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Background Screening Services
RFP 2026-04 Q& A

1. Section I, B. Scope of Work, Item 1. Mentions screenings for prospective employees while Section I, B. Scope of Work, Item 2 mentions procedures for volunteers and interns. Please confirm whether the requested screenings are for employees or volunteers an interns or a combination of all three.

Answer: All three. For prospective employees, the department initiates and pays for the screening. For volunteers and interns, they are required to initiate and pay for the screening.

2. Section I, B. Scope of Work, Item 4 mentions a requirement that screening services should be billed at a non-variable fee per screening. Please clarify whether this means a single flat rate for the complete background screening package or that each individual search component (e.g., SSN trace, federal criminal, etc.) should be billed at a consistent, non-variable rate?

Answer: The non-variable fee should be a single flat rate for the complete background screening package and must include any fees that occur in the provision of the specified screening.

3. Section I, B. Scope of Work, Item 2 mentions providing procedures for volunteers and interns to initiate and pay for their background screening. Please clarify if this means an expectation that the vendor provides a self-service portal or process for volunteers and interns to initiate their own background checks and pay directly OR is the Department intending to coordinate the initiation, with only the payment portion falling on the volunteer/intern? Can you please outline your current process for volunteers and interns?

Answer: Yes, it is the expectation that the vendor provides a self-service portal or process for volunteers and interns to initiate and pay for their background check, with the results being sent directly to the department. Currently, if the intern or volunteer has internet access and a credit/debit card, they go to the background check screening company website, enter a referral code, complete the requested information, and complete online payment. If the intern or volunteer does not have internet access or a credit/debit card, an authorization form is completed, and it, along with a money order, is sent by mail to the background check screening company for processing.

4. Do we need to prepare a proposal for each individual ADMH facility or just one proposal that will cover the entire Alabama Department of Mental Health?

Answer: One proposal will cover the entire Alabama Department of Mental Health.

