

**Howard Center, Inc.
208 Flynn Avenue, Suite 3J
Burlington, VT 05401**

REQUEST FOR PROPOSAL FOR

Background Checks

**Proposals must be received at the above
address by December 4, 2024**

Purpose and Scope

Howard Center, Inc. is a private, nonprofit organization located in Burlington, Vermont committed to providing effective and accessible services, for the benefit of our community. Founded in 1873 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance abuse and mental health issues. Howard Center is seeking a bid response regarding background checks.

Howard Center is a leading provider of mental health, substance use, and developmental services in Vermont. We are committed to maintaining a safe and secure environment for our clients and staff. To support this mission, we seek proposals from qualified vendors to provide comprehensive national and international background check services for employment and housing. The selected vendor will work in conjunction with our HRM platform, UKG, to ensure thorough and timely background screening of our personnel.

2. Scope of Work

The selected vendor will be responsible for conducting a variety of background checks on prospective and current employees, including but not limited to:

- Criminal history checks
- Education verification
- Office of Inspector General
- Department of Motor Vehicles
- Credit Check (for Financial/Leadership positions)
- Social Security Verification
- Professional license verification (if applicable)
- Child abuse and neglect registry checks (if applicable)

3. Integration with UKG

The vendor must be able to integrate seamlessly with UKG, our HRM platform. This includes the following but not limited to:

- Data implementation and transfer: Securely importing and exporting data between the vendor's system and UKG.
- Status updates: Providing real-time updates on the status of background checks.
- Automated alerts: Setting up notifications for background check results and any required follow-up actions.
- Set-up fees for integration and transferred to new platform

4. Timeframe for Completion

Provide a clear timeline for the completion of various types of background checks, how those timeframes will be met and what might influence the timing.

5. Pricing

Please provide a detailed pricing structure for each type of background check. The pricing should include:

- Per-check or unit cost
- Volume discounts (if applicable)
- Setup or integration fees
- Any additional costs for expedited services
- Deeper dive service into convictions/infractions

We complete Random Background checks once a year, this can be a total of 1400 at one time. Please propose how this would be handled by your company and if costs would be adjusted.

6. Proposal Requirements

Proposals should include the following:

- **Company Overview:** A brief description of the company, including history, services, and experience in providing background checks.
- **Experience and References:** Examples of past work with similar organizations and references from at least three clients.
- **Integration Capabilities:** Details on how the vendor plans to integrate with UKG, including technical specifications and support. Please include the timeframe and needed processes by Howard Center.
- **Timeframe Commitment:** Confirmation of the ability to meet the outlined timeframes for the various background checks.
- **Pricing:** A detailed breakdown of costs and how payments can be made. Please include any fees associated with the payment options.
- **Compliance:** Information on how the vendor ensures compliance with federal, state, and local regulations related to background checks.
- **Support and Customer Service:** Details on the vendor's support services and contact points for resolution of issues. Include if there will be dedicated staff person for Howard Center or if there is a triage with staff. In addition if there is any service guarantee.

7. Evaluation Criteria

Proposals will be evaluated based on:

- **Experience and Reputation:** Proven track record in providing reliable and comprehensive background checks.
- **Integration Capabilities:** Ability to work effectively with UKG.
- **Cost:** Competitive pricing and value for services.
- **Timeliness:** Adherence to specified timeframes.
- **Compliance and Accuracy:** Assurance of legal compliance and accuracy of checks.
- **Support:** Quality and availability of customer service.

Howard Center, Inc. will consider all proposed lengths of contracts terms as proposed by bidding parties.

Proposal Timeline

The Request for Proposal timeline is as follows:

Request for RFP: 11/4/2024

Deadline for Bidders to Submit Questions: 11/20/2024

Howard Center, Inc. to Responds to Bidder Questions: 11/27/2024

Final Bid to Howard Center, Inc.: 12/04/2024

Selection of Top Bidders / Notification to Unsuccessful Bidders: 12/18/2024

Contract Award Start Date: 06/01/2024

HowardCenter, Inc. will endeavor to administer the proposal process in accordance with the terms and dates outlined; however, the HowardCenter, Inc. reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.

RESPONSE DATE

Respondents to this RFP must submit electronic offer and a hard copy no later than 12/04/2024. Responses should be clearly marked "RFP-Howard Center: Background Checks" and mailed or delivered to the contact person listed above. Mail or deliver responses to:

HowardCenter, Inc.
Attn: Heather A Simmons
208 Flynn Avenue, Suite 3J
Burlington, VT 05401
Phone 802-488-6946
Fax 802-488-6901
[email: hsimmons@howardcenter.org](mailto:hsimmons@howardcenter.org)