



## HUMAN RESOURCES & EEO SERVICES



### **INSIGHT GROUP, LLC**

1217 Airport Road, Suite 417  
Destin, Florida 32541  
(850) 424-6390—phone  
info@tig.us—general email  
http://www.tig.us

Ordering agencies may use the following contact information to obtain technical, ordering and contract assistance from The Insight Group

#### Technical, Ordering and General Assistance

**Patrick Andrews**  
Chief Executive Officer  
(850) 424-6390  
pat@tig.us



**Schedule: 738-X**

**Contract Number: GS-02F-085AA**  
**SIN 595-27 HR Support: Pre-Employment Background Investigations**

**Contract Period:**  
**January 9, 2013 through January 8, 2018**

**Business Size: Small Business, Service Disabled Veteran Owned Small Business**

# GSA Schedule

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**

**Authorized Federal Supply Schedule Price List**



Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The internet address for GSA Advantage! is: GSAAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



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## Executive Summary

The Insight Group, a service-disabled veteran-owned business, is a recognized leader in the risk mitigation arena. We are committed to being the preferred outsourced solution, exceeding customer expectations through long-term partnership programs that create intrinsic value. We provide superior investigative and compliance services through technology-based solutions and a decentralized approach to management that takes the greatest possible advantage of our personnel's regional and local expertise. We take a results-oriented approach, with a focus on operational efficiencies and cost containment.

The Insight Group employs over 400 full-time and part-time investigators and more than 50 support personnel across the United States, managed locally and regionally by our experienced Case Management Personnel in our two regional office locations. We maintain an approximate 10:1 investigator to manager ratio, thus allowing for efficient and timely performance on all claims investigation and surveillance assignments. This model allows for well-organized attainment of field staff to accommodate volume and increases employee retention and job-satisfaction.

The Insight Group has directed, managed and assured the quality of more than 150,000 assignments, effectively delivering each one in a judicious and efficient manner.

## Company Ownership

The managing partners of the business, Patrick Andrews and Robert Seymour, have a combined forty-two years of experience in the investigative and risk mitigation industry, specializing in insurance investigations for all lines of insurance to include workers compensation, auto liability, disability, and life and health. TIG has never been involved in any litigation since the inception of the organization.

### Patrick J. Andrews | CEO

Patrick J. Andrews is the Insight Group Co-Founder and CEO. Under Mr. Andrews' leadership, the Insight Group has built a risk mitigation and anti-fraud organization with unmatched reach, broad-spectrum capabilities and a staff of highly skilled experts who are capable of handling any type of investigative need. Mr. Andrews' brings proven management skills and well over 25 years of experience in Business Development and Operations; both in Fortune 100 organizations as well as profitable start-up companies. Mr. Andrews' has a Law Enforcement background that includes the United States Air Force and the United States Secret Service. Mr. Andrews' is a highly respected leader and is a "hands-on" co-owner of the Insight Group.

10:1 INVESTIGATOR TO  
MANAGER RATIO AND OVER  
150,000 INVESTIGATIVE  
ASSIGNMENTS COMPLETED



## Robert W. Seymour | President

Robert W. Seymour is The Insight Group™ Co-Founder and President. Mr. Seymour brings over 30 years of experience within the insurance and law enforcement disciplines. Mr. Seymour has successfully completed well over 10,000 investigative assignments in his 24 years of private investigative work. Mr. Seymour's background includes work with the United States Air Force and the United States Secret Service. Mr. Seymour manages the Sales and Marketing Team for the Insight Group™ and considers himself a “working-manager” who will handle overflow and last minute case work for our clients when necessary.

## Legal Entity

TIG Risk Services was introduced as a Limited Liability Company in the State of Florida on June 02, 1999 by Patrick J. Andrews and Robert W. Seymour. Our Federal Employer Identification Number (FEIN) is 59-3579105.

TIG Risk Services is headquartered in Destin, Florida with a physical address of 1217 Airport Road, Suite #417, Destin, Florida 32541. Our main telephone number is (866) 443-6774 and our main fax line is (866) 445-6774. Our company's general email inbox is [info@tig.us](mailto:info@tig.us) and our company website can be found at [www.tig.us](http://www.tig.us).



## Customer Information

<b>Contract Administrator</b>	: Patrick Andrews, CEO
<b>Socio-Economic</b>	: Small Business, Service Disabled Veteran Owned Small Business
<b>Awarded Special Item Number</b>	: 595-27 Pre-Employment Background Investigations
<b>Maximum Order</b>	: \$1,000,000.00 as a negotiation breakpoint only, sales unlimited
<b>Minimum Order</b>	: \$100.00
<b>Geographic Coverage</b>	: 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC
<b>Points of Production</b>	: Destin, FL
<b>Basic Discount</b>	: 25.80% Discount
<b>Quantity Discount</b>	: N/A
<b>Prompt Payment Terms</b>	: N/A
<b>Terms and Conditions</b>	: Accepts all card purchases below, at or above the micro-purchase threshold
<b>Foreign Items</b>	: None
<b>Time of Delivery</b>	: Exact time to be specified on individual Delivery/Task Orders
<b>Expedited Delivery</b>	: Consult with Contractor
<b>Urgent Requirements</b>	: Consult with Contractor
<b>FOB Point</b>	: Destination
<b>Ordering Address</b>	: 1217 Airport Road, Suite 417, Destin, FL 32541-2966
<b>Payment Address</b>	: 1217 Airport Road, Suite 417, Destin, FL 32541-2966
<b>Warranty Provisions</b>	: N/A Page 3
<b>Export Packing Charges if Applicable</b>	: N/A
<b>List of Service and Distribution Points</b>	: N/A
<b>Environmental Attributes</b>	: N/A
<b>Data Universal Number System (DUNS)</b>	: 784030079
<b>SAM Registration</b>	: Current



## Product Description

### SIN 595-27: Background Check Ancillary Items

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#### **DSS01: Bankruptcy District Records Search**

Searches of federal bankruptcy filings including Chapter 7, 11, and 13 bankruptcies, per district.

#### **DSS02: Consumer Credit Report**

Analyzes an individual's credit history and may provide places of employment or prior addresses, credit account types, terms, amounts past due, loan types, balances, high credit, dates opened and closed, payment patterns, credit limits, and mode of payment. Rate is per check of one credit reporting bureau.

#### **DSS03: County Civil Records Search**

Supplies the client with records pertaining to civil suits and judgments filed by or against an individual or corporation. A copy of the complaint and the final order can be provided. If the case is pending, a brief summary of the status of the suit will be provided. These records can be obtained by contacting the clerks of county, state, or federal courts depending on the request. Rate is per county searched.

#### **DSS04: County Criminal Record Search**

TIG will check the County Criminal Record (felony and misdemeanor) at the county of residence and/or former addresses for the past seven years. TIG complies with FCRA regulations by providing clients with the most current and accurate information available. Rate is per county searched.

**Exceptions to County Criminal Search: New York (only statewide available)**

#### **DSS05: Statewide Criminal Records Search**

If reliable and/or mandated by state law, TIG will conduct a statewide records search for felonies and misdemeanors.

\*Note: not all states offer a statewide service, and some states have incomplete records.

#### **DSS06: Education Verification**

Verifies with institutions where degrees were attempted and/or received and report dates of attendance, major, and other available information. Rate is per institution.

#### **DSS07: Employer Verification**

TIG researchers will contact the previous employer to verify the information from applications or resumes. In the case of past employers, TIG will attempt to gather as much information as possible. Rate is per employer.



### **DSS08: Salary History Check**

Rate per each individual employer with salary data provided by the subject.

### **DSS09: Family/Neighbor Verification**

A search of database information for family members or neighbors.

### **DSS10: Federal District Civil Court Records Search**

Searches the federal district court civil records of the current place of residence or a former address. Rate is per district.

### **DSS11: Federal District Criminal Court Records Search**

Searches the federal district court criminal records. Examples include bank robbery, embezzlement, tax evasion, mail fraud, or crimes occurring across state lines. Rate is per district.

### **DSS12: Military Record Verification**

Verification of all prior military service, including discharge type.

### **DSS13: Motor Vehicle Report/Driving Record**

TIG will provide a Motor Vehicle Report from the state where the applicant is licensed. The report may provide identifying information such as a full name, physical description, and date of birth, as well as dates of convictions, violations and accidents, sections violated, docket numbers, court locations accident report numbers license type, license status and expiration.

### **DSS14: Personal Reference Check**

Interviews an applicant's personal references and asks industry standard questions.

### **DSS15: Reference Interview**

In-person interview of applicant provided or developed reference confirming subject provided information.

### **DSS16: Comprehensive Database Search**

Searches publicly available databases and other web based resources to provide general profile information otherwise unavailable through other products.

### **DSS17: Professional License Verification**

Verifies the applicant's professional licensure including license number, issue date, expiration date, present standing, and any record of disciplinary action.

### **DSS18: Sex Offender Registry**

A search of the sex offender registry.



### DSS19: Social Security Trace

TIG will conduct a 7 or 10 year search based off the Social Security Number Verification. This method will allow TIG to search resident addresses the prospective applicant may not provide the employer on the application and Notice/Authorization and Release Form. It has been TIG experience that a significant percentage of criminal records come from addresses not provided by the prospective applicant.

### DSS20: Terrorism Search (OFAC)

A search of the Office of Foreign Asset Control list of entities and individuals who represent a risk to national security.

#### Notes:

- *Any fees charged by the providing government agencies or database providers are not included in the price and will be passed on at actual cost.*
- *Some products require specific releases from the individual being researched. These must be provided by the individual placing the order.*
- *Database searches may not include all available information. Some states and localities do not provide automated record information.*
- *Standard Delivery for automated products is 3 - 5 business days. Delivery for non-automated, non-fieldwork products is 30 days. Accelerated delivery is available for an additional premium of up to - 30% depending upon delivery requirements. Delivery of products from some states may be delayed by the providing agency. Customer will be notified of those areas where such issues exist.*



## SIN 595-27: Full Service Background Investigations

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- FS01: National Agency Check w/ Local Agency Checks and Credit Checks (NACLC)
- FS02: Local Agency Check (LAC)
- FS03: Single Scope Background Investigation (SSBI)
- FS04: SSBI Periodic Reinvestigation (SSBI-PR)
- FS05: Background Investigation (BI)
- FS06: Minimum Background Investigation-Fieldwork (MBI-F)
- FS07: Minimum Background Investigation-Fieldwork (MBI-F)
- FS08: Upgraded Background Investigation (UGI)
- FS09: Updated Background Investigation (UDI)
- FS10: Period Re-Investigation-Fieldwork (PRI-F)
- FS11: Period Re-Investigation-Inquiries (PRI-I)
- FS12: Phased Period Re-Investigation (PPR)
- FS13: Limited Background Investigation (LBI)
- FS14: Misconduct Investigations (SSBI-MI)

### **Accelerated Delivery**

Schedule offered price is for a standard delivery of 90 days.

A premium will be charged for accelerated delivery as follows:

- Under 30 days: an additional 30% of the Base Price
- 31 – 45 days: an additional 20% of the Base Price
- 46 – 61 days: an additional 10% of the Base Price

### **Notes:**

- All field investigations are based on the requirements of the Office of Personnel Management's Investigators Handbook. Product specifications are derived from that Handbook. Field products can be customized by the addition of general products (if not already included) and hours of investigator/investigative support labor.
- All fieldwork investigations require a completed security form, either utilizing government forms SF86 or SF85 or a customer specific security questionnaire. Paperwork must include all applicable releases and supporting documentation.
- Prices do not include non-local travel or fees charged by state and local agencies.



## SIN 595-27: Additional Labor Category Hourly Support

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### LC01: Program Manager

Provides overall project management and supervision of TIG personnel assigned to the engagement. Initiates assignments, monitors performance and balances production and work load. Responsible for the selection and performance of investigators, agents, and staff assigned to the engagement. Monitor, track, review, analyze, and disseminate results of completed investigations. Responsible for the client deliverables and client satisfaction. Reports directly to corporate management.

**Education:** Bachelor's Degree

**Years of Experience:** 10+

### LC02: Quality Control Analyst

Provides quality control review of fieldwork. Serves as trainer and mentor. Reports to program manager.

**Education:** Bachelor's Degree

**Years of Experience:** 5+

### LC03: Investigator Level VI

Directs teams of investigators, agents, and staff members to coordinate background investigations. Conducts investigations of high level candidates and implements quality control methodologies to insure accurate and high quality deliverables.

**Education:** Bachelor's Degree

**Years of Experience:** 10+

### LC04: Investigator Level V

Performs daily background investigation activities. May direct a team of investigators. Gathers, disseminates, analyzes, and prepares findings from checks and search results.

**Education:** Bachelor's Degree

**Years of Experience:** 8+

### LC05: Investigator Level IV

Performs daily background investigation activities. Gathers, disseminates, analyzes, and prepares findings from checks and search results.



**Education:** Bachelor's Degree

**Years of Experience:** 6

**LC06: Investigator Level III**

Performs daily background investigation activities. Gathers, disseminates, analyzes, and prepares findings from checks and search results.

**Education:** Bachelor's Degree

**Years of Experience:** 4

**LC07: Investigator Level II**

Performs daily background investigation activities. Gathers, disseminates, analyzes, and prepares findings from checks and search results.

**Education:** Bachelor's Degree

**Years of Experience:** 2

**LC08: Investigator Level I**

Performs daily background investigation activities. Gathers, disseminates, analyzes, and prepares findings from checks and search results.

**Education:** Bachelor's Degree

**Years of Experience:** 1

**LC09: Field Manager**

Manages and monitors the performance of the field investigators. Reviews incoming material for completeness.

**Education:** Bachelor's Degree

**Years of Experience:** 2

**LC10: Case Review Analyst**

Reviews completed fieldwork for compliance with requirements, grammar, clarity and professionalism.

**Education:** Bachelor's Degree

**Years of Experience:** 2+



### LC11: Investigative Technician

Collects and performs in depth analysis of accumulated data. May contact sources and make appointments. May assist with scoping of case, workload management and processing of case paperwork.

**Education:** High School diploma

**Years of Experience:** 2+

### LC12: Administrative Assistant

Performs administrative duties as required. Includes file room support, case paper management.

**Education:** High school diploma

**Years of Experience:** 1+

### LC13: Field Investigator I

Handles all types of civil investigations for numerous reasons, for example; internal undercover investigations, witness statements & location services, service of process, surveillance, identity theft, insurance investigations, civil & criminal investigations, photographic evidence, traffic accident investigations, or obtaining civil and criminal records. Obtains data from appropriate official records and sources with personal knowledge to confirm identity and personal history of subject. Establish continuity of subject's claimed activities and accounting for movement from place to place. Provide data to enable the customer to establish the subject's loyalty to the United States. Provide data to enable customer to establish subject's general character, integrity, trustworthiness and overall suitability. Conducts personal interviews with subjects to verify employment and education (if appropriate). Conducts neighborhood inquiries and searches records of police and credit organizations as appropriate. Additionally, performs employment background and/or financial background and verification checks.

**Education:** Associates High School diploma/GED, and formal Investigative Services Training.

**Years of Experience:** 3 years professional experience in civil investigations, including obtaining various private documents including civil records, criminal records, insurance claims, employment history, financial history, and extensive personal records.

### LC14: Field Investigator II

Handles all types of civil investigations for numerous reasons, for example; internal undercover investigations, witness statements & location services, service of process, surveillance, identity theft, insurance investigations, civil & criminal investigations, photographic evidence, traffic accident investigations, or obtaining civil and criminal records. Obtains data from appropriate official records and sources with personal knowledge to confirm identity and personal history of subject. Establish continuity of subject's claimed activities and accounting for movement from place to place. Provide data to enable the customer to establish the subject's loyalty to the United States. Provide data to enable customer to



establish subject's general character, integrity, trustworthiness and overall suitability. Conducts personal interviews with subjects to verify employment and education (if appropriate). Conducts neighborhood inquiries and searches records of police and credit organizations as appropriate. Additionally, performs employment background and/or financial background and verification checks.

**Education:** Associates High School diploma/GED, and formal Investigative Services Training.

**Years of Experience:** 5 years professional experience in civil investigations, including obtaining various private documents including civil records, criminal records, insurance claims, employment history, financial history, and extensive personal records.

*Note: Additional experience may be substituted for formal education on a year to year basis for all labor.*



## Insight Group Specific Clauses

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- **Purchase of Incidental, Non-Schedule Items.**

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items. These costs will be negotiated separately with the ordering agency per the guidelines set forth in the FAR. If an order requires other direct costs, Insight Group will burden such costs with the appropriate indirect rate(s) according to the applicable Insight Group disclosure statement.

- **Travel & Other Direct Costs (ODC)**

For travel and ODC's costs, Insight Group will follow the Federal Travel Regulations or Joint Travel Regulations, as applicable. As documented within Insight Group's disclosure statement for each Business Unit, Insight Group will apply applicable indirect rates to travel and/or ODC costs per our disclosure statements.

- **Differentials/Allowances**

The rates included herein do not include Cost of Living Allowances or Site Differentials, nor do they include Housing or Relocation Costs. These costs, to include overtime pay and shift differentials shall be negotiated separately on a case-by-case basis with the ordering agencies. Additionally, the rates do not include Hazardous Duty Pay or Sea Duty/Isolated Duty. These costs shall also be negotiated separately on a case-by case- basis with the ordering agencies.

- **Overtime**

Insight Group observes all overtime pay requirements of the Fair Labor Standards Act of 1938, as amended. Thus all employees who are subject to the law's wage and hour provisions (that is "non-exempt" employees, such as administrative personnel and certain technicians) will receive compensation for approved overtime in accordance with those provisions. In states that have established other overtime standards, applicable legal requirements will be observed.



## Factor 7: Price Proposal

### SIN 595-27: Background Check Ancillary Items

<b>DSS01</b>	<b>Bankruptcy District Records Search (per district)</b>	<b>\$12.25</b>
<b>DSS02</b>	<b>Consumer Credit Report (for one credit bureau)</b>	<b>\$11.41</b>
<b>DSS03</b>	<b>County Civil Records Search (per county on-site)</b>	<b>\$56.07</b>
<b>DSS04</b>	<b>County Criminal Record Search (per county on-site)</b>	<b>\$56.07</b>
<b>DSS05</b>	<b>Statewide Criminal Records Search<sup>1</sup></b>	<b>\$56.07</b>
<b>DSS06</b>	<b>Education Verification (per institution)</b>	<b>\$13.80</b>
<b>DSS07</b>	<b>Employer Verification (per employer)</b>	<b>\$13.80</b>
<b>DSS08</b>	<b>Salary History Check</b>	<b>\$27.50</b>
<b>DSS09</b>	<b>Family/Neighbor Verification</b>	<b>\$15.70</b>
<b>DSS10</b>	<b>Federal District Court Search - Civil (per district)</b>	<b>\$12.13</b>
<b>DSS11</b>	<b>Federal District Court Search - Criminal (per district)</b>	<b>\$12.13</b>
<b>DSS12</b>	<b>Military Record Verification</b>	<b>\$17.34</b>
<b>DSS13</b>	<b>Motor Vehicle Report/Driving Record (per check, fees extra)</b>	<b>\$13.80</b>
<b>DSS14</b>	<b>Personal Reference Check</b>	<b>\$15.70</b>
<b>DSS15</b>	<b>Reference Interview</b>	<b>\$95.32</b>
<b>DSS16</b>	<b>Comprehensive Nationwide Database Search</b>	<b>\$39.00</b>
<b>DSS17</b>	<b>Professional License Verification</b>	<b>\$13.80</b>
<b>DSS18</b>	<b>Sex Offender Registry</b>	<b>\$11.30</b>
<b>DSS19</b>	<b>Social Security Trace</b>	<b>\$11.30</b>
<b>DSS20</b>	<b>Terrorism Search (OFAC)</b>	<b>\$11.30</b>

<sup>1</sup> New York State will have an additional state fee of \$65.00



## SIN 595-27: Full Service Background Investigations

<b>FS01</b>	<b>National Agency Check w/ Local Agency Checks and Credit Checks (NACLC)</b>	<b>\$420.90</b>
<b>FS02</b>	<b>Local Agency Check (LAC)</b>	<b>\$403.71</b>
<b>FS03</b>	<b>Single Scope Background Investigation (SSBI)</b>	<b>\$2,502.99</b>
<b>FS04</b>	<b>SSBI Periodic Reinvestigation (SSBI-PR)</b>	<b>\$1,480.26</b>
<b>FS05</b>	<b>Background Investigation (BI)</b>	<b>\$2,142.64</b>
<b>FS06</b>	<b>Minimum Background Investigation-Fieldwork (MBI-F)</b>	<b>\$1,268.69</b>
<b>FS07</b>	<b>Minimum Background Investigation-Fieldwork (MBI-F)</b>	<b>\$454.55</b>
<b>FS08</b>	<b>Upgraded Background Investigation (UGI)</b>	<b>\$1,708.28</b>
<b>FS09</b>	<b>Updated Background Investigation (UDI)</b>	<b>\$1,708.28</b>
<b>FS10</b>	<b>Period Re-Investigation-Fieldwork (PRI-F)</b>	<b>\$1,332.34</b>
<b>FS11</b>	<b>Period Re-Investigation-Inquiries (PRI-I)</b>	<b>\$557.71</b>
<b>FS12</b>	<b>Phased Period Re-Investigation (PPR)</b>	<b>\$1,500.45</b>
<b>FS13</b>	<b>Limited Background Investigation (LBI)</b>	<b>\$1,196.17</b>
<b>FS14</b>	<b>Misconduct Investigations (SSBI-MI)</b>	<b>\$2,463.37</b>



## SIN 595-27: Additional Labor Category Hourly Support

<b>LC01</b>	<b>Program Manager</b>	<b>\$175.69</b>
<b>LC02</b>	<b>Quality Control Analyst</b>	<b>\$118.87</b>
<b>LC03</b>	<b>Investigator Level VI</b>	<b>\$131.58</b>
<b>LC04</b>	<b>Investigator Level V</b>	<b>\$118.87</b>
<b>LC05</b>	<b>Investigator Level IV</b>	<b>\$109.90</b>
<b>LC06</b>	<b>Investigator Level III</b>	<b>\$97.19</b>
<b>LC07</b>	<b>Investigator Level II</b>	<b>\$70.28</b>
<b>LC08</b>	<b>Investigator Level I</b>	<b>\$59.81</b>
<b>LC09</b>	<b>Field Manager</b>	<b>\$71.77</b>
<b>LC10</b>	<b>Case Review Analyst</b>	<b>\$71.77</b>
<b>LC11</b>	<b>Investigative Technician</b>	<b>\$50.09</b>
<b>LC12</b>	<b>Administrative Assistant</b>	<b>\$40.37</b>
<b>FS13</b>	<b>Field Investigator I</b>	<b>\$71.02</b>
<b>FS14</b>	<b>Field Investigator II</b>	<b>\$71.02</b>

**Travel Costs:** Travel costs will be charged in accordance with Federal Acquisition Regulation 31.205-46 and will be quoted separately in addition to labor costs.