

SAN DIEGO CONVENTION CENTER CORPORATION

REQUEST FOR PROPOSALS FOR BACKGROUND CHECK SERVICES RFP # 24-1029

Issue Date: August 2, 2023

Pre-Bid Question Deadline: August 14, 2023, at 5:00 p.m. local time

Bid Deadline: August 25, 2023, at 5:00 p.m. local time
San Diego Convention Center Corporation
Procurement Department
Send bids to: margaret.mccloskey@visitsandiego.com

Procurement Contact: Margaret McCloskey
Procurement Analyst
Email: margaret.mccloskey@visitsandiego.com
Phone: Office # (619) 525-5387, Cell # (619) 782-2738

Description: The San Diego Convention Center Corporation (“Corporation”) is requesting proposals from qualified companies (“Company”) to provide background check and reporting services. For full details of the scope of work, see Section 2 – Scope of Work.

Written questions regarding the substance of the RFP must be submitted via e-mail to the procurement contact listed above no later than the Pre-Bid Question Deadline indicated above.

Any addendum or exhibit that is issued for this RFP can be found at: [RFP 24-1029 - Background Check Services - San Diego Convention Center \(visitsandiego.com\)](#)

Emailed proposals are due prior to the Bid Deadline indicated above and must be delivered to margaret.mccloskey@visitsandiego.com. Late proposals will not be accepted – NO EXCEPTIONS.

PROCUREMENT REQUIREMENTS

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Section 1 – Instructions & General Conditions

1. **COMMUNICATIONS:** All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to the Request for Proposal (RFP) must be made only through the Procurement Contact noted on the cover of this RFP, or their designee. A violation of this provision is cause for the Corporation to reject a company's bid. No contact regarding this document with other Corporation employees is permitted, and may be grounds for disqualification.
2. **PRE-BID INFORMATION AND QUESTIONS:** Each bid that is timely received will be evaluated on its merit and for completeness of all requested information. In preparing bids, Bidders are advised to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Corporation. If a Bidder finds a discrepancy, error, or omission in the RFP package, or requires any written addendum thereto, the Bidder is requested to notify the Procurement Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Bidders. All questions must be submitted in writing to the Procurement Contact before the Pre-Bid Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
3. **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Bid Deadline at the discretion of the Corporation. It is the Bidder's responsibility to periodically check the Corporation's website at <https://visitsandiego.com/work-with-us/vendors/current-opportunities> until the posted Bid Deadline to obtain any issued addenda.
4. **BID SUBMISSION:** Submit offer on the Bid Form provided. Bidders are required to complete the entire Bid Form and supplements (if applicable).
 - a. Bids must be submitted to the Procurement Department, San Diego Convention Center Corporation, by **email** to margaret.mccloskey@visitsandiego.com, before the date and time indicated as the deadline. It is each Bidder's sole responsibility to ensure the Procurement Department receives the bid prior to the Bid Deadline.
 - b. Submission of a bid establishes a conclusive presumption that the Bidder is thoroughly familiar with the Request for Proposal (RFP) and that the Bidder understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - c. All costs incurred in the preparation and presentation of the bid is the Bidder's sole responsibility; no pre-bid costs will be reimbursed to any Bidder. All documentation submitted with the bid will become the property of the Corporation.
 - d. Bids must be held firm for a minimum of 60 days.
5. **EXCEPTIONS:** Bidder shall clearly identify any proposed deviations from the Scope of Work in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Bidder's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Bidder's bid, the Corporation will assume complete conformance with this specification and the successful Bidder will be required to perform accordingly. Bids not meeting all requirements may be rejected.
6. **DUPLICATE BIDS:** No more than one (1) bid from any Bidder, including its subsidiaries, affiliated companies, and franchises will be considered by the Corporation. In the event multiple bids are submitted in violation of this provision, the Corporation will have the right to determine which bid will be considered, or at its sole option, reject all such multiple bids.
7. **REJECTION:** The Corporation reserves the right to reject any or all bids, or to accept or reject any bid in part, and to waive any minor informality or irregularity in bids received if it is determined by the Director,

Procurement and Contracts that the best interest of the Corporation will be served by doing so. A Bidder's failure to provide any additional information requested by the Corporation prior to a contractor selection may result in rejection of the bid. The Corporation may reject any bid from any person, firm, or corporation in arrears or in default to the Corporation on any contract, debt, or other obligation, or if the Bidder is debarred by the Corporation from consideration for a contract award.

8. The Corporation reserves the right to reject all nonconforming, nonresponsive, unbalanced, or conditional Bids. Discrepancies in the multiplication of unit prices and unit prices themselves will be resolved in favor of unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.
9. **PROCUREMENT POLICY:** Procurement for the Corporation will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Corporation.
10. **NON-DISCRIMINATION:** Corporation will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Bidder must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts. The Bidder must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.
11. **BIDDER EVALUATION:** The Bid will be awarded to the most responsive, responsible Bidder meeting specifications with the highest evaluation score based upon the following criteria:
 - a. **Company Background Check Process – 30%**
 - b. **Cost – 25%**
 - c. **Sample Report – 20%**
 - d. **References – 10%**
 - e. **Company Resume – 5%**
 - f. **Interview Presentation (if shortlisted) – 10%**
12. **CONTRACT AWARD:** The Corporation reserves the right to award by item, group of items, or total bid. The Bidder to whom the award is made will be notified at the earliest possible date. After a final award of the Contract by the Corporation, the Company must execute and perform said Contract. If, for any reason, a contract is not executed with the selected Bidder within fourteen (14) days after receipt of Contract, then the Corporation may recommend the award to the next qualified Bidder.
13. **DISQUALIFICATION OF BIDDERS:** Any one or more of the following causes may be considered for the disqualification of a Bidder as non-responsible and the rejection of the Bid:
 - a. Evidence of collusion among Bidders;
 - b. Lack of competency as revealed by either financial, experience, or safety statements;
 - c. Lack of responsibility as shown by past work;
 - d. Uncompleted work under other contracts which in the judgment of the Corporation, might hinder or prevent the prompt completion of additional work if needed.
14. **DISCUSSIONS:** Discussions may be conducted with responsible Bidders, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Bidders who submit bids determined to be reasonably susceptible of being elected for award, but bids may be accepted without such discussions.
15. Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of bids. Such revisions may be permitted after submission and prior to award for the purpose

of obtaining best and final offers. If during discussions there is a need for any substantial clarification of or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Bidder shall reduce any substantial oral clarification of a bid in writing.

- 16. SUBCONTRACTORS:** The successful Bidder must identify all subcontractor(s) regardless of the dollar amount or percentage and the services they will provide. The successful Bidder is responsible for all payments and liabilities of all subcontractor(s). Corporation reserves the right to approve or reject any proposed subcontractor. If the Corporation rejects any proposed subcontractor, the successful Bidder shall be responsible to assume the proposed subcontractor's responsibilities. The successful Bidder may propose another subcontractor if it does not jeopardize the effectiveness or efficiency of the contract.
- 17.** Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between subcontractor and the Corporation. The Contract will not be assignable to any other business entity without the Corporation's approval.
- 18. INSURANCE REQUIREMENTS:** At all times during the term of the contract, the Company shall maintain, at their sole expense, insurance coverage for the Company, its employees, officers and independent contractors, as follows:

TYPE OF INSURANCE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employers Liability	
A. Each Accident	\$2,000,000.00
B. Each Employee-disease	\$2,000,000.00
C. Policy Aggregate-disease	\$2,000,000.00
3. Commercial General Liability	
A. Per Occurrence	\$2,000,000.00
4. Business Auto Liability	\$2,000,000.00

San Diego Convention Center Corporation, Inc., City of San Diego, San Diego Unified Port District, and the members, officers, directors, agents and employees of each of these three entities shall be named as additional insured.

- 19. DISCLOSURE OF CONTENTS:** All information provided in the bid shall be held in confidence and shall not be revealed or discussed with competitors or the general public, until after award of the contract except as provided by law or court decision.
- 20.** Bidders must make no other distribution of the bids other than authorized by this RFP. A Bidder who shares cost information contained in its bid with other Corporation personnel or competing Bidder's personnel shall be subject to disqualification.
- 21. PUBLIC DISCLOSURE:** Bids are subject to public disclosure after the deadline for submission in accordance with applicable law.
- 22. CONTRACT COMMENCEMENT:** Commencement of a contract shall not begin prior to all necessary Corporation approvals, including Corporation's Board of Directors approval where required, and subsequent execution of the Corporation's Contract. Commencement of a contract without these approvals is solely at the Bidder's own risk and is likely to result in no payment for services performed or goods received.
- 23. LIVING WAGE:** Company shall comply with the City of San Diego Living Wage Ordinance (San Diego Municipal Code Article 2, Division 42, §§22.4201 through 22.4245).

Section 2 – Scope of Work

- 1.0 OVERVIEW:** The San Diego Convention Center Corporation (“Corporation”) is seeking proposals from qualified companies (“Company”) to provide background check and reporting services. The primary objective is to enhance and streamline Corporation’s existing security measures by implementing a rigorous background screening process that helps identify individuals with potential criminal histories, verifies employment, verifies educational backgrounds and professional certifications, and verifies professional references.

Company must demonstrate a thorough understanding of the unique requirements of the events industry and possess the necessary expertise and resources to conduct accurate, reliable, and timely screenings. It is crucial that Company adheres to all applicable local, state, and federal regulations, as well as industry best practices, to ensure legal compliance and protect the privacy and confidentiality of personal information. Corporation averages 440 background checks per year.

- 2.0 SCOPE OF WORK:** Company shall provide all services as described below:

- 2.1 Reference Check:** Company shall perform professional reference checks as follows:

- Contact provided references to gather insights into the applicant's character, work ethic, and performance.
- Verify the accuracy of reference contact information and establish the credibility of the references.
- At minimum, Company must reach two (2) previous managers and one (1) peer professional for each reference check.
- Corporation must be able to customize reference check questions.

- 2.2 Background Check:** Company shall perform background check reports that include the following:

- Social Security Trace.
- Address History Check.
- Adjudication.
- Criminal History Check (County and Federal).
- National Criminal Database Search.
- National Sex Offender Database Search.
- Domestic and Global Watch list Search.
- Employment Verification (7-10 Years): Verify employment history, including positions held, dates of employment, supervisor, and eligibility for rehire.
- Military Employment Verification.
- Education Verification: Verify educational credentials, such as degrees, certifications, or diplomas. Confirm the authenticity of educational institutions attended by the applicant. Validate dates of attendance and degrees obtained.
- Motor Vehicle Report.
- Professional License Verification: Verify the validity of professional licenses and certifications held by applicants. Confirm licensing status and any disciplinary actions or restrictions.
- Certification Verification.
- Identity Check.
- International Check.

2.3 Reporting and Documentation: Company shall provide Corporation with the following reporting and documentation services:

- Compile comprehensive reports summarizing the findings of each background check.
- Present the information in a clear and concise manner, highlighting any potential red flags or areas of concern.
- Maintain accurate and organized documentation to ensure compliance with legal and regulatory requirements.

2.4 Pre-Adverse and Adverse Action: Company shall perform pre-adverse and adverse action when background reports don't meet minimum requirements.

- Process owned by Company.
- Company shall provide all necessary documentation.
- Company to communicate directly with all individuals who enter into these processes.

3.0 EXPECTED OUTCOMES: Corporation's expected outcomes of Company include the following:

- Reports must be FCRA compliant and PBSA accredited.
- Background check reports must be customizable meaning Corporation may require any variation of background check items listed above in 2.0 – B, line items 1-16.
- Must integrate with UKG Pro (Gateway Module).
- Must have a user-friendly interface and be easy to navigate for our internal team as well as candidates. Preferred to be accessible via computer, tablet, and smart phone accessible.
- Timely completion of submitted background reports to Corporation (5 days or less preferred).
- Company must make multiple verification attempts, not exceeding two days of attempts.
- Company must have direct communication with candidates who submit a background check. Company must reach out directly to individuals when more information is needed for verification purposes.
- Company shall provide an account representative who will be accessible and respond within twenty-four (24) hours of Corporation requests.
- Company shall ensure that all background screening processes align with relevant local, state, and federal laws, as well as industry regulations. By adhering to legal requirements, the Corporation will demonstrate its commitment to operating within the boundaries of applicable regulations.
- Company will provide accurate and reliable information by employing robust verification processes and accessing reputable data sources.
- Company will conduct thorough screenings that cover various aspects, such as criminal history, employment verification, education verification, credit history (if applicable), and professional license validation.

4.0 OPTIONAL SERVICES: Optional services Corporation may consider adding to the base scope include:

- Ongoing Monitoring and Alerts.
- Drug Testing.
- Civil Records Check.
- Credit Report Check.

Section 3 – Bid Form

Failure to complete this form in its entirety may result in your Bid being deemed non-responsive.

BIDDER:

Legal Business Name

Other Entity Name(s) (if applicable)

Primary Contact Name

Primary Contact Position

Primary Contact Phone Number

Primary Contact Email

BID: (attach with Bid Form)

Submit a cost proposal for the scope of work described in Section 2 of the RFP – Scope of Work. Costs shall be based on an initial contract term of two (2) years.

ANNUAL ESCALATION:

If applicable, provide annual price escalation as a percentage for one (1) year renewals after completion of the initial contract term:

% _____

PROMPT PAYMENT DISCOUNT:

The price(s) proposed herein can be discounted by _____%, if payment is made within _____ days.

Note: Unless Prompt Payment Discount is specified above, a Net 30 will be considered.

EXCLUSIONS AND CLARIFICATIONS:

List any exclusions and/or clarifications (*use additional sheets of paper as needed*): _____

COMPANY BACKGROUND CHECK PROCESS: (attach with Bid Form)

Submit a work plan of your company's process for performing background checks. Provide estimated durations and detailed information for each task within the process (from when Corporation submits a background check request, to the final reporting and documentation phase).

COMPANY RESUME: (attach with Bid Form)

Submit a company resume that includes:

- Statement of Experience – Briefly describe the background and capabilities of your company.
- Key Personnel – Provide names, titles, resumes and experience of the individual(s) who will be assigned to the account.

SAMPLE REPORT: (attach with Bid Form)

Submit a sample report of a background check based on the requirements of the scope of work described in Section 2 of the RFP – Scope of Work.

References: Provide four (4) references:
(use additional sheets of paper as needed)

1. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Are Different Values, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

2. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

3. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

4. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

TO: CORPORATION

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

BIDDER QUALIFICATION STATEMENT:

The following statements of experience, personnel, and general qualifications of the Bidder are submitted with the assurance that the Corporation can rely on its accuracy and truthfulness.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Instruction, Scope of Work, Bid Form, all Exhibits thereto, and all contents of this document, together with any written addenda issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addenda: _____, _____, _____, _____ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Bid Form, the Bidder represents that: 1) the Bidder is in compliance with any applicable ethics provisions of the Corporation's RFP, and 2) if awarded a contract to provide the goods or services required in the RFP, the Bidder will comply with the Corporation's standards outlined in this RFP.

NON-COLLUSION:

The undersigned, by submission of this Bid Form, hereby declares that this Bid is made without collusion with any other person, firm, or corporation.

INSURANCES:

The undersigned further agrees that if awarded the Contract, it will submit to the Corporation any required evidence of required insurance coverage within 14 business days after acceptance of this bid.

FROM:

Respondent's Name: _____

Title: _____

Signature: _____

Business Ownership Declaration

For Statistical Purpose Only. Required by the City of San Diego.

Company Information

Name: _____

Contact Person: _____

Address: _____

Phone: _____

Email: _____

Ownership Classification

*Includes Individuals, Sole Proprietorships, Partnerships, LLC's and Corporations

☐ Women owned Business (WBE – SWBE) – 51% ownership and active management

☐ Minority Owned Business (MBE – SMBE) – 51% ownership and active management

☐ Disadvantaged Business (DBE): a for-profit small business that is at least 51 percent owned by one or more individuals who are both socially and economically disadvantaged as defined in Code of Federal Regulations Title 49 part 26. In the case of a corporation, 51 percent of the stock is owned by one or more such individuals; and, whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

☐ Disabled Veteran Business Enterprise (DVBE)

☐ Small Business Enterprise (SBE)

☐ Small Local Business Enterprise (SLBE)

☐ None Apply

Certifications

☐ Yes ☐ No Ownership Classification has been certified by a city, federal, state or private agency.

Certifying Agency: _____ Certification Date: _____

Certifying Agency: _____ Certification Date: _____

Ethnicity

*Required – select one.

☐ African American

☐ Asian

☐ Caucasian

☐ Hispanic

☐ Filipino

☐ Native American

☐ Pacific Islander

☐ Other: _____