



ALABAMA DEPARTMENT OF TRANSPORTATION
1409 Coliseum Boulevard, Montgomery, Alabama 36110



Bob Riley
Governor

Procurement Office
Bureau of Equipment, Procurement and Services

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Transportation Director

SNAP Requisition #: 1425670
ITB #: 10 - X - _____
Contract #: TA - _____

Specifications

Pre-Employment Screening Services

1. Contractor to provide upon request by Alabama Department of Transportation (ALDOT) Bureau of Personnel and Compliance, or other authorized individuals, a complete pre-employment background screening package, to include, as a minimum, a Social Security trace, a global Office of Foreign Assets Control (OFAC) and Denied Parties report, a National Criminal report, and a complete criminal report from all Federal Districts and the State of Alabama. Additional services may be provided on request at additional charge.
2. Additional services to be provided upon request must include, at a minimum, the following searches: State-wide criminal background checks for all states where legally allowed, criminal reports at a county level, Motor Vehicle reports, Education and Employment verification, reference verification, national and state sex offender reports, fingerprinting, Worker's Compensation report, professional license verification and report and electronic verification of I-9 forms.
3. Contractor's service must be completely Internet-based, and provide ALDOT with a web-based client access capability for ordering and receiving reports and account management. System must allow web-based report requests and review of reports electronically 24 hours per day, 7 days per week. System must use integrated data encryption for security and confidentiality in data access and transfer, and shall require personal, individual user identifications and passwords for authorized access. System shall incorporate auto logout feature, password failure lockout and periodic mandatory password reset. System must require a hardened password of no fewer than seven(7) alpha-numeric or symbol, case-sensitive characters.
4. The following web-based features shall be mandatory components of the contractor's system:
 - a. Ability to preview a Social Security Report and cancel unwarranted searches.
 - b. System will automatically order and select any counties listed on the Social Security Report and allow ALDOT the ability to review, verify and/or edit the selected counties before submission.
 - c. The system shall generate an adverse action or a pre-adverse action letter that auto-populates applicant information on the letter so ALDOT can quickly submit consumer report and adverse action letter to the applicant. The letter notifies the applicant of the adverse action and provides response information to allow the applicant to review report and discuss any disputes with the contractor.
 - d. System must allow ALDOT to implement a standard for all reports or customize by each account. System must allow ALDOT to integrate Departmental rules and policies into the system, and auto-generate disposition for the entire order based on the specifications set forth in the policy.

5. System must include the following web-based account management options in order to allow ALDOT to organize data and information based on Departmental needs:
 - a. Reporting options to allow ALDOT to view several reports that can be customized based on Departmental needs and criteria selected. The following elements must be included in the reports list: information from location, applicants screened, products ordered, turn-time, date ordered, and date completed. System must allow ALDOT to download detailed reports directly from the website on a daily basis, showing cost by search and cost by report, for precise budgeting.
 - b. System must allow ALDOT to view all invoices and prices online. The invoices shall include a summary report and a detailed invoice by major account and Division account, listing all services provided during the prior month. The system shall accept invoice payment by credit card in addition to payment by warrant.
 - c. System shall allow the primary account administrator to tailor users' rights based on location, access requirement and specifications. Each user identification and access code shall be unique and configurable for any combination of preferences available on the system. The system administrator shall have the authority to view other users' work and monitor files from their office or additional offices based on the complexity and setup of the account.
 - d. System shall allow ALDOT to create a package order as identified in the bid document to allow ease of ordering and a standard package with a set cost for each standard inquiry.
6. System shall be designed to generate the requested reports based on user's web-based inquiry supplying candidate's name, current address, date of birth and Social Security number.
7. System shall complete all reports within 72 clock hours from time of request transmittal. Each request shall be assigned a unique case number, and electronically date/time stamped for verification purposes. National Criminal reports must be an instant search feature, and State-wide criminal reports for Alabama only must be completed in less than four (4) clock hours from time of request transmittal.
8. Contractor must provide a telephone number for customer service, answered by a company employee, and provide an assigned Account Manager to the ALDOT account for purposes of account management, dispute resolution and assistance. Customer service must be available, at a minimum, from 7:00am CST to 5:00pm CST, Monday through Friday, excluding Federal holidays. Voice mail requests for call-back must be satisfied within one (1) hour during normal business hours, or within the first hour of the following business day.
9. Contractor must provide alternate inquiry request solutions, such as a toll-free facsimile line, in order to facilitate orders in the event of Internet service or data transmission interruptions.
10. Contractor must demonstrate sufficient Internet security and operational policy to guarantee absolute confidentiality and protection of all personal data. Any breach in confidentiality or privacy will be grounds for immediate cancellation of this contract.
11. Contractor agrees that all screening services shall be conducted in accordance with the Fair Credit Reporting Act (FCRA) and any other applicable federal, state or local laws. ALDOT asserts that information provided will be used for employment purposes only, and that all report requests will be contingent upon full disclosure to the candidate and a signed written consent form.
12. Contract shall be valid for a period of twelve(12) months from date of award, with option to renew for additional second, third, fourth and fifth contract periods, under original pricing, terms and conditions, upon mutual consent of both parties.