

## QUESTIONS AND ANSWERS

**NOTE: All answers are in bold**

Q1. Some of the items below identify “Alert” content that we may not be able to provide with our current vendor. Please advise if all the items below are “hard” requirements.

Alert content includes:

- Address change
- Phone number change
- Lawsuits
- Bankruptcies
- Sanctions
- Arrest records
- Real estate transactions
- Death records
- Divorce records
- Carry concealed weapons licenses
- Liens and Judgments
- Real property pre-foreclosure records

**A1. The following requirements are “hard” alert requests that the VBA must be provided with:**

- **Address change**
- **Phone number change**
- **Bankruptcies**
- **Sanctions**
- **Arrest records**
- **Real estate transactions**
- **Death records**
- **Carry concealed weapons licenses**
- **Liens and Judgments**
- **Real property pre-foreclosure records**

**If the contractor provides access to alerts on lawsuits and divorce records, these alerts must be at no cost to the Government, because they are not required.**

Q2. The current RFQ seems to require detailed credit and financial information, which would be regulated by the Fair Credit Reporting Act (FCRA), and would require different products than the non-FCRA products used for investigative and due diligence background work. Would you please clarify whether the current solicitation is intended to be awarded for access to FCRA products/services as well as non-FCRA products/services? If so, are multiple awards being considered?

**A2. The proposed new contract is intended to be awarded for access to Fair Credit Reporting Act Information (FCRA) and non-FCRA, because the VBA now requires the credit score to be checked in addition to the background work.**

**The VA intends to award a single, firm-fixed price award. Multiple awards are not being considered.**

Q3. Are you running background checks strictly for employment purposes?

**A3. No, we are running background checks to determine if an individual person can be appointed as a VA approved fiduciary to our beneficiaries. These checks are not for employment purposes.**

Q4. For what purpose will you need to search for the items below?

**A4. In bold**

- Address Changes - **To determine if a fiduciary has moved and not informed us as required.**
- Phone Number - **To locate a fiduciary**
- Real Estate Transactions - **To locate a fiduciary and/or to verify beneficiaries names are not located on fiduciaries properties to prevent misuse**
- Death Records - **To determine if a fiduciary is now deceased and the VA was not notified**
- Carry Concealed Weapons Permit - **Verification purposes only**
- Liens and judgements - **Verification of financial stability to prevent misuse**
- Real property pre-foreclosure records - **Verification of financial stability to prevent misuse**

Q5. From what I understand, you have 300 employees. Which types of searches will you be running on the employees and how frequently?

**A5. We are not running searches on employees. The searches are being run on individuals to determine if they are adequate to act as a VA approved fiduciary to our beneficiaries. Criminal and Credit background checks are run daily on proposed fiduciaries before they can be assigned as a VA approved fiduciary.**

Q6. Are you interested in a cost per search price schedule, or only a monthly subscription cost?

**A6. We are only interested in a monthly subscription cost per line item as provided in the original schedule.**

Q7. Performance Period: "The period of performance is May 1, 2017, to April 30, 2018 (base year) with four one-year options. Place of Performance: Primary place of performance will be at the contractor's facility." Is the "base year" the amount of time given for development of the portal or does this indicate that the go live date for the portal is May 1, 2017?

**A7. The VBA expects to receive a fully developed product, and not one that requires a build for criminal and credit background checks. On May 1, 2017 the web-based portal should be able to perform all requirements set forth in the SOW.**

Q8. Question RE: "Monitor inappropriate use of web-based portal by internal employees": Will there be criteria specified by the VBA as to what they deem as "inappropriate use of the web-based portal by internal employees"?

**A8. Yes, the VBA can provide that information for the selected contractor. For example, “inappropriate use” can be identified as attempting to run a credit or criminal background check on a celebrity, judge, president etc. to name a few.**

Q9. Given that the reports for the Batch alerts only need to be delivered once a month, does that signify that the system will only need to perform checks on the individuals once a month before the report is generated?

**A9. Yes, an initial credit and criminal background check is run on an individual prior to selection as a fiduciary. Batch alerts allow for constant monitoring to ensure the identified fiduciary meets requirements set forth in our regulations and program manual. We only expect to receive batch alerts once a month on a fiduciary and that report should be ran at an agreed upon day each month. Please see example below:**

**John Doe Initial credit and criminal background check date: 2/24/17**

**First Batch alert run date: 3/24/17**

**Second Batch alert run date: 4/24/17 etc.**

Q10. Will there be instances of VBA employees logging into the portal to check for changes to an individual’s information before the receipt of the monthly report that would require a more frequent automated check on the individual (i.e. once a day)?

**A10. No, an initial check and batch alerts are the only required checks.**

Q11. Would it be acceptable for the system to be set up so that if no searches on that individual are performed through the portal then a single check performed in the month is sufficient and in the instance of a VBA employee searching the individual through the portal would initiate an additional check?

**A11. Please see the response to question number 9. Initial credit and criminal background checks are performed prior to selecting an identified fiduciary. Credit and criminal background checks are not run by VBA employees following a decision to either appoint and/or deny that fiduciary. Batch alerts should be able to catch any abnormalities following that initial credit and criminal background check.**

**END**