



REQUEST FOR PROPOSAL

BACKGROUND CHECK SERVICES

450 W. Paseo Redondo
Tucson, AZ 85701

Website: <https://www.elrio.org>

RFPs: <https://www.elrio.org/about-elrio/rfps/>

Email: contracts@elrio.org

Proposals must be received by **May 19, 2025 by 5:00 P.M. (MST)**

Submit proposals to contracts@elrio.org, subject line: El Rio Health Background Check
Services RFP

Questions may be directed to the attention of the El Rio Health Compliance Department
at contracts@elrio.org.



MISSION STATEMENT

El Rio Health Santa Cruz Neighborhood Health Center Inc.'s mission is to improve the health of our community through comprehensive, accessible, affordable, quality, and compassionate care. El Rio Health's Health Home mission is to provide our patients with integrated comprehensive quality care with the ongoing vision to optimize their overall health and quality of life.

ABOUT EL RIO HEALTH

El Rio Health is dedicated to providing health care services for all people. Since El Rio Health began in 1970, we have grown from 10,000 patients to approximately 129,000 patients and currently serve 1 in 8 community members for primary, dental, and behavioral health care. We are proud to be one of the most innovative, highly regarded, non-profit health centers in the United States. Our focus is on positive outcomes and treating the person as a whole. Annual revenues are approximately \$315 million per year and the organization has 1,907 dedicated employees. Our health care is delivered by compassionate, professionally trained, and integrated health teams who give from their hearts to provide world class care. "Your Health is Our Passion."

El Rio Health receives funding from health insurers, patient co-pays, reduced patient fees from those that qualify for our sliding fee scale, government grants and private donations to the El Rio Health Center Foundation. El Rio Health is a 501(c)(3) Non-Profit organization, as well as a Federal Tort Claims Act Deemed Facility. This health center receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

El Rio Health provides comprehensive health care services at 14 locations. Our patient-centered healthcare teams include Pediatricians, Internists, OB/GYN practitioners, Midwives, Nurses, Nurse Practitioners, Family Medicine Practitioners, Medical Assistants, Dentists, Health Coaches, Pharmacists, Licensed Clinical Social Workers, Radiologists, Behavioral Health Professionals, Community Health Advisors and Referral Specialists.

INTENT

El Rio Health invites qualified Offerors to submit responses to this RFP for background check services as described and identified herein. The Offeror should have experience providing detailed background checks as outlined in the Scope of Services. El Rio Health is looking for an Offeror that can also provide a 30-day trial period for services.

BACKGROUND

El Rio Health requires that background checks are done as a pre-employment requirement and currently requests approximately 300-400 checks annually. These background checks must include reports for federal, state and local criminal history, education verification, professional license verification, the National Sex Offender Registry, Healthcare sanctions that include the OIG and EPLS, and motor vehicle records among other things. An initial 36-month term will be established with the option to extend as determined by the El Rio Health Human Resources Department. Extension options will be exercised as long as service and quality remain excellent and pricing competitive. Consideration will also be given for a discounted multi-year option.



SCOPE OF SERVICES

1. This project includes providing detailed background checks for new hires, transfers, volunteers and contractors.
2. As part of this project, the Offeror will provide the following:
 - a) A team that is experienced and licensed in the State of Arizona to perform background checks.
 - b) The team shall include a Supervisor or Project Manager that will coordinate with El Rio Health Human Resource Department staff.
 - c) The Offeror shall have a minimum of five (5) years' experience providing pre-employment background check services. Recent start-up businesses do not meet the requirement of this RFP. A start-up business is defined as a new company that has no previous operational history or expertise in the relevant business and is not affiliated with a company that has that history of expertise.
 - d) The Offeror shall provide a secure website using encryption and authentication standards to protect the confidentiality of web transactions. The system should incorporate a mechanism for detecting any alterations of information in transit.
 - e) The successful Offeror will have attested to following Equal Opportunity Employment practices, performing background checks on employees, having proof of right to work status of employees, providing proof of and having appropriate business licenses and insurance policies. All the above-mentioned documents will be shared with the El Rio Health Human Resources Manager
3. Offeror must comply with the Fair Credit Reporting Act while performing under this contract.
4. Offeror will provide a 30-day trial period so El Rio Health can determine that solution will meet the organizational needs.
5. The Offeror is required to carefully read the requirements in this Request for Proposal and provide a response that meets the requirements. Submission of a bid is evidence that the Offeror has reviewed the RFP, understood all work and contract requirements, and is aware of all conditions that might impact work performance.

DETAILED OBJECTIVE AND SOLUTION REQUIREMENTS

The following section includes detailed questions regarding the minimum requirements for this RFP.

1. Tell us about the structure of your company. This summary should include the following:
 - a) Company name and contact information.
 - b) Brief overview of the company history. How long have you been providing background check services?
 - c) Please outline the organizational structure of the company.
 - d) Who will be the account manager assigned to this project? Will they be available during regular working hours?
 - e) What has been your client retention rate for the past 5 years?
 - f) Provide brief financial status for the company.
 - g) Provide an overview of the company's experience providing background check services in a healthcare setting. Offeror should have at least five (5) years of experience providing pre-employment screening and criminal background checks.
 - h) Share what sets your company apart from your competitors?
2. Offeror will be responsible for the following reports:
 - a) Criminal background checks (misdemeanor and felony – 7 years)
 - Federal/State/County/Local
 - Jurisdictions searched
 - Conviction information by jurisdiction

EL RIO

HEALTH

- Time period covered for each type of record
- Case #, name of offense, date of offense and disposition
- Level of offense (misdemeanor/felony/etc.)
- b) Sex Offender Registry (Federal/State)
 - Jurisdictions searched
 - Conviction information by jurisdiction
 - Time period covered for each type of record
 - Case #, name of offense, date of offense and disposition
 - Level of offense (misdemeanor/felony/etc.)
- c) Motor Vehicle Record checks
 - Type/class of driver's license
 - Issuing state
 - Restrictions
 - Violations
 - Revocations
 - Accidents
 - For new hires and annually for all employees
- d) Social Security Number validation and trace
 - Full name
 - Social Security Number
 - Current and former addresses
- e) I-9 and E-Verify verification report
- f) Global screening on an as needed basis
- g) Education verification
 - Name of high school/university/other educational institution
 - Location/address
 - Type of diploma/degree earned
 - Verification of accreditation of university/other educational institution
 - Number of credit hours
 - Documentation of number of attempts made to verify information
- h) Employment verification
 - Name/address/telephone number of company
 - Dates of employment
 - Title/position
 - Salary if available
 - Circumstances of termination if available
 - Eligibility for rehire
 - Date/time information was requested
 - Name/title of person verifying information
- i) Professional certification verification
 - Type of certification
 - Organization that issued the certification
 - Date certification was issued
 - Disciplinary actions/date/outcome
 - Date/time certification was requested



- Name/title of person verifying information
- Expiration of certification.
- j) Past address history
 - All past addresses for seven (7) years
- k) Sanction/Exclusion reports (i.e. SAMS; OIG, OFAC)
- 3. What standard reporting features are available? Will custom-built reports be available as needed by El Rio Health?
- 4. What is the normal turnaround time for a regular background check? El Rio's Health's expectation is five (5) working days for local background checks and two (2) weeks for non-local background checks.
- 5. Occasionally El Rio Health may have the need for Spanish language background check. Is that a service that your company can provide? Is there an additional cost for this service?
- 6. What is the discrepancy/dispute rate of file requests?
- 7. Please explain the process if educational institutions are closed for an extended period of time or are no longer open.
- 8. Is your company licensed in Arizona to perform background checks? Please provide documentation of any licenses with RFP response.
- 9. How do you maintain data integrity and what are your quality assurance procedures?
- 10. What are your standard operating procedures for technology security breaches?
- 11. What are your standard operating procedures and backup plans for system down/failure and recovery?
- 12. What is your record retention, timeline, and record destruction policy and process?
- 13. Is your system able to integrate with Dayforce? Companies that cannot integrate with Dayforce will not be considered.
- 14. Will a 30-day trial period be available for services? Please provide details.
- 15. Do you offer a mobile application? What platforms are supported?
- 16. Outline in detail the types of background check packages and pricing. Include any al la carte options and pricing.
- 17. Is there option for a drop down option assigned for General Ledger cost centers?
- 18. Additional requirements:
 - a) Offeror must specify where the information was obtained (i.e. courthouse, internet etc.)
 - b) The price offered to El Rio Health in the proposal shall be inclusive of all costs associated with the Offeror providing their services. Costs shall be broken down by the category of products/services and all on-going costs for recommended or required products and services.
 - c) All prices must be inclusive of all Services. There shall be no pass-through fees.
 - d) Billing should reflect services outlined in designated packages only. Other searches not requested should not be listed or billed to El Rio Health.

IMPORTANT DATES

The following timeline is based on El Rio Health's requirements and represents the activities planned as part of the due diligence process of making an award. El Rio Health reserves the right to change the times and activities as deemed necessary.

RFP Issue Date	April 22, 2025
Submit Written Questions to contracts@elrio.org Subject Line: El Rio Health Background Check Services RFP	May 5, 2025 @ 5:00pm (MST)
Answers to Submitted Questions will be emailed to all Offerors and posted at https://elrio.org/about/rfps	May 12, 2025 @ 5:00pm (MST)



Proposal Submission Deadline	May 19, 2025 @ 5:00pm (MST)
Submit Proposal via email Subject line: El Rio Health Background Check Services RFP	contracts@elrio.org
Proposals Opened and Reviewed	May 20, 2025 – June 13, 2025
Offeror Presentations	June 16 -27, 2025
Award Scoring & Determination	June 30 – July 11th, 2025
Proposed Trial Period	July 21st -August 22nd 2025
Issuance of Award	August 29, 2025

RESPONSE INSTRUCTIONS

Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate people within your organization, please provide the following information:

- Name of primary contact
- E-mail address of primary contact
- Telephone number of primary contact(s)
- Mailing address of primary contact
- Additional contact people with the same information provided as primary contact(s)

PROPOSAL REQUIREMENTS

1. The Offeror agrees to provide their best and final price in the submitted proposal. El Rio Health will only accept the first and final offer; we do not allow secondary proposal/pricing to be presented.
2. The Offeror agrees if they are awarded the Request for Proposal, that they will deliver the goods/services at the prices set forth in the submitted proposal.
3. The Offeror must submit to a background check and provide information to the Project Director, if requested, prior to any people being allowed on El Rio Health property.
4. The Offeror will provide a current W9 with their RFP submission.
5. If requested, the Offeror shall provide three (3) reference clients and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, and repair and maintenance vendors. References shall contain names and phone numbers. References will be checked.
6. The successful Offeror will have attested to the following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status of employees, providing employees with training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All documents will be shared with the El Rio Health Compliance and Risk Department.
7. The Offeror and employees must not appear on the Office of Inspector General (OIG) list of excluded individuals or entities. Offerors must be able to provide the full name (first, middle, last), date of birth and SSN to the El Rio Health Compliance Department for regulatory purposes.
8. Offeror will abide by and follow all applicable El Rio Health policies and procedures while on El Rio Health premises.
9. The Offeror (including any officers, trustees, partners, or employees) must not have a business interest or a close family or domestic relationship with any El Rio Health official, officer, trustee, or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration, or evaluating Offeror performance. El Rio Health shall make sole determination as to compliance with its Conflict-of-Interest Policy.



10. Offeror must represent that its RFP submission, including all work, materials, complies with all laws, ordinances, and regulations within their respective jurisdictions.
11. Persons with disabilities may request accommodation by contacting contracts@elrio.org. Please make all requests as early as possible to allow time to arrange the accommodation.

CRITERIA FOR SELECTION

1. All eligible proposals will be reviewed and rated based on the award criteria.
2. El Rio Health may request presentations from a short list of Offerors and/or request additional information.
3. The award of a contract based on this request for proposal represents the best value for and is in El Rio Health Center's best interest.
4. In no event will El Rio Health be limited to selecting a proposal based solely upon total cost submitted.
5. Although critical, price is only one of the determining factors for the award. El Rio Health reserves the right to make an award without further discussion of the proposals submitted. Proposal evaluations are based solely on the information provided.
6. All Offerors will be notified whether they have or have not been:
 - a. selected to provide a presentation
 - b. awarded the contract set out in the RFP

OPENING OF PROPOSALS

1. Proposals will be opened promptly after the deadline to submit proposals. This is not a public opening, and vendors are not invited to attend.
2. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
3. Proposals not received on time will not be opened.

AWARD OF CONTRACT

1. El Rio Health reserves the right to accept the proposal and award this Request for Proposal to an Offeror that is in the best interest and provides the best value for El Rio Health.
2. El Rio Health reserves the right to reject all proposals or any part thereof.
3. El Rio Health reserves the right to enter into contractual negotiations and if necessary, modify any terms and conditions of a final contract with the respondent whose Proposal offers the best value to El Rio Health.
4. The final Agreement will be signed by El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all parties thereto.
5. El Rio Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the successful Offeror are important to El Rio Health. After contractual Award it will be important to continue to work with the RFP Team throughout Implementation of the services.

GENERAL INFORMATION

1. Any questions must be submitted to El Rio Health by 5:00 pm (MST) on May 5, 2025, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. El Rio Health will post answers to all questions to our website at <https://elrio.org/about/rfps/> under the title of this RFP.
2. Answers to any questions submitted prior to the deadline to submit any questions will be provided to all Offerors to maintain fair and open competition. No response will be given to any questions submitted after 5:00 pm (MST) on May 5, 2025.



3. General marketing and promotional material are neither required nor desired. Offerors should concisely but completely describe the service they feel is appropriate for El Rio Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Compliance Department via the following email address: contracts@elrio.org. A prompt e-mail response may be expected with copies of the Question(s) and Answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. Offerors shall submit a Proposal to contracts@elrio.org no later than May 19, 2025.
6. El Rio Health will not be responsible for any costs incurred by an organization in preparing, delivering, or presenting proposals to this RFP. Once submitted, vendor proposals will become property of El Rio Health and will not be returned.
7. El Rio Health cautions Offerors to assure actual delivery and receipt of any mailed proposal prior to the response deadline. El Rio Health will in no way be responsible for delays caused by any occurrence. El Rio Health will not accept or consider proposals submitted via facsimile transmission.
8. Alternate proposals are NOT authorized and will not be considered.

INVITATION IS THE ENTIRE AGREEMENT

This Request for proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

GENERAL DISCLAIMER

This RFP process does not commit El Rio Health to award a contract to any respondent. Any response, including written documentation and verbal communication, by any respondent to this RFP, shall become the property of El Rio Health and may be subject to public disclosure.



SIGNATURE OF AUTHORIZED REPRESENTATIVE

Signature of Authorized Representative		Title	
Printed Name		Date	
Address		Email	
Contact if other than signatory		Title	
Address		Email	
Product name for proposal			

(A completed copy of this page must be included with the proposal)