

DATE: 2/02/2016

INVITATION TO BID  
THIS IS NOT AN ORDER

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BID NO.: 50-00115546

**JEFFERSON PARISH**

PURCHASING DEPARTMENT  
P.O. BOX 9  
GRETNA, LA. 70054-0009  
504-364-2678

VENDOR: Inquiries, Inc.

BUYER: LFRANCIS

As per LSA-RS 47:301 et seq., all governmental bodies are excluded from payment of sales taxes to any Louisiana taxing body. Quotations shall be based on F.O.B. Agency warehouse or jobsite, anywhere within the Parish as designated by the Purchasing Department.

JEFFERSON PARISH reserves the right to cancel all or any part of an order if not shipped promptly. No charges will be allowed for parking or cartage unless specified in quotation. The order must not be filled at a higher price than quoted. JEFFERSON PARISH reserves the right to cancel at any time and for any reason by issuing a THIRTY (30) day written notice to the contractor.

JEFFERSON PARISH is expecting all products to be new and all work is to be done in a workman-like manner, according to standard practices. Any deviations or alterations from the specifications must be indicated and backup documentation supplied with your quotation.

<b>DELIVERY: FOB JEFFERSON PARISH</b>	
INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES	_____ N/A _____
INDICATE STARTING TIME (IN DAYS) FOR CONSTRUCTION WORK	_____ N/A _____
INDICATE COMPLETION TIME (IN DAYS) FOR CONSTRUCTION WORK	_____ N/A _____

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: 1

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) \_\_\_\_\_

<b>*** ALL BIDDERS MUST COMPLETE SECTION BELOW ***</b>	
FIRM NAME: Inquiries, Inc.	
SIGNATURE: (Must be signed here) <i>Jennifer Clark</i>	TITLE: Director of Business Development
PRINT OR TYPE NAME: Jennifer Clark	
ADDRESS: 129 N. West Street	
CITY, STATE: Easton, Maryland	ZIP: 21601
TELEPHONE: (866) 987-3767	FAX: (866) 887-3767
EMAIL ADDRESS: sales@inquiriesinc.com	

TOTAL PRICE OF ALL BID ITEMS: \$ \$7,685.00\*

\*Price includes national criminal database search/national sex offender search, social security trace and address verification. Per name, Plus any pass thru fees. All national criminal search hits must be verified by a county criminal search before returning results to the client per the FCRA. The cost of this search will be passed on to the client.

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INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00115546

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	580.00	EA	<p>EMPLOYMENT BACKGROUND CHECK FOR THE JEFFERSON PARISH DEPARTMENT OF PARKS AND RECREATION</p> <p>0100 Employment Background Check</p> <p>Two Year Contract to provide All-In-One Paperless Screening Solution for background checks. Vendor must provide comprehensive national background check service, that includes national criminal database search, national sex offender check, SSN Identity check, and address history, plus a complete re-verification of all criminal hits. Vendor must provide Jefferson Parish Parks and Recreation an online screening account to background check status, order and view reports, communicate with support staff, and view billing.</p> <p>Vendor is required to verify the accuracy for all criminal record hits and verify that they belong to applicant, including up-to-date sentencing, description of charges and dispositions (guilty/not guilty). Vendor is required to have 24/7 internet access to files. Vendor is required to have offsite data backups to a secure location. System updates, system maintenance, training and technical support shall be included with cost.</p> <p>All resulting records, reports, and documents shall be the sole property of Jefferson Parish and shall be giving to Jefferson Parish by the firm upon request.</p> <p>Please Contact Antoinette Holmes at (504) 736-6999 ext. 208</p>	\$13.25*	\$7,685.00*

# INQUIRIES, Inc.

## CURRENT ADDITIONAL COSTS

### CURRENT STATEWIDE FEES

AK	NO STATE FEE	MT	\$11.50 FEE
AL	NO STATE FEE	NC	NO STATE FEE
AR	NO STATE FEE	ND	\$10.00 FEE
AZ	NO STATE FEE	NE	NO STATE FEE
CA	NO STATEWIDE AVAILABLE	NH	\$2.50 FEE
CO	\$7.00 FEE	NJ	\$18.00 STATE POLICE FEE
CT	NO STATE FEE	NJ	NO STATE FEE (Promise Gavel Search)
DC	NO STATE FEE	NM	NO STATE FEE
DE	NO STATE FEE	NV	\$7.00 FEE
FL	\$24.00 FEE	NY	\$65.00 FEE
GA	NO STATE FEE	OH	\$8.00 FEE
HI	NO STATE FEE	OK	NO STATE FEE
IA	NO STATE FEE	OR	NO STATE FEE
ID	NO STATE FEE	PA	\$10.00 FEE
IL	\$10.00 FEE	RI	NO STATE FEE
IN	NO STATE FEE	SC	\$25.00 FEE
KS	\$17.50 FEE	SD	\$20.00 FEE
KY	\$20.00 FEE	TN	\$29.00 FEE
LA	NO STATEWIDE AVAILABLE	TX	\$3.50 FEE
MA	\$30.00 FEE	UT	NO STATE FEE
MD	NO STATE FEE	VA	NO STATE FEE (no state police search)
ME	\$31.00 FEE	VT	\$10.00 FEE
MI	\$10.00 FEE	WA	NO STATE FEE
MN	NO STATE FEE	WI	NO STATE FEE
MO	\$13.95 FEE	WV	NO STATE FEE
MS	NO STATEWIDE AVAILABLE	WY	\$20.00 FEE

**\*SUBJECT TO CHANGE**

129 N. West Street, Easton, Maryland 21601  
 (410) 819-3711 Tel. - (866) 987-3767 Toll Free (410) 819-3670 Fax - (866) 887-3767 Toll Free Fax

## INQUIRIES, Inc.

## CURRENT COURT FEES

State/County	Court Fees	State/County	Court Fees
AR/Perry County	\$5.00	MI/Barry	\$10.00
CA/Alameda	\$5.00	MI/Benzie	\$3.00
CA/Glenn	\$5.00	MI/Berrien	\$10.00
CA/Imperial	\$15.00	MI/Branch	\$10.00
CA/Inyo	\$15.00	MI/Calhoun	\$5.00
CA/Los Angeles	\$4.50	MI/Cass	\$20.00
CA/Mono	\$15.00	MI/Charlevoix	\$5.00
CA/Napa	\$5.00	MI/Cheboygan	\$5.00
CA/San Benito	\$5.00	MI/Chippewa	\$5.00
CA/San Luis Obispo	\$1.00	MI/Clare	\$15.00
CA/Shasta	\$5.00	MI/Crawford	\$5.00
CA/Tehama	\$15.00	MI/Delta	\$10.00
CA/Yolo	\$5.00	MI/Dickinson	\$15.00
FL/Franklin	\$7.00	MI/Emmet	\$10.00
FL/Gadsden	\$10.50	MI/Genesee	\$15.00
FL/Gilchrist	\$14.00	MI/Gogebic	\$50.00
FL/Gulf	\$10.50	MI/Gratiot	\$12.00
FL/Jefferson	\$10.50	MI/Hillsdale	\$17.00
FL/Levy	\$7.00	MI/Houghton	\$40.00
FL/Madison	\$10.50	MI/Huron	\$10.00
FL/Nassau	\$10.50	MI/Ionia	\$8.00
FL/Taylor	\$10.50	MI/Iosco	\$10.00
FL/Wakulla	\$10.50	MI/Iron	\$25.00
FL/Walton	\$10.50	MI/Isabella	\$5.00
IL/Calhoun	\$6.00	MI/Kalamazoo	\$5.00
IL/Saint Clair	\$4.00	MI/Kent	\$6.00
IN/Lake	\$7.00	MI/Keweenaw	\$20.00
KY/Anderson	\$20.00	MI/Lake	\$5.00
LA/Orleans	\$10.00	MI/Lapeer	\$5.00
MA/Nantucket	\$31.00	MI/Lenawee	\$10.00
ME/Androscoggin	\$15.00	MI/Mackinac	\$20.00
ME/Aroostook	\$30.00	MI/Manistee	\$10.00
ME/Cumberland	\$30.00	MI/Marquette	\$20.00
ME/Franklin	\$15.00	MI/Mecosta	\$10.00
ME/Hancock	\$30.00	MI/Menominee	\$12.00
ME/Kennebec	\$15.00	MI/Midland	\$10.00
ME/Knox	\$30.00	MI/Montcalm	\$17.00
ME/Lincoln	\$15.00	MI/Montgomery	\$10.00
ME/Oxford	\$15.00	MI/Muskegon	\$6.00
ME/Penobscot	\$30.00	MI/Oceana	\$5.00
ME/Piscataquis	\$30.00	MI/Ogemaw	\$5.00
ME/Sagadahoc	\$30.00	MI/Ontonagon	\$10.00
ME/Somerset	\$30.00	MI/Osceola	\$10.00
ME/Waldo	\$15.00	MI/Oscoda	\$12.00
ME/Washington	\$15.00	MI/Otsego	\$10.00
ME/York	\$15.00	MI/Ottawa	\$3.00
MI/Alcona	\$20.00	MI/Presque Isle	\$5.00
MI/Alger	\$10.00	MI/Roscommon	\$5.00
MI/Allegan	\$5.00	MI/Saginaw	\$10.00
MI/Alpena	\$15.00	MI/Saint Joseph	\$1.00
MI/Antrim	\$15.00		

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# INQUIRIES, Inc.

<u>State/County</u>	<u>Court Fees</u>	<u>State/County</u>	<u>Court Fees</u>
MI/Arenac	\$15.00	MI/Sanilac	\$17.00
MI/Baraga	\$15.00	SD/Aurora	\$20.00
MI/Schoecraft	\$10.00	SD/Bon Homme	\$20.00
MI/Shiawassee	\$10.00	SD/Brookings	\$20.00
MI/Tuscola	\$5.00	SD/Brown	\$20.00
MI/Van Buren	\$10.00	SD/Brule	\$20.00
MI/Wexford	\$6.00	SD/Bufalo	\$20.00
MN/Saint Louis	\$5.00	SD/Butte	\$20.00
MO/Jackson	\$10.00	SD/Campbell	\$20.00
MO/Jasper	\$3.00	SD/Charles Mix	\$20.00
MO/Johnson	\$5.00	SD/Clark	\$20.00
MS/Greene	\$5.00	SD/Clay	\$20.00
MS/Stone	\$5.00	SD/Codington	\$20.00
MT/Custer	\$20.00	SD/Corson	\$20.00
MT/Fergus	\$14.00	SD/Custer	\$20.00
MT/Gallatin	\$25.00	SD/Davison	\$20.00
MT/Jefferson	\$20.00	SD/Day	\$20.00
MT/Louis & Clark	\$20.00	SD/Deuel	\$20.00
MT/Missoula	\$10.00	SD/Dewey	\$20.00
MT/Ravalli	\$5.00	SD/Douglas	\$20.00
ND/Cass	\$10.00	SD/Edmunds	\$20.00
NH/Cheshire	\$30.00	SD/Fall River	\$20.00
NV/Carson City	\$14.00	SD/Faulk	\$20.00
NV/Churchill	\$15.00	SD/Grant	\$20.00
NV/Clark	\$7.00	SD/Gregory	\$20.00
NV/Douglass	\$14.00	SD/Haakon	\$20.00
NV/Eureka	\$14.00	SD/Hamlin	\$20.00
NV/Lyon	\$14.00	SD/Hand	\$20.00
NV/NYE	\$7.00	SD/Hanson	\$20.00
NV/Washoe	\$14.00	SD/Harding	\$20.00
NY/Bronx	\$65.00	SD/Hughes	\$20.00
NY/Broome	\$10.00	SD/Hutchinson	\$20.00
NY/Bronx	\$65.00	SD/Jackson	\$20.00
NY/Cayuga	\$65.00	SD/Jerauld	\$20.00
NY/Essex	\$65.00	SD/Jones	\$20.00
NY/Greene	\$17.50	SD/Kingsbury	\$20.00
NY/Kings	\$65.00	SD/Lake	\$20.00
NY/Lewis	\$65.00	SD/Lawrence	\$20.00
NY/Madison	\$65.00	SD/Lincoln	\$20.00
NY/Montgomery	\$65.00	SD/Lyman	\$20.00
NY/Nassau	\$65.00	SD/Marshall	\$20.00
NY/New York	\$65.00	SD/McCook	\$20.00
NY/Orleans	\$65.00	SD/McPherson	\$20.00
NY/Oswego	\$10.00	SD/Meade	\$20.00
NY/Queens	\$65.00	SD/Mellette	\$20.00
NY/Rensselaer	\$65.00	SD/Miner	\$20.00
NY/Richmond	\$65.00	SD/Minnehaha	\$20.00
NY/Saratoga	\$65.00	SD/Moody	\$20.00
NY/Schoharie	\$5.00	SD/Pennington	\$20.00
NY/Steuben	\$65.00	SD/Perkins	\$20.00
NY/Tioga	\$65.00	SD/Potter	\$20.00
NY/Tompkins	\$65.00	SD/Roberts	\$20.00
NY/Wyoming	\$65.00	SD/Sanborn	\$20.00
PA/Cambria	\$4.40		
PA/Delaware	\$10.00		
PA/Lucerne	\$15.00		

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# INQUIRIES, Inc.

<u>State/County</u>	<u>Court Fees</u>	<u>State/County</u>	<u>Court Fees</u>
SD/Beadle	\$20.00		
SD/Bennett	\$20.00		
SD/Shannon	\$20.00		
SD/Spink	\$20.00		
SD/Sully	\$20.00		
SD/Todd	\$20.00		
SD/Tripp	\$20.00		
SD/Turner	\$20.00		
SD/Walworth	\$20.00		
SD/Yankton	\$20.00		
SD/Ziebach	\$20.00		
TN/Carroll	\$5.00		
TN/Knox	\$10.00		
TN/Robertson	\$5.00		
TN/Shelby	\$5.00		
VT/Addison	\$30.00		
VT/Bennington	\$30.00		
VT/Caledonia	\$30.00		
VT/Chittenden	\$30.00		
VT/Grand Isle	\$30.00		
VT/Orange	\$30.00		
VT/Washington	\$30.00		
VT/Windsor	\$30.00		
WY/Laramie	\$20.00		
WY/Natrona	\$10.00		
WY/Sheridan	\$20.00		
WY/Teton	\$20.00		
WY/Uinta	\$20.00		

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## INQUIRIES, Inc.

## CURRENT INTERNATIONAL FEES

Albania	\$135.00	Bosnia	\$165.00
Algeria	\$165.00	Botswana	\$135.00
American Samoa	\$ 60.00	Brazil	\$ 95.00
Andorra	\$ 95.00	British Virgin Islands	\$ 45.00
Angola	\$165.00	Brunei Darussalam	\$ 95.00
Anguilla	\$ 45.00	Bulgaria	\$135.00
Antigua	\$ 60.00	Burkina Faso	\$165.00
Argentina	\$ 85.00	Burundi	\$165.00
Armenia	\$135.00	Cameroon	\$165.00
Aruba	\$ 45.00	Canada Provincial Wide Court Search	\$ 16.00
Australia	\$ 45.00	Canada SIN Verification	\$ 5.00
Australia Statewide (where available)	\$165.00	Canada Nationwide	\$195.00
Austria	\$ 85.00	Cape Verde	\$ 80.00
Azerbaijan	\$135.00	Cayman Islands	\$ 45.00
Bahamas	\$ 45.00	Central African Republic	\$165.00
Bahrain	\$265.00	Chad	\$265.00
Bangladesh	\$135.00	Chile	\$ 95.00
Barbados	\$ 45.00	China (for Hong Kong or Macau, listed separately)	\$165.00
Barbuda	\$ 60.00	Colombia	\$ 95.00
Belarus	\$135.00	Congo	\$165.00
Belgium	\$ 85.00	Congo, Democratic Republic	\$165.00
Belize	\$ 80.00	Cook Islands	\$ 80.00
Benin	\$135.00	Costa Rica	\$ 80.00
Bermuda	\$ 45.00	Cote D-Ivoire	\$135.00
Bhutan	\$165.00	Croatia	\$165.00
Bolivia	\$ 95.00	Curacao	\$ 65.00
Bonaire	\$ 45.00	Cyprus	\$ 95.00
Czech Republic	\$135.00	Guernsey	\$ 40.00
Denmark	\$ 80.00	Guinea	\$165.00
Djibouti	\$165.00	Guinea Bissau	\$165.00
Dominica	\$ 45.00	Guyana	\$ 80.00
Dominican Republic	\$ 45.00	Haiti	\$ 80.00
East Timor	\$165.00	Honduras	\$ 80.00
Ecuador	\$ 95.00	Hong Kong	\$ 95.00

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# INQUIRIES, Inc.

Egypt	\$165.00	Hungary	\$135.00
El Salvador	\$ 80.00	Iceland	\$ 80.00
England	\$ 40.00	India District Search	\$ 85.00
Eritrea	\$165.00	India Local Police Search	\$ 25.00
Estonia	\$135.00	Indonesia	\$ 95.00
Ethiopia	\$165.00	Iran	\$265.00
Federated States of Micronesia	\$ 80.00	Ireland	\$ 40.00
Fiji	\$ 80.00	Isle of Man	\$ 40.00
Finland	\$ 80.00	Israel	\$ 95.00
France	\$ 95.00	Italy	\$ 95.00
French Guiana	\$135.00	Jamaica	\$ 40.00
French Polynesia	\$ 80.00	Japan	\$ 95.00
Gabon	\$165.00	Jersey	\$ 40.00
Gambia	\$165.00	Jordan	\$265.00
Georgia	\$135.00	Kazakhstan	\$135.00
Germany	\$ 80.00	Kenya	\$ 95.00
Ghana	\$135.00	Korea	\$ 95.00
Great Britain	\$ 40.00	Kuwait	\$265.00
Greece	\$ 95.00	Kyrgyz Republic	\$135.00
Greenland	\$ 80.00	Laos	\$135.00
Grenada	\$ 45.00	Latvia	\$135.00
Guadeloupe	\$ 45.00	Lebanon	\$265.00
Guam	\$ 29.00	Lesotho	\$135.00
Guatemala	\$ 85.00	Liberia	\$165.00
Liechtenstien	\$ 80.00	Northern Ireland	\$ 40.00
Lithuania	\$ 80.00	Northern Mariana Islands	\$ 55.00
Luxembourg	\$ 80.00	Norway	\$ 80.00
Macau	\$ 95.00	Oman	\$265.00
Macedonia	\$135.00	Pakistan	\$135.00
Madagascar	\$165.00	Palau	\$ 80.00
Malawi	\$165.00	Panama	\$ 65.00
Malaysia	\$ 80.00	Papua New Guinea	\$ 80.00
Maldives	\$165.00	Paraguay	\$ 85.00
Mali	\$165.00	Peru	\$ 80.00
Malta	\$ 80.00	Philippines	\$ 55.00
Marshall Islands	\$ 45.00	Poland	\$ 95.00
Martinique	\$ 45.00	Portugal	\$ 80.00
Mauritania	\$165.00	Puert Rico Superior (County) Civil	\$ 25.00

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# INQUIRIES, Inc.

Mauritius	\$165.00	Puerto Rico Superior Court (County)	\$ 16.00
Mexico	\$ 45.00	Puerto Rico Superior Court Commonwealth-Wide	\$ 49.00
Moldova	\$165.00	Qatar	\$265.00
Monaco	\$165.00	Romania	\$135.00
Mongolia	\$235.00	Russia	\$135.00
Montserrat	\$ 60.00	Rwanda	\$165.00
Morocco	\$165.00	Saba	\$ 45.00
Mozambique	\$165.00	Saint Eustatius	\$ 65.00
Myanmar	\$ 95.00	Saint Kitts and Nevis	\$ 45.00
Namibia	\$165.00	Saint Lucia	\$ 45.00
Nepal	\$135.00	Saint Martin	\$ 45.00
Netherlands	\$ 80.00	Saint Thomas	\$ 35.00
New Caledonia	\$ 95.00	Saint Vincent and the Grenadines	\$ 45.00
New Zealand	\$ 45.00	Samoa	\$ 80.00
Nicaragua	\$ 80.00	Saudi Arabia	\$265.00
Niger	\$165.00	Scotland	\$ 40.00
Nigeria	\$165.00	Senegal	\$165.00
Serbia and Montenegro	\$135.00	Uzbekistan	\$135.00
Seychelles	\$135.00	Vanuato	\$ 80.00
Sierra Leone	\$165.00	Venezuela	\$ 95.00
Singapore	\$ 95.00	Vietnam	\$135.00
Sint Maarten	\$ 45.00	Virgin Islands (U.S.)	\$ 35.00
Slovakia	\$135.00	Wales	\$ 40.00
Slovenia	\$135.00	Yemen	\$265.00
Solomon Islands	\$ 80.00	Yugoslavia	\$135.00
Somalia	\$265.00	Zaire	\$165.00
South Africa	\$ 80.00	Zambia	\$165.00
South Korea	\$ 95.00	Zimbabwe	\$165.00
Spain	\$ 80.00		
Sri Lanka	\$135.00		
Sudan	\$165.00		
Suriname	\$ 80.00		
Swaziland	\$165.00		
Sweden	\$ 80.00		
Switzerland	\$ 95.00		
Syria	\$265.00		
Tajikistan	\$135.00		
Taiwan	\$ 95.00		
Tanzania	\$165.00		
Thailand	\$ 95.00		

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## INQUIRIES, Inc.

Togo	\$135.00
Tonga	\$ 80.00
Trinidad and Tobago	\$ 45.00
Tunisia	\$265.00
Turk and Caicos Islands	\$ 45.00
Turkey	\$135.00
Turkmenistan	\$135.00
Tuvalu	\$ 80.00
Uganda	\$165.00
Ukraine	\$135.00
United Arab Emirates	\$265.00
Uruguay	\$ 85.00

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# INQUIRIES, Inc.

## CURRENT MOTOR VEHICLE STATE FEES

State	Fee	State	Fee
AK	\$10.00	NJ	\$12.00
AL	\$9.75	NM	\$6.50
AR	\$13.00	NV	\$8.00
AZ	\$6.00 (3 yrs) \$8.00 (7 yrs)	NY	\$7.00
CA	\$2.00	OH	\$5.00
CO	\$2.20	OK	\$27.50
CT	\$18.00	OR	\$9.68
DC	\$13.00	PA	\$9.00
DE	\$15.00	RJ	\$20.00
FL	\$8.10 (3 yrs) \$10.10 (7yrs)	SC	\$7.25
GA	\$6.00 (3 yrs) \$8.00 (7 yrs)	SD	\$5.00
HI	\$23.00	TN	\$7.00
IA	\$8.50	TX	\$6.50
ID	\$9.00	UT	\$9.00
IL	\$12.00	VA	\$7.00
IN	\$7.50	VT	\$16.00
KS	\$6.60	WA	\$13.00
KY	\$5.50	WI	\$5.00
LA	\$6.00	WV	\$9.00
MA	\$8.00	WY	\$5.00
MD	\$12.00		
ME	\$7.00		
MI	\$7.00		
MN	\$5.00		
MO	\$5.80		
MS	\$14.00		
MT	\$7.25		
NC	\$10.00		
ND	\$3.00		
NE	\$3.00		
NH	\$12.00		

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I N  Q U I R I E S , *Inc.***DOMESTIC EDUCATION/EMPLOYMENT  
VERIFICATION FEE'S**

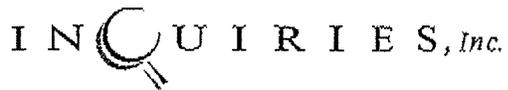
Domestic education and employment verification fees only apply if we have to go through a third party source. Many Colleges/Universities and employers sell the information to a third party company, therefore, the only way we can obtain the information is through the third party company.

Education verification fees will range from \$8.00 - \$25.00 depending on the third party company holding the information and will contain information for the highest level of education attained.

Employment verification fees range up to \$25.00 each.

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Proposal  
Jefferson Parish Government  
Background Checks for Parks and Recreation  
Bid No. 50-00115546

## Executive Summary

Inquiries, Inc. (Inquiries) is Maryland based background screening company leading the industry in providing services to state and local governments throughout the country. Inquiries has provided our services to *the City of Buffalo, New York, Louisiana State University, the City of Richmond, Virginia, The Port Authority of New York and New Jersey (New York), etc.* As the requirements of these agencies are unique, the need for a company that truly understands those specific needs and who can provide unparalleled service and turnaround time is critical.

Inquiries is a *certified Woman Owned, Disadvantaged Business* (holding certifications in Maryland, Virginia, Texas, Pennsylvania and New York) headquartered in Maryland and has 80 employees and over 4,200 researchers working throughout the country as well as a separate team of researchers worldwide supporting our various clients. Currently, Inquiries supports hundreds of locations in all fifty states as well as worldwide and holds a private investigative license. Inquiries is a well versed background screening company with 14 years of experience and a focused effort on working in the government sector. Inquiries extensive experience working with high volumes, diversified operating units, multi layered users and the vast experience of our personnel ensure that our clients' needs are surpassed. Inquiries has never had a claim filed against our firm.

Inquiries is pleased to submit this proposal to support Background Checks for Parks and Recreation to Jefferson Parish Government ("Jefferson Parish"). Inquiries will work with Jefferson Parish to ensure we are in compliance with the changing needs of this program and continuously striving to improve our services. Inquiries is committed to the highest standard of security and background investigations ensuring our clients has the highest quality background checks provided by a company with proven performance.

Inquiries performs all of our background investigative contracts in compliance with the Fair Credit Reporting Act and under the regulations and best practices of the National Association of Professional Background Screeners through our active membership.

Inquiries understands the diversity of the requirements for this contract and we have the experience and expertise to handle each aspect from administrative functions and customer service, to meeting the turnaround time requirements. Inquiries agrees to comply with and takes no exception to all terms and conditions as stated in the solicitation.

## What sets Inquiries Apart

Inquiries offers countless unique differentiators, setting us aside into an elite class of background screening providers. Inquiries offers the capabilities and capacity of a large business with the customized personal service that only a small business can offer. The following table further demonstrates some of the advantages that make Inquiries unique in our offerings to Jefferson Parish.

- *Inquiries is one of few companies remaining within the industry that does not resell information on applicants we have screened*
- *Inquiries has never had a lawsuit or security breach*
- *Inquiries has a Top Secret Clearance issued by the Federal government*
- *Inquiries conducts and manages customer, quality and verification services from the United States*
- *Extensive experience creating contractor screening programs, implementing the programs and running those programs with the ability to adjust as the program needs*

## Scope of Services

Inquiries has successfully performed all Statement of Work requests and has developed, updated, and delivered all associated plans and documents. All screens for employees will be handled in a professional and confidential manner. Inquiries follows strict operational guidelines, the Fair Credit Reporting Act, State and Federal regulations to alleviate the possibility of lawsuits for our clients and us. Each name is processed through the system and sent out to the designated researcher or in-house researcher for processing. The information is reviewed for correctness before it is sent for research and is again reviewed by our analysts when the information is returned from the field. Inquiries ensures the information matches the guidelines and standards specific to the client from which they were sent.

Once verified, the information is returned to the client while a copy is securely maintained at Inquiries in the event that the client needs additional copies of this information. Inquiries never re-sells the information to other companies, nor compiles a database for third party use. The information is held in the strictest confidence for the use of the requesting client.

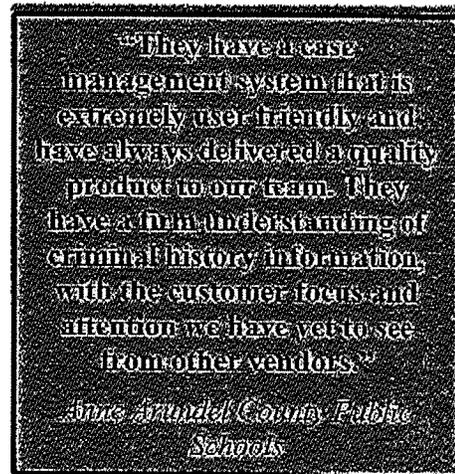
Inquiries utilizes state repositories and county courthouses as the primary source for all criminal information. In the event that a client wishes to use a "commercial database," such as the nationwide criminal database, Inquiries offers that option with the contingency that a client must perform due diligence before information can be returned, ensuring our client is compliant with the Fair Credit Reporting Act. For example, Inquiries offers a "nationwide criminal database" but requires a county level search for any possible "hits" before the information can be returned. This is to ensure compliance with the Fair Credit Reporting Act (FCRA).

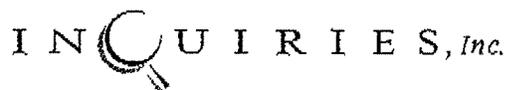
Inquiries makes it the mission of the company to ensure our clients are well versed and fully educated to ensure complete compliance with state, federal and local laws. It is for this reason that Inquiries has been trusted not only by commercial entities, but also by state and municipal governments as well as by the Federal Government. No client conducting background screening through Inquiries has been faced with a lawsuit due to any information coming from Inquiries.

Please find a listing of the services requested in the scope of services to follow.

### National Criminal Database Search

Inquiries offers the "Nationwide" criminal search upon request, although it has a suggested use as a supplemental search. This search encompasses information from throughout the country and houses over 120 million records. This search includes convictions of adults as well as minors who have been charged as adults. This "Nationwide" search is not regulated, so the information can be outdated. The only way to conduct this search while maintaining compliance with the Fair Credit Reporting Act is to follow up any possible record found with an additional county criminal search in the location of the possible record.





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### **National Sex Offender Search**

National Sex Offender Registry Search - searches all 50 state registered sex offender registries. This search is vital for the healthcare industry, childcare screening, and any type of position dealing with children, the elderly or disabled. It is also ideal for volunteer programs as well as contract employees, and any employee going to a client's home.

### **Social Security Number Trace/Address Check/Identity Report**

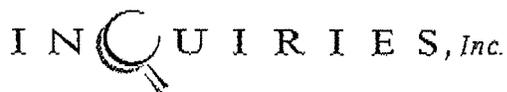
Inquiries will provide information regarding Social Security Number Trace of prospective employees. We have the capabilities of providing a Social Security Number Trace on prospective employees, which will include the year and the state the social security number was issued, and will indicate if the social security number belongs to a person who has deceased. Our social security number trace also reveals the residences associated with the social security number allowing for more accuracy for criminal search areas.

### **County Criminal Records Check**

Inquiries believes in using "real time" data, providing our clients with nothing but the most accurate and comprehensive data available. This is made possible by our team of researchers who have access every county courthouse in the United States retrieving data as requested. This direct access to courthouses allows Inquiries to use real-time data that is live without taking the chance of missing information that has recently been processed.

We can assure the use of "live" data in county criminal searches by utilizing more than 4,000 researchers. Researchers will go directly into the courthouse and/or courthouse system and pull the pertinent information regarding a prospective employee. Our researchers are highly trained and have a minimum of two years' experience in the background research field. Utilizing these researchers on an as needed basis allows Inquiries the ability to maintain lower overhead, passing the savings on to our clients.

Inquiries believes in maintaining the best researchers in the industry. In order to maintain our superior level of excellence, our researchers must pass continuous tests from Inquiries. We "salt" our researchers and investigators by giving them a search where the positive or negative result is known in advance. We verify that the results match those already known. If we identify a discrepancy and the researcher is at fault, they are terminated on the spot, and their services are no longer utilized. We do this to maintain the highest level of accuracy and data reliability within the industry.



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## Technical Capabilities

Inquiries has helped our customers achieve their security and screening goals and are well versed and experienced in providing all of the levels of service required by Jefferson Parish. Our extensive management experience has allowed our company to transition and staff our contracts expediently, exceeding our clients expectations. Below is an explanation of our technical plan for accomplishing the goals of Jefferson Parish and the step by step description of the background screening process.

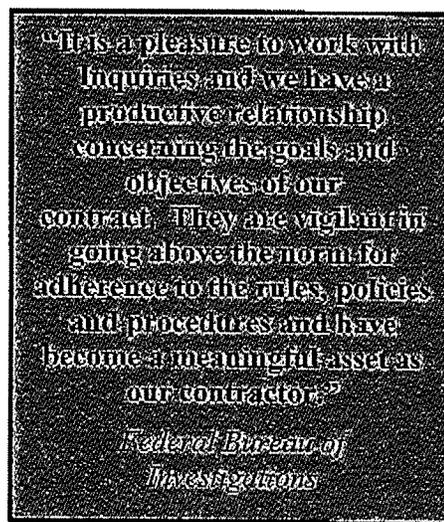
### Requests

Whether requesting searches or returning results via XML, fax, email or website, security measures are always intact. Inquiries focuses on ensuring that the receipt of information is delivered on time, to the correct individual and with no interference. This allows clients to know the information will not be delivered to the wrong hands. Inquiries maintains a high focus on the accuracy of the information provided to our clients.

Inquiries will work with Jefferson Parish to determine the method for submission and retrieval that would be most beneficial. Inquiries will work to set up the account for submission so that the requester can specify a specific department, position, etc.

Inquiries has priced the Jefferson Parish proposal with a primary submission method that would have Jefferson Parish utilizing the Inquiries website with results being returned to the users through the web.

Once Jefferson Parish submits the investigative report on-line they will receive an automatically generated receipt containing applicant information, date and time of the request, searches ordered, and a unique auto generated order number. Jefferson Parish can also check the website to see the request status.



### Website

Inquiries has a fully interactive website allowing our clients to:

- download forms needed
- request background investigations
  - package requests
  - ala carte requests
- request results
- check the status of pending results
- view the results
  - limited disposition access users
  - full disposition access users
  - administrative access users
- email our operations department
- and many more options

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## OTHER AVAILABLE METHODS

### *Fax*

In the event Jefferson Parish needs to temporarily use the fax method, the following describes Inquiries fax process. When returning results via fax, Inquiries first determines whether the recipient has a secure fax or if it is a shared fax line. If it is determined the fax line is not secure, Inquiries puts additional security measures into place. We will make a preliminary call to the authorized user before the fax is sent. This call will assure the person is ready and waiting for the fax, so the results cannot be intercepted.

### *Email*

Results are not left in open documents when being emailed to authorized personnel. Inquiries takes an additional step to insure the authorized user is going to be the only person with access to the information. Submitting the results in a password protected zip file does this.

### *XML Interface*

Inquiries has the latest in screening technology known as an XML interface. The capabilities of the XML allow for integration into most XML compatible software to expunge data needed to start the screening process. This process alleviates a majority of the manpower needed to request background investigations. Once the results are complete, the XML interface is able to connect back into the software to deliver the results automatically. Upon request from Jefferson Parish, Inquiries will work with Jefferson Parish technology team to integrate this technology.

Using the website can expedite Jefferson Parish's submission, in turn allowing the results to be delivered much faster. Jefferson Parish is able to add additional services to a request once it has already been submitted without having to re-key the information into the system.

Inquiries does require a release form to be signed by the applicant and all state specific forms needed are easily found on our website. Depending on the search being requested, Inquiries does not require that this form be sent to Inquiries. It is however, often more beneficial to send the release, which Inquiries will securely store and use as necessary. The release can be submitted to Inquiries operations team in the method that is most convenient to Jefferson Parish, such as email or fax.

*"I would and have recommended Inquiries, Inc. on numerous occasions when contacted. I use a number of similar contractors, but Inquiries is my primary, and the one I judge and gauge all others against. Their results are accurate, with a quick turnaround. And their Customer Services without peer."*

*Port Authority of New York and New Jersey, Secured Workers Access Consortium (SWAC)*

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## Turn Around Time

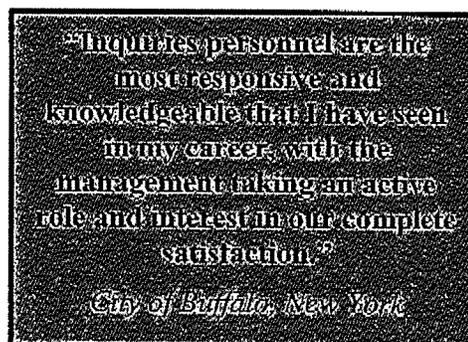
Inquiries fully understands our clients' need for expedited results. For this reason, we maintain a fully trained staff capable of exceeding our current volume needs. Inquiries will be dedicated to providing unmatched customer service, regardless of the quantity of background checks requested. Our company average turnaround time is 48 hours. Any delays are notated to the client on the status report.

## Researchers

Our personnel maintain a close professional relationship with our researchers. This allows us the ability to keep up to date on local and regional happenings around the United States, within the investigations field. With over 4,000 researchers, we have capabilities of quickly and accurately accessing courts throughout the country. We are also able to relay information more quickly to the researchers as well as maintaining a priority status when they are researching the information. This speed in service is passed on to our clients, making the turnaround time of Inquiries one of the lowest in the industry.

## Internal Tracking

Every 5 minutes, the system is queried for outstanding reports not yet transmitted to the client. Our Investigative Supervisors view the list, contact the researcher for an update, and if the request is reaching the maximum turnaround time (48 hours for a criminal history check), the client is contacted and the reason for the delay is explained. These are rare occasions, but this system helps to maintain checks and balances, assuring our customers receive the attention they deserve.



## One Hour Call Back Guarantee

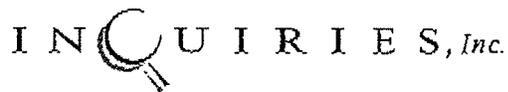
Inquiries offers a one hour call return guarantee. We understand the frustration in waiting on a response when the client has a question or concern. When a client calls with a question or concern, we guarantee that they will receive a response within an hour, acknowledging the query and allowing them to know that we have taken their problem and made it our own. We then make resolving the concern or question a top priority, executing every research tool available to return a final verdict to our client.

## Customer Service Attention

Our customer service and investigations experts are trained to immediately notify supervisors and account managers in the rare occasion of a time constraint problem. Once an individual spots a problem, it is logged and passed on to supervising staff to determine a solution. If the problem looks as if it will not be solved in a manner to maintain desired turnaround time for the client, the client is notified as to the problem, the steps that need to be taken to resolve the problem and the estimated time needed to complete the inquiry.

## Life Cycle/Availability of Information

Client information is stored indefinitely within the Inquiries system. We have perfected our information housing system to allow unlimited archiving of information. This would allow the client to request information when needed without time limitations or constraints.



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### **Project Experience and Supplementary Information**

Inquiries was founded in 2001 as a regional provider of background screening services. In the past 14 years, Inquiries has grown to expand into the leading personnel security company offering nationwide and international background screening capabilities, FBI fingerprint checks, adjudication services and personnel security support. Inquiries supports hundreds of locations in all fifty states as well as worldwide. Inquiries manages over 4,200 private, commercial and government services contracts, processing approximately 51,000 background screenings per month. Many of our clients are comparable in size and complexity, to include the City of Buffalo, NY, Metropolitan Government of Nashville and Davidson County, TN, the City of Ormond Beach, FL, etc.

As a company that has grown from a regional provider in 2001 having a National footprint in 2014, Inquiries has had tremendous growth, but has held on to the virtue and customer focus that can be attributed to a small company. As Inquiries has grown, we have held on to the values that have distinguished us from our competitors and enabled us to become one of the most sought after contractors in our industry. Inquiries has established a reputation for working to provide services and expertise that is industry specific.

We have maintained a level of service that is often attributed to small business, but we have the technological and volume capabilities of our largest competitors. We have a service level that we refuse to compromise and that our clients will attest to.

Inquiries has been able to achieve success by sticking to the principles and service levels that our clients have come to expect. We understand that there are many options for clients to choose from, so we have set our standards higher than the industry. Inquiries conforms our services and offerings to meet the needs of our clients, whereas many of our competitors require clients to conform to their offerings. Inquiries treats each client as if they are our sole source of business and focus on their particular needs. It is this corporate culture that has enabled Inquiries to receive rave reviews by our clients and has kept from Inquiries from ever having lost a client.

Due to the sensitive nature of the information that is collected and acquired, many companies in our industry have faced lawsuits based on security breaches and inadequate quality control. Inquiries continues to remain one of few companies within this industry to have never faced a lawsuit nor had any security breaches.

## Qualifications of the Staff

Jefferson Parish would be a signature account of Inquiries, with the dedication and focus of our top management and 2 professionals working to oversee the contract. Both have extensive experience. One individual, Jennifer Clark, will work as the contract manager, overseeing the contractual basis for the work, while Eric Hontz will perform the functions of the Program Manager, ensuring all operations meet and exceed the expectations of Jefferson Parish.

We are willing to dedicate the time and resources of both the operations staff and management personnel in order to address the particular needs of Jefferson Parish and will conform our systems to meet and exceed those changing needs. Inquiries maintains a fully functional and reliable staff in our Maryland location that will be trained on the specific needs of Jefferson Parish, as well as having researchers located within the surrounding areas and throughout the country, accessing any county courthouse or state repository necessary.

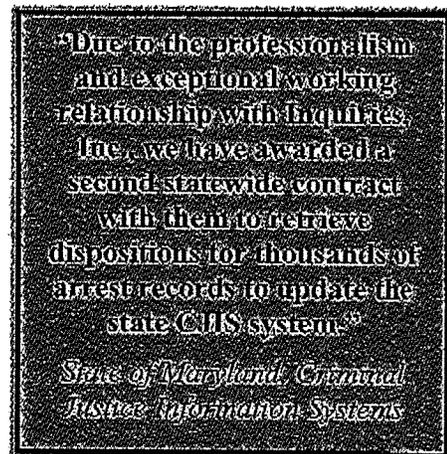
The client's needs are the ultimate focus of Inquiries, therefore every question, concern or request will be given a response in a rapid and proficient manner. The client will also be notified within an hour of receipt of their question, concern or request. This ensures the client of his or her importance to us and to know that we are here to help, and that no question, concern or request will go unanswered.

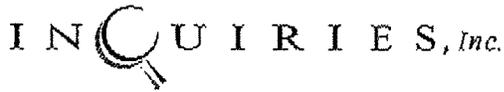
We focus on each client to make sure they are completely satisfied, enabling us to surpass any expectation they may have of Inquiries, or the services we provide. As our clients will verify, customers realize the rarity of finding a company who can provide specialized service and individualized attention.

*Jennifer Clark*, the Contract Manager, has worked with Inquiries for over 11 years, overseeing the transition and customer satisfaction of many major accounts to include the City of Buffalo, New York, the Metropolitan Government of Nashville and Davidson County, the City of Phoenix, Arizona, the City of Richmond, Virginia, the Washington Metro Area Transit Authority, and the Secured Workers Access Consortium, etc. Ms. Clark is very accomplished in her field, performing specialized services such as publishing background investigations parameters and lecturing on the Fair Credit Reporting Act. In addition to her broad range of experience managing a diverse group of clients, Ms. Clark is a certified OPM contract investigator, a certified adjudicator as well as a certified fingerprint technician.

In regards to our state and government clients, which are listed in the Experience section, Jennifer managed the account transition and assisted our clients with designing an account set-up that reflected their unique needs as well as meeting their specific qualifications. Ms. Clark is the direct client contact if the client should have any questions or concerns regarding contractual functions and is available to our clients 24 hours a day, seven days a week, ensuring customer satisfaction and support.

*Mr. Eric Hontz* Our designated Program Manager, will be available to assist Jefferson Parish with any and all questions from billing to operations to customer service and will manage the functions of this contract from a day-to-day aspect. Eric has been with the company for more than 7 years





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and has a flawless performance record. Eric is an industry renowned expert in the screening and compliance measures and will oversee the team with a hands-on approach to all matters in operating the Jefferson Parish account. In order to fulfill the needs of Jefferson Parish, we will operate a client specific organization to ensure that all needs, requests and possible concerns are handled immediately with resolution being attained with no service interruptions. This direct line of management allows for easy and flexible workings with Jefferson Parish team with decisions being made expeditiously to benefit all users.

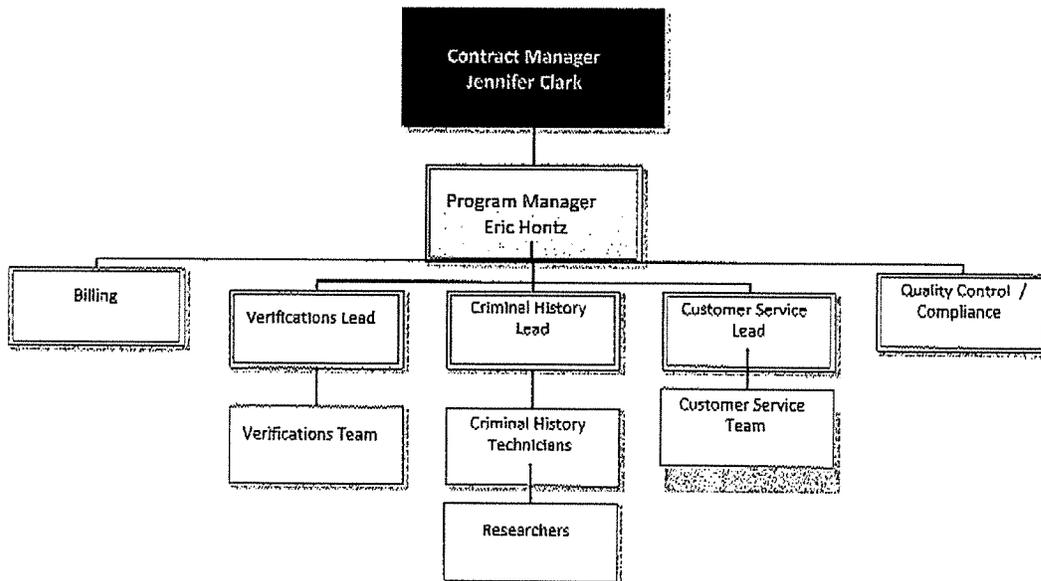
The Customer Service Representatives will work with the assigned Program Manager and Contract Manager in order to have complete knowledge of the contract, the specific needs of Jefferson Parish, as well as the criteria to follow when dealing with the authorized users. The transition team will contact designated client users individually in order to provide the initial information needed to get them started.

Our additional account staff works together with management as a team, supporting our clients in every aspect to promote complete customer satisfaction. Our team's exceptional customer service, stringent training methods and attention to detail is a testament to Inquiries impeccable record of 100% client retention. Although specific team members will be assigned to each customer account, the entire staff is trained on each and every account and has complete knowledge of all contract requirements, ensuring continuous service throughout the life of the contract.

Inquiries works as a team for our key accounts. Although a limited number of key personnel have been submitted, the entire staff will be trained on the Jefferson Parish account with complete knowledge of the requirements.

**County Contract Organizational Structure**

Please find an organizational chart demonstrating the overall structure for Jefferson Parish contract that would be dedicated to ensuring complete satisfaction. Inquiries will have key personnel working to ensure all services provided, bills generated and customer service relations exceed all expectations. The entire Inquiries team will be working for Jefferson Parish with certain key management positions being responsible for the accuracy, turnaround time and complete satisfaction of Jefferson Parish.



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Inquiries, Inc.

# Fax

To: Laniel L. Francis

From: Kimberly D. Blue

Fax: 504-364-2693

Pages: 22, including this page

Phone: 504-365-2690

Date: February 16, 2016

Re: Bid No. 50-00115546 – Employment  
Background Check For the Jefferson  
Parish Department of Parks and Recreation cc:

Urgent    For Review    Please Comment    Please Reply    Please Recycle

● Comments:

Following please find Inquires' proposal for Bid No. 50-00115546 – Employment Background Check for the Jefferson Parish Department of Parks and Recreation.

Thanks,

Kimberly D. Blue