



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Robert Sapien, Jr.

SUBJECT: See Below

DATE: November 24, 2025

Approved

Date:

12/3/25

COUNCIL DISTRICT: Citywide

**SUBJECT: Report on the Request for Proposal for the Fire Department's
Background Investigations Consultant Services**

RECOMMENDATION

- (a) Accept the report on the Request for Proposal for the Fire Department's Background Investigations Consultant Services.
- (b) Adopt a resolution authorizing the City Manager, or her designee, to:
 - (1) Negotiate and execute an agreement with DR Associates International to provide background investigations for an initial five-year term beginning February 10, 2026, through February 9, 2031, for a maximum compensation not-to-exceed \$630,000 for the initial term, subject to the appropriation of funds;
 - (2) Negotiate and execute amendments as required to add, delete, or modify services to address seasonal variations, budgetary constraints, or unanticipated changes in demand, subject to the appropriation of funds; and
 - (3) Exercise up to five one-year options to extend the term of the agreement through January 1, 2036, subject to the appropriation of funds.

SUMMARY AND OUTCOME

Approval of this recommendation will provide the continuity of the required background investigations consultant services for the Fire Department (Department). This critical service is a component of the hiring process and ensures candidates are trustworthy, reliable, and qualified to serve in a public safety role. Background investigations verify a

candidate's personal, professional, and criminal history to assess their suitability and to ensure those who are selected to move forward in the hiring process are competent to uphold public trust and handle high-pressure situations.

BACKGROUND

The Department's Bureau of Administrative Services – Human Resources and Internal Affairs Unit is responsible for the management of consultant services necessary to conduct pre-employment background investigations for public safety positions. In coordination with the Department, the consultant services assist in developing background investigation processes, completing administrative tasks, candidate orientations, hosting personal interviews, completing background investigations, and providing reports.

The last Request for Proposal (RFP) for Background Investigations consultant services was conducted in 2020. DR Associates International was awarded a three-year contract with two one-year options to extend.

In October 2025, the City issued an RFP for Background Investigations consultant services for the Department, the results of which are detailed in the analysis section below.

ANALYSIS

On October 2, 2025, the City released a new RFP for Background Investigations consultant services through the City's e-procurement system (Biddingo). The RFP was downloaded by 21 unique companies, and ultimately, the City received seven proposals. The RFP closed on October 24, 2025.

Evaluation Process

The proposals were evaluated and scored independently by a three-member evaluation team consisting of Department subject-matter experts. Oral interviews were determined to be unnecessary based upon scoring review and time and cost considerations. The evaluation scores are summarized in Table 1 below:

Table 1: Fire Department RFP Evaluation Scores and Summarized Results

Evaluation Criteria	Maximum Percentage	The Palicon Group	The Gumshoe Group	DR Associates International	Blue Cove Investigations	The Investigative Group	TruView BSI	Kentech Consulting
Proposal Responsiveness	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass	Pass
General Requirements	10%	8%	8%	10%	6%	5%	8%	9%
Experience and Qualifications	30%	18%	22%	30%	6%	14%	22%	20%
Project Approach	20%	13%	15%	20%	13%	8%	19%	17%
Technical Capabilities	15%	18%	22%	14%	9%	5%	13%	11%
Cost Proposal	15%	2%	1%	15%	7%	1%	6%	10%
Local Business Enterprise	5%	0%	2%	0%	0%	0%	0%	0%
Small Business Enterprise	5%	0%	2%	0%	0%	0%	2%	0%
Total	100%	59%	71%	89%	41%	33%	69%	67%

Protest

The RFP process included a ten-day protest period that commenced when the City issued the Notice of Intended Award on November 14, 2025. No protests were received.

Award Recommendation

The evaluation panel used the criteria established within the RFP. Upon conclusion of the review process, the panel recommended to award DR Associates International.

EVALUATION AND FOLLOW-UP

No additional follow-up needs to be provided on this item, and no additional evaluation will be conducted.

COST SUMMARY/IMPLICATIONS

1. **AMOUNT RECOMMENDATION (Five-Year Initial Term):** \$630,000
2. **SOURCE OF FUNDING:** General Fund
3. **FISCAL IMPACT:** Funding for background investigations consultant services in the amount of \$57,000 is included within the Department's 2025-2026 Adopted Operating Budget. Any adjustments to the funding will be requested through future budget actions.

BUDGET REFERENCE

The table below identifies the fund and appropriations to fund the contract recommended as part of this memorandum and remaining project costs, including project delivery, construction, and contingency costs.

Fund #	Appn. #	Appropriation Name	Total Appropriation	Amount for Contract	2025-2026 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
001	0542	Fire Department's Non-Personal/ Equipment	\$14,591,924	\$630,000	571	10/21/2025 31252

COORDINATION

This memorandum has been coordinated with the City Attorney's Office and the City Manager's Budget Office.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the December 16, 2025 City Council meeting.

HONORABLE MAYOR AND CITY COUNCIL

November 24, 2025

Subject: Report on the Request for Proposal for the Fire Department's Background Investigations Consultant Services

Page 5

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

A handwritten signature in black ink, appearing to read "Robert Sapien, Jr.", with a stylized flourish at the end.

Robert Sapien, Jr.
Fire Chief, Fire Department

For questions, please contact Athena Trede, Deputy Director, Fire Department, at athena.trede@sanjoseca.gov or (408) 794-6953.