php?MTID=m5bd32ec3f72d31cfc12c8fe9dffb87eb>

Meeting Number (Access Code): 129 440 8069

A listing of proposals received will be posted online and available for review at: http://bids.delaware.gov/closed_bids.asp, under the contract specific page.

All other terms and conditions remain the same.

S:\ Addendum to RFP GSS20706