

Responses to Vendor Questions Submitted

Posting Date: June 1, 2026

Q1: What is the expected completion timeline for each investigation?

A: Please refer to the Request for Proposals for all available information. The City understands that investigation timelines and level of effort will vary depending on the nature, scope, complexity, and circumstances of each matter. For evaluation purposes, the City is requesting that proposers provide their typical estimated timelines and anticipated hours for both standard workplace investigations and complex or multi-witness investigations, based on the proposer's experience and standard practices. The information provided will be used as one component of the City's overall evaluation of proposals and will be considered in conjunction with other factors identified in the RFP, including qualifications, experience, proposed approach, responsiveness, and overall value to the City.

Q2: Will the city allow costs for travel including mileage, airfare, hotels, and per diem as needed for each investigation?

A: Please refer to the Request for Proposals for all available information. Proposers may include the following in their proposed fee structure, if applicable:

- Rates for travel time, if applicable.
- Reimbursable expense policies, including travel, lodging, and materials if applicable.
- Any administrative/ancillary fees not captured above.

The City will consider all proposed costs and fee structures as part of its overall evaluation of proposals, including cost competitiveness and overall value to the City.

Q3: What firms held prior contracts with the City for these services and what were their rates for each investigative category? (for the past 5 years)

A: Please refer to the Request for Proposals document for available information. If you would like to submit a Public Records Act (PRA) request for additional information regarding prior or current contracts, including contractor names and contract terms, please submit a PRA request to the City Clerk's Office.

Q4: In the past, has the city paid a higher rate for expedited investigations?

A: Proposers may include any rates or fee structures for expedited investigations as part of their proposal response, if applicable. The City will consider all proposed costs and fee structures as part of its overall evaluation of proposals, including cost competitiveness and overall value to the City. If you would like to submit a Public Records Act (PRA) request for additional information regarding prior or current contracts, please submit a PRA request to the City Clerk's Office.

Q5: Will a higher rate be allowed under this RFP?

A: The City will review all proposed rates and fee structures as part of its overall evaluation of proposals, including responsiveness, cost competitiveness, and overall value to the City.

Q6: How many separate investigations are anticipated yearly under this RFP?

Request for Proposals: Employment Investigation Services

A: The City is seeking on-call workplace investigation services on an as-needed basis. As such, the City cannot guarantee or accurately predict the number, frequency, or type of investigations that may arise during the term of the agreement.

Q7: What departments will be utilizing the services under this RFP?

A: The City's Human Resources Department will be utilizing these services for investigations that may be needed for any City department.

Q8: How many total investigations were completed in 2025?

A: The City is not providing historical investigation totals or department-specific information as part of this solicitation. Proposers should base their responses on the scope of work and service expectations outlined in the RFP.

Q9: What city departments were these investigations completed for in 2025?

A: The City is not providing historical investigation totals or department-specific information as part of this solicitation. Proposers should base their responses on the scope of work and service expectations outlined in the RFP.

Q10: How many total investigations have been completed or assigned to date in 2026?

A: The City is not providing historical investigation totals or department-specific information as part of this solicitation. Proposers should base their responses on the scope of work and service expectations outlined in the RFP.

Q11: What city departments were these investigations for in 2026?

A: The City is not providing historical investigation totals or department-specific information as part of this solicitation. Proposers should base their responses on the scope of work and service expectations outlined in the RFP.

Q12: Are employment investigations also for sworn peace officers and fire personnel?

A: Please review RFP for available information. The City's Human Resources Department will be utilizing these services for investigations that may be needed for any City department, including, but not limited to, sworn peace officers within the Police Department. The City does not have a Fire Department; a separate agency provides those services to the City of Elk Grove.

Q13: How many investigations were completed or assigned for:

- **Sworn peace officers in 2025 and 2026?**

A: The City is not providing historical investigation totals or department-specific information as part of this solicitation. Proposers should base their responses on the scope of work and service expectations outlined in the RFP.

- **Fire personnel in 2025 and 2026?**

A: The City doesn't have a Fire Department; a separate agency provides those services to the City of Elk Grove.

Q14: Does the city require or desire interviews to be transcribed?

A: Yes, transcription is preferred.

Q15: Will HR be the only department assigning work under this RFP or will individual departments also be assigning the work? (Example: police and fire department)

Request for Proposals: Employment Investigation Services

A: The City's Human Resources Department shall serve as the primary point of contact for all investigative activities unless special circumstances require otherwise.

Q16: For the final investigative report, will the city require a hard (paper) copy or will an electronic copy suffice?

A: An electronic copy will suffice.

Q17: Does the city require interviews in person, or will video or phone interviews suffice?

A: Interviews are typically conducted in-person.

Q18: Is there a budget set for this RFP and subsequent investigations and if so, what is the budget allocation per year?

A: The not-to-exceed (NTE) budget for each contract (in the event multiple contracts are awarded), will be determined at a later date.

Q19: The RFP document on the cover page states that proposals are due by June 8, 2026 at 4:00 p.m. But on page 2, the due date states June 8, 2026 at 3:00 p.m. and 4:00 p.m. Please clarify the time the RFP is due. Thank you.

A: The deadline to submit a proposal is June 8, 2026 at 4:00 P.M. PST.

Q20: The RFP states that submissions can be in paper form (One signed original, two (2) copies, and one USB Flash Drive copy) or electronically emailed to the city. For the electronically submitted proposal, please confirm only one copy is required?

A: If submitting your proposal via email, one copy will suffice.

Q21: The RFP states that contractors will be Live Scanned at Elk Grove PD. Can this also be completed at a different Live Scan facility in California closer to my home office?

A: Yes, Live Scan can be done at a different facility utilizing the City's form provided that the results are sent directly back to the Elk Grove Police Department from the Live Scan provider.

Q22: In the section titled "Proposal Requirements" on page 11 statement #5 of the RFP states, "Redacted sample investigative reports demonstrating the Consultant's approach to organization, analysis, and presentation of findings". What is the minimum number of sample reports required for the proposal, keeping in mind this could make the proposal very lengthy?

A: One or two samples should be sufficient.

Q23: Can the City provide an estimate of the anticipated annual volume for these services?

A: See responses to Q8, Q9, Q10, Q11, and Q13.

Q24: Is the City able to share the anticipated budget or not-to-exceed amount for this scope of work?

A: See response to Q18.

Q25: Who is/are the current incumbent provider(s) for these services?

A: See response to Q3.

Q26: Our Firm typically conducts investigations and related services virtually. Does the City anticipate any requirement for in-person interviews, meetings, or other onsite services?

Request for Proposals: Employment Investigation Services

A: See response to Q17.

Q27: Does the City currently have a firm under contract for employment investigation services?

A: See response to Q3.

Q28: What hourly rate(s) and/or fixed fee(s) per employment investigation does the current contractor(s) charge?

A: Please refer to the Request for Proposals document for available information. If you would like to submit a Public Records Act (PRA) request for additional information regarding prior or current contracts, including contractor names and contract terms, please submit a PRA request to the City Clerk's Office.

Q29: I would like to verify that this request is for background investigations rather than pre-employment psychological evaluations. Could you please confirm if this is correct?

A: The RFP is for employment investigations related to complaints of harassment, discrimination, retaliation and other employment related matters. This is not an RFP for background investigations or pre-employment psychological evaluation exams.