

Questions for RFP #251-23-483 – Volunteer Criminal Record Checks & Management System

Reference	Vendor Question	Answers
Required Submittals, page 8	Will there be any leeway given to a vendor under the \$5,000,000 minimum coverage for Cyber Insurance? Will \$2,000,000 Cyber Insurance be considered?	Any Vendor responses to the Cyber Insurance requirement that are inconsistent with the RFP will need to be reviewed by the WCPSS Risk Management and Purchasing staff.
Section II	Background check should be completed within 24 hours of submission, and the system should have the capacity to complete faster searches when necessary. Question: Does 24 hr TAT apply only to NC searches?	We expect NC searches to be completed within 24 hours. We would like other checks to also be completed within 24 hours when possible. If 24 hours is not possible, please provide your expected turn around time for other searches.
	System must provide a single sign-in for searches. Question: Please elaborate on what you're are looking for?	This contemplates just one individual sign on for each HR employee or for each school-based employee to review all appropriate information in the system. For example, accessing different parts of the system (such as volunteer approval versus volunteer hours) should not require multiple passwords or user IDs.
	<i>System must be capable of purging former volunteers from the database.</i> Question: What do you mean by purge? Completely remove from the database or deactivate? What if a volunteer takes a year off and wants to come back? Also, do you want the capability to purge on-demand or at pre-set intervals?	The system must allow for annual registration or updating of information for volunteers. In doing this, the system needs to be able to remove volunteers from the database so that WCPSS can identify active, current volunteers. If the system accomplishes this through a "deactivation" process, this would suffice as long as WCPSS would not have to pay ongoing costs for maintaining deactivated volunteers. Other than annual updates, we are not seeking a specific process for purge on-demand or at pre-set intervals. Vendors should explain how they would handle processes for removing/deactivating volunteers with regard to updating volunteers on at least an annual basis.
	System should be able to track volunteer participation hours. Question: Who is responsible for logging volunteer hours? The school? Does the volunteer self-disclose? Or are hours assigned to each volunteer event and automatically applied to volunteer's hours?	Responsibility for logging volunteer hours will depend upon how the system is able to process this information. We do not have a specific requirement for how this is done but would like to understand what options the Vendor provides for tracking this information.

Minimum Requirements, II., d., Page 5	Please elaborate on the needs for motor vehicle records checks on volunteers, including the process to capture the necessary information from volunteers to complete those MVR searches?	Occasionally, volunteers are requested to assist with driving students for trips/events. In this case, they must be approved as Driving Eligible, which requires a review of the motor vehicle records. The process to capture necessary information to complete a MVR search should be included as a part of the system. Vendors need to describe how they will capture this information.
RFP Schedule, Page 3	What is the anticipated onsite demonstration date? What is the anticipated award date?	The goal is to have demonstrations for WCPSS by chosen finalists no later than April 21 2023. The anticipated award date is May 2, 2023.
Required Submittals, Setup and Integration, Question 4., Page 8	Who is the current visitor management vendor and how would the District supply the data needed for integration? Who is the current provider for background checks and Volunteer Management?	At this time, there is no district-wide visitor management system in place. Schools currently select their own vendors. The current vendor for background checks is CastleBranch. There is no current volunteer management system.
Cost Proposal, Page 10	Would the District like for vendors to quote the Volunteer Management System software?	If there is an additional cost for Volunteer Management System software, then this needs to be included in the quote.
Required Submittals, System Overview, Page 8	Does the system require: <ul style="list-style-type: none"> • The ability to customize the web application? • The ability for volunteers to login to a volunteer portal to see upcoming volunteer opportunities? 	Yes, the application needs to be customizable, such as including specific volunteer application questions required by WCPSS. No, volunteers are not required to login to see upcoming volunteer opportunities. However, if this is something that the system provides, please describe the system capabilities and processes in detail.
Specific Search Types, 22., Page 9	Will all background checks require a motor vehicle check?	No, the vast majority of searches will not require a motor vehicle check.