

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT OR TASK ORDER**

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1. Amendment Modification No. A002	2. Effective Date 05/31/2012	3. REQUISITION/PURCHASE REQ. NO. PR490-118-12
4. ISSUED BY Norfolk Redevelopment and Housing Authority Purchasing Services Office 201 Granby Street, 7th Floor Norfolk, VA 23510		5. ADDRESS OFFER TO (if other than item 6)
6. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		7A. AMENDMENT OF SOLICITATION/CONTRACT NO.
		7B. DATED (SEE ITEM 8) April 26, 2012

**8. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 11. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 6 and 12, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**9. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 10.**

CHECK ONE <input type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 11 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 7A.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 11, PURSUANT TO THE AUTHORITY OF VPPA § 2.2-4309.
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT: Contractor**  is not,  is required to sign this document and return 1 copies to the issuing office.

**10. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by section headings, including solicitation/contract subject matter where feasible.)**

Solicitation PR490-118-12 - Background Checks is hereby amended:

Questions and answers.

All other terms and conditions remain the same

*Except as provided herein, all terms and conditions of the document referenced in Item 7A, as heretofore changed, remains unchanged and in full force and effect.*

11A. NAME AND TITLE OF CONTRACTOR (Type or print)		12A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kathleen Mosley, VCO	
11B. CONTRACTOR/OFFEROR	11C. DATE SIGNED	12B. NRHA CONTRACTING OFFICER 	12C. DATE SIGNED 5/31/12
(Signature of person authorized to sign)		(Signature of person authorized to sign)	

Distribution: Purchasing File - Contractor - Finance - Initiator

NRHA FRM 25-011

**PR490-118-12-A002  
Background Checks  
Questions and Answers**

Question #1

When conducting the background checks who will input the data? Will it be an employee of Norfolk and Housing Authority or the vendor?

**Answer to question #1**

**NRHA Employees will request background checks.**

Question #2

Will on-line background check system be allowed?

**Answer to question #2**

**Yes**

Question #3

Will electronic billing be allowed?

**Answer to question #3**

**Yes**

Question #4

Can results delivered by electronic means?

**Answer to question #4**

**Yes, this is required.**

Question #5

What is the average amount of background checks run during the year?

**Answer to question #5**

**The current contract only includes checks for applicants. For the period of April, 2011 through March, 2012 we requested over 2,100 checks for applicants. This number does not include current residents which we will begin pulling under this contract.**

Question #6

Do I need to register with Virginia for a license as my company is in Missouri?

**Answer to question #6**

**No**

Question #7

Can you provide the Housing Authority's projected background check volume?

**Answer to question #7**

**It is estimated that we will request 1,100 checks for current residents. It is estimated that we will request 2,100 checks for applicants. The estimated total is 3,200 checks.**

Question #8

Who do you all use for your Property Management Software?

**Answer to question #8**

**Emphasys Elite**

Question #9

Was the IFB written for the competitor's solution?

**Answer to question #9**

**No**

Question #10

Would you all like a criteria recommendation from us or to make your own decisions once the report comes back?

**Answer to question #10**

**NRHA staff will make their own decisions.**

Question #11

What is the current incumbent contract value?

**Answer to question #11**

**\$70,000.00**

Question #12

What is the duration of current contract?

**Answer to question #12**

**Three years; base year + 2 option year renewals. Current contract expires 06/30/2012**

Question #13

Will the contract duties be performed on or off site?

**Answer to question #13**

**Off site**

Question #14

Approximately how background checks will need to be conducted monthly?

**Answer to question #14**

**See answer to Q7**

Question #15

In what area are the applicants primarily located?

**Answer to question #15**

**Norfolk, VA**

Question #16

When stating “national” criminal checks, could you please clarify? As a housing authority, you are entitled to conduct fingerprint checks through a channeler directly to the FBI and get results back within minutes after submitting through a livescan machine. Would you be looking to conduct fingerprint based, true national criminal checks or are you looking for a commercial database as the national check?

**Answer to question #16**

**Commercial database will be used as the national check. No fingerprint checks.**

Question #17

If the pricing is requesting a price for the national criminal database (name based commercial check), would you like an additional pricing sheet submitted by capable companies to include fingerprinting?

**Answer to question #17**

**No**

Question #18

Para VII.2.f of the IFB states “Do not use color or expensive stock in preparing proposal”, does this mean do not use color in the proposal, or do not use colored paper?

**Answer to question #18**

**Do not use colored paper.**

Question #19

Just for clarification purposes, 1 (one) original hardcopy & one (1) copy on CD ROM are due to you by 3pm on June 1, 2012?

**Answer to question #19**

**One (1) original hardcopy and one (1) copy on CD shall be submitted. Please see the front page of Amendment A001 for the extended due date.**

Question #20

Is NRHA interested at all in package pricing?

**Answer to question #20**

**No.**

Question #21

Some state agencies, county courts and DMV agencies charge a “pass-through” or “access” fee. Those fees vary greatly and our normal procedure is to pass the fees to clients at the same cost we incur from the agency/court. Should we indicate the base fee for our product and then notate when additional fees may apply? Or, are you looking for a flat rate price, where additional fees are not incurred?

**Answer to question #21**

**Flat rate price**

Question # 22

Are you utilizing an Applicant Tracking System?

**Answer to question #22**

**No**

Question #23

When is the expected announcement date for award of contract?

**Answer to question #23**

**The estimated date of announcement of the awardee is two weeks after bid due date.**

#### Question #24

We see that you are requesting DMV reports. We do provide those and we are happy to bid on this service. In our experience, it is a little unusual for Public Housing agencies to request this type of report. Do you run DMV histories on all of your prospective residents, or is this for some particular subset of applicants?

#### **Answer to question #24**

**We do not use these for public housing applicants/residents however Human Resources may use this service for potential employees.**

#### Question #25

In many states the DMV charges a fee to access the records. For example, in Virginia there is a \$7.00 fee. Because each state is different, the DMV surcharge is charged as a pass through. We will gladly provide a list of all states that charge fees and the amount of the surcharge. If we list the base price on the form, clearly indicate there is a surcharge in many states and attach a list of those states, will our Pricing Schedule be compliant with your wishes?

#### **Answer to question #25**

**Yes**

#### Question #26

In Section IV.1 you asked "in completing the checks, if one of the first checks sets off a red flag how would you respond?". Will you please elaborate on what you mean by "sets off a red flag".

#### **Answer to question #26**

**How you identify someone when their background check shows criminal or credit activity which may be questionable; does it provide details.**

#### Question #27

Who is your current vendor for Background Checks?

**Answer to question #27**

**RentGrow**

Question #28

How long have they [RentGrow] been providing this service to NRHA?

**Answer to question #28**

**Since September, 2009**

Question #29

What do you currently pay?

**Answer to question #29**

**The value of the current contract is \$70,000 per year.**

Question #30

Was this IFB issued due to some dissatisfaction with your current vendor, or have all of the options allowed on the current contract been exhausted?

**Answer to question #30**

**All option years have been exhausted.**

Question #31

Your pricing sheet states: "Pricing shall be all inclusive of labor, travel, overhead, G&A, and fee. No other charges are applicable to the resultant contract and thus disapproved on all invoices." Occasionally, states/counties have a court fee in order to access the information. In order to reduce the cost to the NRHA, would it be acceptable to pass these fees thru in the event that they are encountered (including a current pass thru list with the proposal)? If that is not acceptable, would you please provide a historical breakdown of the locations that have been searched in order for all bidders to have the necessary information for rolling an all inclusive fee into proposals?



**Answer to question #31**

**That would be acceptable.**