



**COUNTY OF LOS ANGELES
PROBATION DEPARTMENT**

**REQUEST FOR INFORMATION
FOR
BACKGROUND INVESTIGATION**

April 16, 2026

**Prepared By
County of Los Angeles**

RFI # 6402601

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1.0 PURPOSE

The County of Los Angeles Probation Department (Probation) is issuing this Request for Information (RFI) to seek qualified agencies capable of providing comprehensive background investigation services for pre-employment of sworn and non-sworn personnel. The purpose of this RFI is to gather information from potential agencies regarding their capabilities, experience, and approach to delivering pre-employment background investigations that support Probation's operational and compliance needs.

Government Code § 1031 requires law enforcement agencies to conduct thorough pre-employment background investigations for peace officer candidates. These investigations serve two main purposes: confirming that applicants meet all legal minimum standards for appointments and identifying individuals whose past behavior or other relevant factors make them unsuitable for the role. Because peace officers hold positions of high trust and responsibility, background investigations are among the most critical—and most challenging—tasks an agency performs.

Investigators must conduct comprehensive, consistent, and unbiased inquiries while complying with all relevant employment laws and Probation's policies. They must focus on behaviors directly related to job requirements, uncover any past misconduct or indicators of unfitness, and be able to clearly explain how collected information informs suitability decisions.

This RFI is issued solely for information and planning purposes. It neither constitutes a competitive solicitation nor does it create a promise to issue any sort of competitive solicitation in the future. However, Probation reserves the right to use the information gathered in response to this RFI for the purpose of developing future solicitations. This RFI also does not commit Probation to contract for any services whatsoever. Probation shall not be liable in any way, or have any responsibility, for any costs incurred in connection with the preparation, submittal, or presentation of any information in response to this RFI.

2.0 RFI FORMAT AND INSTRUCTIONS

2.1 Response Format

In order to facilitate the analysis of responses to this RFI, respondents shall prepare submissions in accordance with the instructions outlined below. Submissions shall provide a straightforward and concise description of the respondent's ability to provide pre-employment background investigation services.

The content and sequence of information must be as follows:

- A. Cover Page**
- B. Organizational Experience and Capacity**
- C. Performance Objectives and Duties Required**
- D. Other Features**
- E. Pricing**

2.2 Format Specifications

2.2.1 Cover Page

The Cover Page must be on company letterhead, be brief and concise, and include the following:

1. Title must be "Response to County of Los Angeles Probation Department RFI "6402601".
2. Contact name, title, business and mailing addresses, telephone number, and email address.
3. Summary of company's responses to RFI; and
4. Original signature of the authorized Officer of the company.

2.2.2 Organizational Experience and Capability

This must be a brief, non-technical executive overview of the company. At a minimum, it shall provide the following:

1. An overview of the company including:
 - a. Exact legal business name and type of company (e.g. partnership, corporation etc.).
 - b. Company Director's Name.
 - c. An introduction of the company and the company's history.
 - d. Description of the size of the company's operations and locations serviced.

2. Company's experience providing pre-employment background investigation services.

2.2.3 Performance Objectives and Duties Required

2.2.3.1 Performance Objectives for Pre-Employment Background Investigators

This section should contain narrative responses describing the processes for conducting such services:

1. Ensuring accuracy and thoroughness:

- a. Conducting complete, fact-based investigations that meet both the agency and legal standards.
- b. Verifying all required elements (e.g., identity, employment history, education, criminal records, references, licenses, and other suitability factors).
- c. Maintaining compliance with federal, state, and local laws governing pre-employment background checks (e.g., Fair Credit Reporting Act (FCRA), state and Peace Officer Standard and Training (POST) standards).

2. Meeting timelines

- a. Completing investigations within the agency's established timelines (e.g., within 60 days - depending on case complexity).
- b. Providing interim updates when delays occur (e.g., unresponsive references, sealed records).

3. Professionalism and Ethical Conduct

- a. Maintaining confidentiality of applicant information.
- b. Conducting interviews respectfully and impartially.
- c. Avoiding conflicts of interest and maintaining investigative neutrality.

4. Documentation Quality

- a. Producing clear, well-written reports that summarize findings objectively.
- b. Ensuring reports meet agency formatting and evidentiary standards.
- c. Maintaining organized case files with supporting documentation.

5. Compliance and Legal Adherence

- a. Following all applicable laws, including but not limited to:
 - i. FCRA
 - ii. State POST background investigation guidelines (California POST Manual)
 - iii. Equal Employment Opportunity Commission (EEOC) guidance on hiring practices
- b. Maintaining chain-of-custody for sensitive documents.

6. Continuous Improvement

- a. Staying current on investigative best practices and evolving methodologies.
- b. Participating in ongoing training and quality assurance reviews.

2.2.3.2 Required Duties by Pre-Employment Background Investigators

This section should contain narrative for pre-employment Background Investigator duties and any other duties performed by agency's Investigators:

1. Comprehensive Background Investigations

- a. Employment verification (all employers within required timeframe).

- b. Conducting education and credential verification.
- c. Criminal history checks (local, state, federal).
- d. Civil court checks (e.g., restraining orders, lawsuits).
- e. Driving record checks.
- f. Credit history (when job-relevant and legally permissible).
- g. Social media and open-source intelligence (OSINT) screening.

2. Field Investigative Work

- a. In-person or virtual interviews with:
 - i. Applicants
 - ii. Employers
 - iii. Coworkers
 - iv. Neighbors
 - v. Personal references

3. Report Writing and Case File Assembly

- a. Detailed narrative reports summarizing findings.
- b. Documentation of discrepancies, red flags, and unresolved issues.
- c. Submission of complete case files for adjudication.

4. Records Research and Retrieval

- a. Court record retrieval
- b. Law enforcement contact checks.
- c. Military service verification if applicable (e.g., DD-214).

- d. Professional license verification.

5. Technology and Case Management

- a. Use of secure case-management systems.
- b. Ability to upload documents, audio, and interview notes.
- c. Secure communication channels for transmitting sensitive data.

6. Quality Assurance and Compliance Support

- a. Internal review of reports before submission.
- b. Adherence to agency-specific investigative standards (e.g., POST guidelines for law enforcement roles).
- c. Support for audits and compliance reviews.

2.2.4 Other Features

Describe and discuss any other features, services, options or considerations you believe would be beneficial in enhancing Probation's pre-employment background investigation services.

2.2.5 Pricing

Describe and estimate your company's pricing at an hourly rate for pre-employment background investigation services. Pricing should be inclusive of all cost based on information provided and experience in providing similar services.

2.3 RFI Questions

Respondent(s) may submit written questions regarding this RFI by e-mail to the Contract Analyst identified below. All written questions must be received by **12:00 P.M. PT, May 4, 2026**. All questions, without identifying the submitting company, will be compiled with the appropriate answers and shared with all Respondents. Questions should be e-mailed to Contract Analyst, Jose Navarro, at Jose.Navarro@probation.lacounty.gov.

2.4 Submission Requirements

Responses to this RFI shall be submitted via email to the contract analyst named in Section 2.3, above. Please prepare RFI responses in accordance with RFI Format and Instructions specified in Section 2.0. Responses to this RFI are due on or before **12:00 P.M. PT, June 4, 2026**.

3.0 COUNTY RESPONSIBILITY

This is a request for information only. It is issued solely for information and planning purposes. It does not constitute a Request for Proposals (RFP), a promise to issue an RFP in the future, or any other type of competitive solicitation. This RFI does not commit the County to contract for any services whatsoever. The County will not pay for any information or administrative costs incurred in response to this RFI.

4.0 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

Responses to this RFI shall become the exclusive property of the County. Responses to the RFI become a matter of public record, except those parts of each response which are justifiably defined as business or trade secrets and are plainly marked by the Respondent as "Trade Secrets," "Confidential," or "Proprietary."

The County shall not in any way be liable or responsible for the disclosure of any such record or any parts thereof if disclosure is required or permitted under the California Public Records Act or otherwise by law, or by Court order. A blanket statement of confidentiality or the marking of each page of the response to the RFI as confidential shall not be deemed sufficient notice of exception. The Respondent must specifically label only those provisions of their respective response which are "Trade Secrets," "Confidential," or "Proprietary" in nature.