



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2728



GUILLERMO VIERA ROSA
Chief Probation Officer

May 14, 2026

ADDENDUM NUMBER ONE - REQUEST FOR INFORMATION (RFI) #6402601 TO PROVIDE BACKGROUND INVESTIGATION SERVICES

This is Addendum One - Request for Information for pre-employment background investigation services (RFI # 6402601), which was released on April 16, 2026. This Addendum contains responses to written questions that were submitted prior to the May 4, 2026, 12:00 p.m., PT deadline. This Addendum is posted on the following websites:

Los Angeles County "Doing Business with Us":

<https://camisvr.co.la.ca.us/LACoBids/BidLookUp/OpenBidList>

Los Angeles County Probation:

<http://probation.lacounty.gov/wps/portal/probation/work>

Proposals are due on Thursday, June 4, 2026, 12:00 P.M., (Pacific Time). We look forward to receiving your proposal.

Sincerely,

Tasha Howard, Division Manager
Contracts & Grants Management Division



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**PRE-EMPLOYMENT BACKGROUND INVESTIGATION SERVICES
RFI #6402601**

QUESTIONS AND ANSWERS

1.	Question	Will vendor be required to conduct a commercial credit check on the subjects?
	Answer	Yes. However, please note that the RFI is for information and planning purposes.
2.	Question	What is the expected timeframe for deliverables?
	Answer	Please refer to Section 2.2.3.1 (Performance Objectives for Pre-Employment Background Investigations), Subsection 2a (Meeting timelines) of the RFI.
3.	Question	What is the expected number of background investigations per year?
	Answer	It fluctuates depending on the needs of Probation.
4.	Question	Will a completed polygraph examination questionnaire be provided if conducted?
	Answer	Yes. However, please note that the RFI is for information and planning purposes.
5.	Question	Will an in-person interview be conducted with the subject?
	Answer	Interviews are done in-person or via Teams with the understanding that field visits may have to be conducted with other Law Enforcement Agencies for file reviews. However, please note that the RFI is for information and planning purposes.
6.	Question	If services are outsourced, who is the current or past contractor providing these services?
	Answer	All background investigations are conducted by Probation employees.
7.	Question	What rates does LA County Probation pay for sworn and non-sworn background investigations?
	Answer	There are no rates. The services are performed by Probation employees.

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8.	Question	1) Are these services currently performed in-house, and 2) If so, is the department looking to supplement or fully outsource?
	Answer	1) See Question/Answer #6. 2) This RFI is issued solely for information and planning purposes. However, Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit Probation to contract for any services whatsoever.
9.	Question	Is the department using eSOPH or Guardian?
	Answer	No.
10.	Question	How many backgrounds per year are anticipated under this contract?
	Answer	See Questions/Answers #3 and #13. However, please note that the RFI is for information and planning purposes.
11.	Question	What classifications will this RFI cover for background investigations?
	Answer	For purposes of this RFI, we would like to know what classifications your agency uses when conducting background investigation services.
12.	Question	Are these POST compliant backgrounds and if not, do they follow the POST report format?
	Answer	Yes, we follow California Peace Officer Standards and Training (POST) guidelines.
13.	Question	How many backgrounds for were completed in 2025 for classifications associated with the RFI?
	Answer	1,919
14.	Question	Will the county accept a cost proposal on an hourly basis vs. lump sum per background?
	Answer	Please refer to Section 2.2.5 (Pricing) of the RFI.

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15.	Question	Does the department have a budget associated with background investigations and if so, what is the amount allocated?
	Answer	This question is not applicable to this RFI. This RFI is solely for information and planning purposes.
16.	Question	What is the preferred completion time for each background?
	Answer	See Question/Answer #2.
17.	Question	Who is the current or previous contractor for background check services, and how much does the agency pay per background check?
	Answer	See Questions/Answers #6 and #7.
18.	Question	What is the range of cost per background for previous vendors?
	Answer	See Question/Answer #7.
19.	Question	What electronic background system does the County use (eSOPH, Guardian, etc.) to distribute the background documents to the investigator?
	Answer	Probation is currently transitioning to an electronic system.
20.	Question	If an electronic system is not utilized, what method is used to submit the final report?
	Answer	Probation currently uses a paper-based file system but is transitioning to an electronic system.
21.	Question	Does the county require an in-person interview of the applicant, or can this be completed virtually via Zoom?
	Answer	See Question/Answer #5.
22.	Question	Are home visits and neighborhood checks required for any of the classifications?
	Answer	No, but Law Enforcement Agencies require travel if needed for file reviews.

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23.	Question	Does the county conduct any criminal or court related checks on the applicants? (Live Scan, CLETS, court searches)
	Answer	Yes.
24.	Question	How does the Department handle investigations wherein the applicant is disqualified or withdraws prior to completion of the investigation?
	Answer	We would like to know how is your agency currently providing the services. Please note that the RFI is for information and planning purposes.
25.	Question	What costs have been approved in prior contracts?
	Answer	See Questions/Answers #6 and #7.
26.	Question	Will the Department accept mileage cost, tolls, travel time, and other usual and customary expenses as a direct pass-through expense, or does the Department specify one all-inclusive rate for this RFI?
	Answer	See Question/Answer #14.
27.	Question	What is the approximate annual volume of background investigations the Probation Department currently conducts, or has historically conducted, for both sworn and non-sworn personnel?
	Answer	See Question/Answer #3.
28.	Question	What is the typical geographic scope of investigations: are they primarily local/LA County, statewide, or do they frequently require out-of-state field work or record retrieval?
	Answer	Primarily local to Southern California with the occasional out of state or up north cases. Out of state or Northern California we work with the agencies to accommodate.
29.	Question	Does the Department have a preferred or required case management platform for background investigations, or is the vendor expected to provide one?
	Answer	We would like to know what your agency is currently using. Please note that the RFI is for information and planning purposes.

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30.	Question	Does the department currently have an incumbent service provider?
	Answer	See Question/Answer #6.
31.	Question	Are there specific capabilities, platform functionalities, or customer support standards — such as turnaround time or case tracking — that the Department is looking to improve upon?
	Answer	We would like to know how is your agency currently providing the services. Please note that the RFI is for information and planning purposes.
32.	Question	Is there an established or anticipated budget range for the background investigation services being explored through this RFI?
	Answer	We would like to see what your agency currently charges on an hourly basis.
33.	Question	What are the Department's preferred or required turnaround times for different types of background checks (e.g., standard pre-employment vs. peace officer/sworn investigations)?
	Answer	See Question/Answer #2.
34.	Question	If a formal solicitation is issued following this RFI, what is the anticipated timeline, including an expected award date?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
35.	Question	Would a future contract allow for annual price escalation, and if so, would there be a cap on allowable increases?
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36.	Question	If a formal RFP is issued, what evaluation criteria and relative weightings does the Department anticipate using to assess proposals (e.g., technical approach, experience, pricing)?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
37.	Question	Volume & Scope: Approximately how many pre-employment background investigations does Probation anticipate annually?
	Answer	See Question/Answer #3.
38.	Question	What is the estimated breakdown between sworn (peace officer) and non-sworn candidates?
	Answer	It fluctuates.
39.	Question	Geographic Scope: Will investigators be expected to conduct out-of-state field work for applicants with employment or residential history outside California, or will those components be handled through a separate process?
	Answer	See Question/Answer #28.
40.	Question	Award Structure: Does Probation anticipate awarding to a single vendor, or is a multiple-award structure being considered that would allow more than one qualified firm to provide services concurrently?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
41.	Question	Subcontractors: Will the awarded vendor be permitted to utilize licensed private investigator subcontractors for field investigative work, provided they operate under the prime vendor's license and quality control standards?

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42.	Question	Case Management Technology: Does Probation have a preferred or mandated case management platform for background investigations, or will vendors be expected to provide their own secure, compliant system?
	Answer	We would like to know what your agency is currently using. Please note that the RFI is for information and planning purposes.
43.	Question	Compensation Structure: While the RFI references hourly pricing, is Probation open to considering flat-rate per-case pricing as an alternative or supplemental structure?
	Answer	See Question/Answer #14.
44.	Question	Completion Timelines: The RFI references a 60-day completion target — will sworn peace officer backgrounds and non-sworn backgrounds carry the same timeline expectations, or will they be tiered differently given the differing POST compliance requirements?
	Answer	They require the same completion date per the RFI.
45.	Question	Will all requested products (employment verification, education verification, criminal history check, civil court check, driving record / Motor Vehicle Report, credit, and social media) be run on every candidate?
	Answer	Yes, we follow California Peace Officer Standards and Training (POST) guidelines.
46.	Question	If not, what is the standard package configuration the Department envisions?
	Answer	N/A

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47.	Question	Could you expand on the employment history scope needed — for example, three employers, ten years, or another standard?
	Answer	We would like to read how your agency is currently providing the services. Please note that the RFI is for information and planning purposes.
48.	Question	What is the estimated annual volume of background checks?
	Answer	See Questions/Answers #3 and #13.
49.	Question	Are any drug testing or occupational health services needed?
	Answer	We conduct our own.
50.	Question	For “criminal history checks (local, state, federal),” what specifically should be included? For example: SSN trace, alias names (all or 7-year scope), federal district court searches (local district or all), sex offender registry, and the scope of address history (e.g., 7 years).
	Answer	Please see https://post.ca.gov .
51.	Question	Universal Background Screening can customize the questions asked of personal references but does not conduct “interviews.” Is this approach acceptable to the Department?
	Answer	We would like to know how your agency is currently providing the services. Please note that the RFI is for information and planning purposes.
52.	Question	Could you expand on the “law enforcement contact checks” referenced on page 5, section 4.b.?
	Answer	These are calls for service by law enforcement agencies.
53.	Question	Does the Department require ongoing monitoring of any kind, such as motor vehicle, professional license, or criminal record monitoring?
	Answer	No.
54.	Question	Will integration with an Applicant Tracking System (ATS) be required?

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	Answer	We would like to know what your agency is currently using. Please note that the RFI is for information and planning purposes.
55.	Question	If so, which ATS platform is in use?
	Answer	See Question/Answer #54.
56.	Question	Could you expand on any POST (Peace Officer Standards and Training) requirements or other regulatory considerations we should be aware of?
	Answer	Please see https://post.ca.gov/agency .
57.	Question	What is the timeline for a decision on whether an RFP will be issued?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
58.	Question	Who is the Department's current background screening provider?
	Answer	See Question/Answer #6.
59.	Question	What is the reason for considering a change from the current provider?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
60.	Question	What is the Department's approximate annual spend with the current provider?
	Answer	See Question/Answer #7.

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61.	Question	Which other vendors is the Department considering?
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62.	Question	Are there any preferences extended to certain vendor categories (e.g., women- or minority-owned businesses, California-local vendors, small business enterprises)?
	Answer	This RFI is issued solely for information and planning purposes. It does not constitute competitive solicitation or a promise to issue a competitive solicitation in the future. However, the Probation reserves the right to use the information gathered in response to the RFI to develop future solicitations. This RFI does not commit the Probation to contract for any services whatsoever.
63.	Question	How many users will require platform access?
	Answer	This question is not applicable to this RFI. This RFI is issued solely for information and planning purposes.
64.	Question	Are separate invoices or distinct billing IDs required across departments, divisions, or cost centers?
	Answer	This question is not applicable to this RFI. This RFI is issued solely for information and planning purposes.
65.	Question	Does the Department prefer a candidate-direct workflow (where candidates complete their own intake) or manual entry by a department user?
	Answer	We would like to know how your agency is currently providing the services. This RFI is issued solely for information and planning purposes.
66.	Question	What payment terms or methods are required (e.g., ACH, Net 30, P-card)?
	Answer	This question is not applicable to this RFI. This RFI is solely for information and planning purposes.

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QUESTIONS AND ANSWERS

67.	Question	Is there any specific contract language the Department requires us to incorporate or be prepared to accept?
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