



**RFP C000415 Background Investigations  
Questions and Answers**

1. How soon would you be looking to select a new vendor?  
Answer: Our current contract ends 7/31/15.
2. Who is the current vendor providing service and if so what are the price points?  
Answer: The current vendor is LIDA Strategic Solutions, Inc. Pricing information on the current contract can be obtained by submitting a Freedom of Information request through the Department's website [www.dfs.ny.gov](http://www.dfs.ny.gov).
3. Please advise if there is a current contract, and if so, the name of the current vendor and contract number.  
Answer: There is a current contract for these services with LIDA Strategic Solutions, Inc. Our contract number is C000362A.
4. Per Section 2 - 2.3 (d) Serve As Witness - Will we be allowed to bill for this?  
Answer: These services, should they be needed, would be procured separately from this contract.
5. Per Section 2 – 2.1 Data Base and On-Site Investigation - Will electronic spreadsheet be in excel format?  
Answer: Yes.
6. Do you require bankruptcy, civil, and criminal record searches to be conducted from an official source, or is a cost-effective aggregated records database, such as Lexis Nexis, acceptable?  
Answer: The search should be conducted from an official source.
7. Who is your current vendor for this service, and what is their current pricing structure for this work?  
Answer: The current vendor is LIDA Strategic Solutions, Inc. Pricing information on the current contract can be obtained by submitting a Freedom of Information request through the Department's website [www.dfs.ny.gov](http://www.dfs.ny.gov).
8. May we provide pricing for expedited requests in the Cost-Proposal Fee Schedule?  
Answer: Only the services requested in Appendix B of the RFP should be priced. Other potential options should be built into the pricing listed.
9. What is the rough estimate of annual reports that you expect to be conducted on foreign individuals?  
Answer: Each month is different depending on how many insurers change/update their Board Members. During the 2014-2015 NYS Fiscal Year we requested investigations of 190 foreign individuals. Each individual required a search of criminal, litigation and bankruptcy records.
10. What exactly does a "physical inspection of business location" entail?  
Answer: This would entail physically driving by an address to verify if the business is in fact located at that physical address and that it is open for operation. You may be required to take a photo of the location.
11. In order to properly estimate cost, can you provide a list of anticipated foreign countries that may be involved in the foreign investigations?  
Answer: While DFS cannot anticipate every country where a foreign investigation will be needed; previous searches have been requested in: Great Britain, Japan, Ukraine, Canada, South Korea, Bermuda and Germany.
12. In order to properly estimate cost for the translation of documents, can you provide a list of anticipated languages from which these documents will need to be translated?



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Answer: The most common languages are: Spanish, Chinese, Russian, Italian, Korean, Polish, French and Haitian-Creole.

13. Who is the current provider of this service and if so what are the fees being paid to the current contractor.

Answer: The current vendor is LIDA Strategic Solutions, Inc. Pricing information on the current contract can be obtained by submitting a Freedom of Information request through the Department's website [www.dfs.ny.gov](http://www.dfs.ny.gov).

14. Do the services being provided at this time meet the requirements of the NYS Banking Department?

Answer: The NYS Banking Department no longer exists as a result of the merger of the NYS Banking and NYS Insurance Departments creating the NYS Department of Financial Services (DFS). The services being provided at this time meet the requirements of the DFS.

15. For international searches, does NYS have an idea of where the searches may take place (what specific countries) or what specific countries has it completed similar services for in years past? (Section 2.1 (a) Foreign Investigations must include section)

Answer: See number 11.

16. With regard to SPECIAL INVESTIGATIONS, could you please provide us with an estimate of the anticipated volume of these for the contract period? (Section 2.1 (a) Special Investigations must include section)

Answer: It is difficult to estimate but during the NYS 2014-2015 fiscal year less than 10 special investigations were requested.

17. What was the volume of searches (SPECIAL INVESTIGATIONS) completed in prior years and what rates were paid for those specific searches. (Section 2.1 (a) Special Investigations must include section)

Answer: During the NYS 2014-2015 fiscal year less than 10 special investigations were requested. Please see question #2 above with regards to requests about rate information.

18. Should additional research (Additional names and/or areas) be including in the final price (Minus statutory fees)?

Answer: Any bid should only include prices in accordance with the set fee table.

19. When should we submit the Vendor Responsibility Questionnaire? (Section 4.1 (b))

Answer: The Vendor Responsibility Questionnaire should be submitted with your proposal.

20. Will the winner of the bid be responsible for conducting an E-Verified search to confirm the contractors are eligible to work in the US? If no, what search is required for this section of the bid? (Section 4.11 (b) 2)

Answer: It is the contractor's responsibility to meet all federal and state employment requirements.

21. Each month our organization must create a spreadsheet of all background investigations completed that month? If yes, what should be included in the spreadsheet? (Section 2.1 (b) paragraph 5).

Answer: The monthly spreadsheet should include: The contractor's file number, Last name and first name of the individual that was the subject of the investigation, person's social security number, the number of courts that the contractor searched, fees charged for each search (i.e. criminal, Federal criminal, litigation, bankruptcy) and total fee.