

CHICAGO ZOOLOGICAL SOCIETY

REQUEST FOR PROPOSAL (RFP) FOR

BACKGROUND CHECK VENDOR

The Chicago Zoological Society is soliciting proposals to provide applicant background check services.

This document outlines the Society's requirements for your response. The Proposal must be submitted no later than **October 26, 2018**. All questions and responses to the RFP must be addressed to:

Wendy Larsen
Director, Talent Acquisition
Chicago Zoological Society
3300 S. Golf Road
Brookfield, Illinois 60513
708-688-8689
wendy.larsen@czs.org

Organizational Overview

The Chicago Zoological Society (CZS) is a private nonprofit organization that operates Brookfield Zoo on land owned by the Forest Preserves of Cook County. The Society employs a diverse workforce of over 400 full-time workers and hires 1,000-1,300 temporary (seasonal) employees for its busy peak periods not limited to but including the summer season. Opened to the public in 1934, Brookfield Zoo has been a Chicago-area treasure and family destination for more than 75 years. Brookfield Zoo is the largest suburban attraction in Cook County, both in size and visitation. The 216-acre Zoo annually serves over two million visitors from the diverse Chicago metropolitan area. The zoo is open 365 days a year. On an average day, more than 11,000 people visit during the Zoo's peak attendance season in the summer months.

The Chicago Zoological Society's mission is to inspire conservation leadership by engaging people and communities with wildlife and nature. We strive to provide people of all ages and backgrounds with opportunities to learn about and care for the natural world. When it first opened, Brookfield Zoo was considered "cutting edge" for its bar-less enclosures. One of the first zoos to employ nutritionists, pathologists, veterinarians, geneticists, endocrinologists, and behavioral specialists, we continue a tradition of innovation.

Project or Product Description

The Chicago Zoological Society ("CZS") conducts thorough and appropriate screening of all prospective employees, volunteers, and interns. Any job offer or assignment is contingent upon the successful completion of a thorough and comprehensive background check process. This comprehensive process may include checks/verification of: employment verification, professional/business reference checks, education, certifications, driver's license, criminal background, sex offender registry, and, depending on the requirements of the position, may also include other job-related checks. The Chicago Zoological Society seeks to conduct this process as quickly and thoroughly as possible. The background check process is completed *before* the applicant, volunteer, or

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intern is allowed to begin their work assignment. This process is completed through a designated third-party service provider who are trained, experienced experts in the process and relevant employment law governing background checks (“consumer reports”) and negligent hiring issues.

The Chicago Zoological Society seeks proposals from third-party background check vendors with the following capabilities:

- The ability to complete thorough comprehensive background checks accurately and with a sense of urgency.
- The competence to complete exhaustive employment verification precisely and earnestly regardless of volume.
- The capability to verify various licenses and certifications required for specific jobs (for example, including, but not limited to Commercial Motor Vehicle checks, SCUBA certification, DEA license certification, FOID registration, Certified Veterinary Technician certification, Doctor Veterinary Medicine license, Emergency Medical Technician certification).
- Provides for escalation of discrepancies or issues to the Society’s representative in a prompt, timely manner.

Vendor/Consultant Information

Please provide an organizational overview of your company to include a general company description including size, gross revenue, client base and references, number of years in business, volume handled, services offered, as well as any experience with other companies with like hiring needs (volume seasonal hiring).

Specifications & Requirements/Deliverables

Please respond to the following:

- Name and contact information for the individual(s) responsible for handling this Request for Proposal.
- List of clients with similar volume hiring needs that includes an employment verification component.
- Fee-based rates for various types of background checks offered (individual and bundled packages) both ad-hoc reports and grouped reports (example: 7-year County Criminal Record Search (based on addresses lived, worked and school attended), highest level of education completed, employment verification, professional references, Federal Criminal Check, Illinois State Police Statewide Criminal Records Check, National Sex Offender Registry, Social Security Trace Report, Driver’s License History.) This should include an explanation of what each type of check consists of and sources used.

Please respond to the following:

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- Will your organization designate one representative to serve as the main point of contact for our account?
- What is your staff turnover rate in each service area?

Timeline

Vendor submissions/responses required by deadline of **October 26, 2018** to **Wendy Larsen**, wendy.larsen@czs.org. Select vendors will then be contacted for a more comprehensive background check RFI/RFP process.

Required Proposal Response Format

Please respond with as much detail as possible. Electronic response is preferred, but paper response will also be accepted.

Deadline to Respond

Deadline to respond is Friday, October 26, 2018. Submissions after this date may not be considered.

Basis for Award of Contract or Purchase Order

Vendor will be selected based upon information provided in the RFP response, including, but not limited to costs, client references, amount and quality of relevant experience, and other requested information.

Reservation of Rights

The Chicago Zoological Society reserves the right to reject any or all proposals, without explanation, to waive irregularities and to accept a proposal which, in the Society's sole judgment, is in the best interest of the organization.

MBE/WBE/DBE/8(a)

The Chicago Zoological Society is committed to ensuring that certified minority-owned business enterprises (MBE), women-owned business enterprises (WBE), disadvantaged business enterprises (DBE), and U.S. Small Business Administration 8(a)-certified (8(a)) firms are afforded opportunities to compete for and participate in the Chicago Zoological Society's purchasing activities. If your company is certified as an MBE, WBE, DBE or 8(a) company, please send your current certification with your response to this RFP.

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Vendor References

Vendor is to submit 3-5 client references and to provide a list of relevant or comparable companies which request background checks for high-volume hiring needs on a temporary or intermittent basis that includes an employment verification component, if any. Any references for medium to large non-profit organizations are also welcome.

Additional Requirements such as Vendor Presentation or Demonstration

Following the initial review of vendor company information submitted, vendor selection will be narrowed and initial vendor presentation/demonstrations will be scheduled by individual invitation. Anticipated to be scheduled in December, 2018, these may be completed via conference call or on-site visits if selected.