

STATE OF CONNECTICUT PROCUREMENT NOTICE

Request for Proposals (RFP) For Community Companion Home

RFP Name: CCH Criminal Background checks

Issued By:

**Department of Developmental
Services**

October 1, 2024

The Request For Proposal is available in electronic format on the State Contracting Portal by filtering by Organization for Department of Developmental Services

<https://portal.ct.gov/DAS/CTSource/BidBoard>

or from the Agency's Official Contact:

Name: Kathleen D'Amora
Address: 401 West Thames Street Norwich
Phone: (860)859-5526
Fax:
E-Mail: Kathleen.DAMora@ct.gov

The RFP is also available on the Department's website at [RFP \(ct.gov\)](#)

RESPONSES MUST BE RECEIVED NO LATER THAN

November 12, 2024

4:00pm

The Department of Developmental Services is an Equal Opportunity/Affirmative Action Employer.

The Agency reserves the right to reject any and all submissions or cancel this procurement at any time if deemed in the best interest of the State of Connecticut (State).

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I. GENERAL INFORMATION

■ A. INTRODUCTION

- 1. RFP Name and Number.** CCH Background Checks Service
- 2. RFP Summary.** The State of Connecticut Department of Developmental Services (DDS) invites qualified firms or individuals (hereafter referred to as Proposer) to submit proposals for providing comprehensive background check services. These services are crucial for ensuring the safety and integrity of Community Companion Homes under DDS jurisdiction.
- 3. RFP Purpose.** The DDS is committed to ensuring the safety and well-being of all individuals in its care. As part of this commitment, DDS requires thorough background checks for all licensees and designees involved in Community Companion Homes. These checks are integral to maintaining a safe environment for individuals with developmental disabilities.
- 4. Commodity Codes.** The services that the Agency wishes to procure through this RFP are as follows: 1000 Healthcare Services

■ B. INSTRUCTIONS

- 1. Official Contact.** The Agency has designated the individual below as the Official Contact for purposes of this RFP. The Official Contact is the **only authorized contact** for this procurement and, as such, handles all related communications on behalf of the Agency. Proposers, prospective proposers, and other interested parties are advised that any communication with any other Agency employee(s) (including appointed officials) or personnel under contract to the Agency about this RFP is strictly prohibited. Proposers or prospective proposers who violate this instruction may risk disqualification from further consideration.

Name: Kathleen D'Amora
Address: 401 West Thames Drive Norwich CT
Phone: 860-859-5526
E-Mail: Kathleen.DAmora@ct.gov

Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official Contact.

- 2. Registering with State Contracting Portal.** Respondents must register with the State of CT contracting portal at <https://portal.ct.gov/DAS/CTSource/Registration> if not already registered. Respondents shall submit the following information pertaining to this application to this portal (on their supplier profile), which will be checked by the Agency contact.
 - Secretary of State recognition – Click on appropriate response
 - Non-profit status, if applicable
 - Notification to Bidders, Parts I-V
 - Campaign Contribution Certification (OPM Ethics Form 1):
<https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

3. RFP Information. The RFP, amendments to the RFP, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:

- Agency's RFP Web Page
[RFP \(ct.gov\)](#)
- State Contracting Portal (go to CTsource bid board, filter by Department of Developmental Services
<https://portal.ct.gov/DAS/CTSource/BidBoard>

It is strongly recommended that any proposer or prospective proposer interested in this procurement check the Bid Board for any solicitation changes. Interested proposers may receive additional e-mails from CTsource announcing addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

4. Procurement Schedule. See below. Dates after the due date for proposals ("Proposals Due") are non-binding target dates only (*). The Agency may amend the schedule as needed. Any change to non-target dates will be made by means of an amendment to this RFP and will be posted on the State Contracting Portal and, if available, the Agency's RFP Web Page.

- RFP Released: October 1, 2024
- Deadline for Questions: November 1, 2024
- Answers Released: November 8, 2024
- Proposals Due: November 12, 2024
- (*) Proposer Selection: December 1, 2024
- (*) Start of Contract Negotiations: December 8, 2024
- (*) Start of Contract: December 31, 2024

5. Contract Awards. The award of any contract pursuant to this RFP is dependent upon the availability of funding to the Agency. The Agency anticipates the following:

- Total Funding Available: Funding to be determined by cost per background check
- Number of Awards: 1
- Contract Cost: \$450,000 Maximum contract amount
- Contract Term: 3 years
- Funding Source: DDS

6. Eligibility. Vendors who specialize in performing background checks. By working with a single point solution for background checks, we aim to ensure protection for our individuals.

7. Minimum Qualifications of Proposers. To qualify for a contract award, a proposer must have the following minimum qualifications:

1. Department of Motor Vehicles (DMV) Reports:
Ability to run detailed DMV reports providing comprehensive information on driving records, including license status, violations, accidents, and other pertinent details.
2. Ability to run CT Criminal Background Check:
Our Connecticut criminal background check provides a thorough examination of an individual's criminal history within the state.
3. Ability to run National Criminal Background Check:
For a broader perspective, our nationwide criminal background check encompasses

criminal records from across the country, ensuring a comprehensive overview of an individual's history. Goes back 10 years.

- 8. Inquiry Procedures.** All questions regarding this RFP or the Agency's procurement process must be directed, in writing, electronically, (e-mail) to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally – neither in person nor over the telephone. All questions received before the deadline(s) will be answered. However, the Agency will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Agency may or may not respond to questions received after the deadline. If this RFP requires a Letter of Intent, the Agency reserves the right to answer questions only from those who have submitted such a letter. The Agency may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such.

The agency will release the answers to questions on the date(s) established in the Procurement Schedule. The Agency will publish any and all amendments to this RFP on the State Contracting Portal and, if available, on the Agency's RFP Web Page.

- 9. Proposal Due Date and Time.** The Official Contact is the **only authorized recipient** of proposals submitted in response to this RFP. Proposals must be received by the Official Contact on or before the due date and time:

Proposals received after the due date and time will be ineligible and will not be evaluated. The Agency will send an official letter alerting late respondents of ineligibility.

An acceptable submission must include the following:

- One (1) conforming electronic copy of the original proposal.

The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

- References
References: Include three (3) letters of reference (**Attachment H**).

Proposal must be received no later than 4:00 p.m. on November 1.
Proposals must be received electronically and must be contained within one email only no later than the deadline. Late submissions will not be accepted. E-mail time and date will be the basis for meeting any submission deadline. Proposals received after the due date and time will not be accepted by the Department. Late proposals will not be evaluated.

Proposals are to be submitted to:
Name: Kathleen D'Amora
Address: DDS, 401 West Thames Street Norwich CT
Telephone: (860) 859-5526
E-Mail: Kathleen.DAmora@ct.gov

An acceptable electronic submission must be contained within one email. The proposal must carry original signatures and be clearly marked. Unsigned proposals will not be evaluated. The proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

The electronic copy of the proposal must be emailed to official agency contact for this procurement. The subject line of the email must read: CCH Criminal Background Checks.

Required forms and appendices may be scanned and submitted as PDFs at the end of the main proposal document. Please ensure the entire email submission is less than 25MB as this reflects The Agency's server limitations. Respondents should work to ensure there are not additional IT limitations from the provider side.

12. Multiple Proposals. The submission of multiple proposals is Not an option for this procurement.

II. PURPOSE OF RFP AND SCOPE OF SERVICES

■ A. AGENCY OVERVIEW, *which could include:*

The Department of Developmental Services (DDS) Mission Statement is to partner with the individuals we support and their families, to support lifelong planning and join with others to create and promote meaningful opportunities for individuals to fully participate as valued members of their communities.

DDS expects all stakeholders to uphold the principles of the mission for all those served and their families. The proposer should look to incorporate the following principles into the supports and services provided to individuals with ID/DD:

- Presence and participation in Connecticut life
- Opportunities to develop and exercise competence
- Opportunities to make choices in pursuit of a personal future
- Good relationships with family members and friends
- Respect and dignity

DDS Services and Supports

DDS serves children and adults with intellectual disabilities in a variety of settings. Services may include:

- Extensive in-home services
- Out of home placement
- Community Companion Home
- Individualized Home Supports
- Continuous Residential Supports
- Community Living Arrangement
- ICF/IID facilities
- Competitive Employment
- Individual Supported Employment
- Group Supported Employment
- Individual Enterprise or Entrepreneurship
- Business Enterprise
- Day Support Options
- Community Experience (CEP)

- Opportunities for Older Adults (OOA)
- Retirement Options
- Individualized Day Supports
- Blended programs

The Department's services are also designed to reflect the principles and practices of self-determination. Self-determination is a national movement about rights and personal freedom. It is an approach to service delivery that supports people with disabilities to live the lives they desire. Self-determination helps people, their families and friends determine their future, design their own support plans, choose the assistance they need to live full lives and control a personal budget for their supports. Individuals may use their individual budgets to hire their own staff, to purchase supports from a traditional agency or from an Agency with Choice or may select a combination of these approaches.

■ B. PROGRAM OVERVIEW:

- Community Companion Home: A residential option where a person is carefully matched with a licensed provider family. A CCH provides a nurturing home with a family where people can share responsibilities, develop relationships, and grow independently. CCH provider families receive extensive training to support individuals.
- We conduct four different background checks and three references on all prospective CCH licensees. CCH licensees receive extensive and ongoing training regarding supporting individuals. The DDS is committed to ensuring the safety and well-being of all individuals in its care. As part of this commitment, DDS requires thorough background checks for all licensees and individuals who are 18 years and older who live in the Community Companion Home. These checks are integral to maintaining a safe environment for individuals with developmental disabilities.
- - The current background process within the CCH program is disjointed and allows for a great deal of associated risk.
 - CT State and National Criminal background check with convictions including felonies and motor vehicle history going back 10 years. All participants have consented to the background checks being done.
 - The Contractor will be required to provide comprehensive background check services, including but not limited to:
 - Criminal history checks (state and federal)
 - Motor vehicle history
 - Other state agency license checks (DPH and DCF)
- Results should be returned within 10 business days. The selected contractor shall be able to provide the information electronically. The information requested may not be sold to third party entities.
- A successful completion of the CCH background check procedure involves diligence, attention to detail and effective communication.
 - All submitted requests should be accurate and completed within 3-5 business days.
 - Ensure all provided information is valid and matches the required criteria.
 - Have a thorough review process to check for any discrepancies or issues.

■ C. SCOPE OF SERVICE DESCRIPTION

1. Organizational Expectations:

- Criminal background checks
- Checks conducted statewide and federally.

- Follow all local, state, and federal regulations and laws that govern background checks.
- Other state agency license checks.

2. Agency performance:

- **Timeliness:** Expect timely completion of background checks to avoid delays in decision-making processes, 3-5 business days.
- **Accuracy:** Ensure that information provided is accurate and up to date to facilitate informed decisions.
- **Confidentiality:** Maintain strict confidentiality of all personal and sensitive information throughout the background check process.
- **Compliance:** Adhere to all relevant laws, regulations, and industry standards governing background checks.
- **Communication:** Provide clear and timely communication to all parties involved regarding the status and outcome of background checks.
- **Customer Service:** Offer responsive and helpful customer service to address any inquiries or concerns related to the background check process.
- **Quality Assurance:** Implement quality assurance measures to verify the thoroughness and accuracy of background checks conducted.

3. Data and Technology Expectations

- Access to local, state and federal criminal records databases to check for any past convictions or criminal history.
- Confidential resources ie., fax, email confidential mailbox to disseminate the information necessary to the appropriate parties.
- Utilize background check software platforms that streamline the process of conducting background checks, managing data and generating reports.
- Utilize secure data storage solutions to store and manage sensitive information collected during background checks, ensuring compliance with data protection regulations.

4. Financial Expectations:

Annual Report

5. Budget Expectations:

- Cost breakdown
- Allocating a contingency budget for unexpected expenses or changes.

■ D. PERFORMANCE MEASURES

The following performance metrics highlight key priorities that will be analyzed with providers collaboratively during the life of the contract. This is not an exhaustive list, but rather an indication of significant performance metrics of interest to The Agency. The Agency looks forward to working with providers to define additional important performance metrics.

The Contractor must have an understanding of the quality and impact the background checks provide to the agency. The below metrics will be used to evaluate the success of the CCH background check to ensure alignment with agency goals. Understanding these metrics allows contractors to continuously improve their background check processes, ensuring they are accurate, efficient, compliant, and aligned with the goals of the CCH department.

- Accuracy rate: Measures the percentage of background checks completed without errors. A high accuracy rate indicates the reliability of the process. On average statewide 815 checks are run each year.
- Turnaround time: The average time taken to complete a background check. Shorter times reflect efficiency and responsiveness.
- Cost Efficiency: Analysis of the cost relative to the quality and speed of checks. Optimizing cost with comprising quality is crucial for sustainable operations.
- Impact on Agency Outcomes: Measures how effectively background checks contribute to the agency's broader goals, such as safety, compliance, and risk management.

■ E. CONTRACT MANAGEMENT/DATA REPORTING

As part of the State's commitment to becoming more outcomes-oriented, DDS, seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust service delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, DDS reserves the right to request/collect other key data and metrics from providers.

Quarterly Data Collection: Continuous collection of data related to new requested background checks, processing times and completion status.

Annual Audit: Annual audit to ensure all processes meet regulatory standards and to assess the long-term effectiveness and sustainability of the background check program.

III. PROPOSAL SUBMISSION OVERVIEW

■ A. SUBMISSION FORMAT INFORMATION

1. Required Outline. All proposals must follow the required outline presented in Section IV – Proposal Outline. Proposals that fail to follow the required outline will be deemed non-responsive and not evaluated.

2. Cover Sheet.

The proposer must develop a Cover Sheet that includes the information below. *Legal Name* is defined as the name of private provider organization, CT State agency, or municipality submitting the proposal. *Contact Person* is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. *Authorized Official* is defined as the individual empowered to submit a binding offer on behalf of the proposer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

- RFP Name or Number:
- Legal Name:
- FEIN:
- Street Address:
- Town/City/State/Zip:
- Contact Person:
- Title:

- Phone Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

- 3. Table of Contents.** All proposals must include a Table of Contents that conforms with the required proposal outline.
 - 4. Executive Summary.** Proposals must include a high-level summary, not exceeding 2 pages, of the main proposal and cost proposal. The summary must also include the organization's eligibility and qualifications to respond to this RFP.
 - 5. Attachments.** Attachments other than the required Appendices or Forms identified in the RFP are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions will result in disqualification.
- **Style Requirements.**
 - All required forms must be submitted with the proposal as attachments.
 - Do not use material dependent on color distinctions, animated electronics, etc., in proposals.
 - Do not place proposals in notebooks or binders. Metal clips may be used to bind pages together.
 - All electronic submission should include attachments.

Submitted proposals must conform to the following specifications:

- Binding Type: None specified
- Dividers: None specified
- Paper Size: 8 1/2 x 11 , portrait
- Page Limit: None specified
- Print Style: None specified
- Font Size: None specified
- Font Type: Times New Roman
- Margins: None specified
- Line Spacing: None specified

- 7. Pagination.** The proposer's name must be displayed in the header of each page. All pages, including the required Appendices and Forms, must be numbered in the footer.
- 8. Declaration of Confidential Information.** Proposers are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations and interpretations resulting from them. If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. In subsection C of the proposal submission, the proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the

proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

- 9. Conflict of Interest - Disclosure Statement.** Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Agency will determine whether any disclosed conflict of interest poses a substantial advantage to the proposer over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

■ B. EVALUATION OF PROPOSALS

- 1. Evaluation Process.** It is the intent of the Agency to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful proposers, and awarding contracts, the Agency will conform with its written procedures for POS and PSA procurements (pursuant to C.G.S. § 4-217) and the State's Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85). Final funding allocation decisions will be determined during contract negotiation.
- 2. Evaluation Review Committee.** The Agency will designate a Review Committee to evaluate proposals submitted in response to this RFP. The Review Committee will be composed of individuals, Agency staff or other designees as deemed appropriate. The contents of all submitted proposals, including any confidential information, will be shared with the Review Committee. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. The Review Committee shall evaluate all proposals that meet the Minimum Submission Requirements by score and rank ordered and make recommendations for awards. The Commissioner of DDS will make the final selection. Attempts by any proposer (or representative of any proposer) to contact or influence any member of the Review Committee may result in disqualification of the proposer.
- 3. Minimum Submission Requirements.** To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) meet the Eligibility and Qualification requirements to respond to the procurement, (4) follow the required Proposal Outline; and (5) be complete. Proposals that fail to follow instructions or satisfy these minimum

submission requirements will not be reviewed further. The Agency will reject any proposal that deviates significantly from the requirements of this RFP.

- 4. Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Review Committee will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The weights are disclosed below.
 - Organizational Plan 15%
 - Agency performance 20%
 - Data and Technology 25%
 - Financial Plan 20%
 - Budget Plan 20%
- 5. Proposer Selection.** Upon completing its evaluation of proposals, the Review Committee will submit the rankings of all proposals to the Commissioner or Agency Head. The final selection of a successful proposer is at the discretion of the Commissioner or Agency Head. Any proposer selected will be so notified and awarded an opportunity to negotiate a contract with the Agency. Such negotiations may, but will not automatically, result in a contract. Any resulting contract will be posted on the State Contracting Portal. All unsuccessful proposers will be notified by e-mail or U.S. mail, at the Agency's discretion, about the outcome of the evaluation and proposer selection process. The Agency reserves the right to decline to award contracts for activities in which the Commissioner or Agency Head considers there are not adequate respondents.
- 6. Debriefing.** Within ten (10) days of receiving notification from the Agency, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Agency to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Agency may schedule and hold the debriefing meeting within fifteen (15) days of the request. The Agency will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.
- 7. Appeal Process.** Proposers may appeal any aspect the Agency's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Agency head. A proposer may file an appeal at any time after the proposal due date, but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the Agency to delay, suspend, cancel, or terminate the procurement process or execution of a contract. More detailed information about filing an appeal may be obtained from the Official Contact.
- 8. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Agency's contracting procedures, which may include approval by the Office of the Attorney General. Fully executed and approved contracts will be posted on State Contracting Portal and the Agency website.

IV. REQUIRED PROPOSAL SUBMISSION OUTLINE AND REQUIREMENTS

A. Cover Sheet

B. Table of Contents

C. Executive Summary

D. Main Proposal

E. Attachments (clearly referenced to summary and main proposal where applicable)

F. Declaration of Confidential Information

G. Conflict of Interest - Disclosure Statement

H. Statement of Assurances

A: Cover Sheet

The Respondent must use a Cover Sheet capturing the following information:

- RFP Name or Number:
- Legal Name:
- FEIN (not required for currently contracted providers/vendors):
- Street Address:
- Town/City/State/Zip:
- Contact Person:
- Title:
- Phone Number:
- E-Mail Address:
- Authorized Official:
- Title:
- Signature:

Legal Name is defined as the name of private provider organization, CT State agency, or municipality submitting the proposal. *Contact Person* is defined as the individual who can provide additional information about the proposal or who has immediate responsibility for the proposal. *Authorized Official* is defined as the individual empowered to submit a binding offer on behalf of the proposer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto.

B: Table of Contents

Respondents must include a Table of Contents that lists sections and subsections with page numbers that follow the organization outline and sequence for this proposal.

C: Proposer Executive Summary

The page limitation for this section is 2 pages briefly describing how the Respondent meets the eligibility and qualification criteria outlined in the Proposal Overview and a brief overview of why the Respondent should be selected for the activities highlighted in the scope of services.

D: Main Proposal Submission Requirements To Submit a Responsive Proposal

*****Please note there is not a maximum total page length for this section (all appendices and other attachments should be referred to in section D and then placed in section E.**

4.1 Application Submission Details

4.10 Application Service Geography: Applications should clearly identify in which region they are proposing services, including the specific towns.

4.11 Application Target Population: Applicants must identify the community and population needs they plan to address through their proposed services. Applications should indicate which of the Agency identified target population(s) they are going to serve, based on supporting evidence of need and agency experience.

4.2 Strengths and Qualifications of Agency & Staff

4.20 Organization Description and History: Provide a general overview of your organization including its history and prior experiences engaging with relevant key stakeholders such as parents, the community, and local government officials.

- a. Purpose, Mission, Vision, Values.
- b. Entity Type / Parent Organization / Years of Operation
- c. Location of Offices / Facilities
- d. Functional Organization
- e. Current Range of Services / Clients
- f. Qualifications
- g. Relevant Experience
- h. Accreditation / Certification / Licensure.
- i. Governance System
- j. References

4.3 Scope of Services

- a. Catchment Area
- b. Documentation of Community Needs / Resources
- c. Community Collaboration
- d. Service Capacity / Delivery Plan / Systems / Processes / Protocols
- e. Client Consultation / Evaluation / Treatment Plan
- f. Quality Assurance Protocol
- g. Administrative Support
- h. Special Health or Safety Requirements

4.4 Staffing Plan

- a. Key Personnel / Managers
- b. Staffing Levels & Qualifications
- c. Job Descriptions
- d. Personnel Organization Chart
- e. Recruitment, Hiring & Retention Plan
- f. Staff Training / Education / Development

4.5 Data and Technology

- a. E-Mail / Internet Capabilities
- b. IT Infrastructure / Hardware & Software Quality
- c. Data Collection / Storage / Reporting
- d. Assessment of Client Satisfaction
- e. Evaluation / Outcome Measures

4.6 Work Plan

- a. Start Date
- b. Timetable / Schedule
- c. Tasks, Deliverables
- d. Methodologies
- e. Measurable Objectives

4.7 Financial Profile

- a. Annual Budget and Revenues
- b. Financial Standing
- c. Financial Management Systems
- d. Revenue Generation / Billing / Third Party Reimbursement
- e. History of Violations (financial or programming)

4.8 Cost Competitiveness and Budget Narrative

- a. Narrative
- b. Line Item Budget Form

E: Attachments

Attachments other than the required attachments identified are not permitted and will not be evaluated. Further, the required attachments must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions may result in disqualification.

- a. Memorandum of Agreement
- b. Résumés of Key Personnel
- c. Audited Financial Statements
- d. References


F: Declaration of Confidential Information

If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL prior to submission. The proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

G: Conflict of Interest – Disclosure Statement

Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

H: Statement of Assurances

Place after Conflict of Interest-Disclosure Statement. Sign and return Appendix 

V. MANDATORY PROVISIONS

■ A. POS STANDARD CONTRACT, PARTS I AND II

By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract" for POS:

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS contract. A sample of Part I is available from the Department's Official Contact upon request.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: http://www.ct.gov/opm/fin/standard_contract

Note:

Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State contractors and prospective State contractors of the ban on campaign

contributions and solicitations. If a proposer is awarded an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of \$100,000 or more, the proposer must inform the proposer's principals of the contents of the SEEC notice.

Part I of the standard contract may be amended by means of a written instrument signed by the Department, the selected proposer (contractor), and, if required, the Attorney General's Office. Part II of the standard contract may be amended only in consultation with, and with the approval of, the Office of Policy and Management and the Attorney General's Office.

■ B. ASSURANCES

By submitting a proposal in response to this RFP, a proposer implicitly gives the following assurances:

- 1. Collusion.** The proposer represents and warrants that the proposer did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The proposer further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the proposer's proposal. The proposer also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
- 2. State Officials and Employees.** The proposer certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Agency may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the proposer, contractor, or its agents or employees.
- 3. Competitors.** The proposer assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the proposer to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The proposer further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the proposer knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.
- 4. Validity of Proposal.** The proposer certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Agency may include the proposal, by reference or otherwise, into any contract with the successful proposer.
- 5. Press Releases.** The proposer agrees to obtain prior written consent and approval of the Agency for press releases that relate in any manner to this RFP or any resultant contract.

■ C. TERMS AND CONDITIONS

By submitting a proposal in response to this RFP, a proposer implicitly agrees to comply with the following terms and conditions:

- 1. Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
- 2. Preparation Expenses.** Neither the State nor the Agency shall assume any liability for expenses incurred by a proposer in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
- 3. Exclusion of Taxes.** The Agency is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Proposers are liable for any other applicable taxes.
- 4. Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
- 5. Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Agency may request and authorize proposers to submit written clarification of their proposals, in a manner or format prescribed by the Agency, and at the proposer's expense.
- 6. Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Agency. The Agency may ask a proposer to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Agency. At its sole discretion, the Agency may limit the number of proposers invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per proposer.
- 7. Presentation of Supporting Evidence.** If requested by the Agency, a proposer must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. The Agency may make onsite visits to an operational facility or facilities of a proposer to evaluate further the proposer's capability to perform the duties required by this RFP. At its discretion, the Agency may also check or contact any reference provided by the proposer.
- 8. RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Agency or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the Agency and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the proposer or for payment of services under the terms of the contract until the successful proposer is notified that the contract has been

accepted and approved by the Agency and, if required, by the Attorney General's Office.

■ D. RIGHTS RESERVED TO THE STATE

By submitting a proposal in response to this RFP, a proposer implicitly accepts that the following rights are reserved to the State:

- 1. Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Agency.
- 2. Amending or Canceling RFP.** The Agency reserves the right to amend or cancel this RFP on any date and at any time, if the Agency deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Agency may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** The Agency reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Agency may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Agency reserves the right to reject the proposal of any proposer who submits a proposal after the submission date and time.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The Agency reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Agency further reserves the right to contract with one or more proposer for such services. After reviewing the scored criteria, the Agency may seek Best and Final Offers (BFO) on cost from proposers. The Agency may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** The Agency reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial proposer is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the proposer.
- 8. Key Personnel.** When the Agency is the sole funder of a purchased service, the Agency reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Agency also reserves the right to approve replacements for key personnel who have terminated employment. The Agency further reserves the right to require the

removal and replacement of any of the proposer's key personnel who do not perform adequately, regardless of whether they were previously approved by the Agency.

■ E. STATUTORY AND REGULATORY COMPLIANCE

By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to, the following:

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Proposers are generally advised not to include in their proposals any confidential information. If the proposer indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The proposer has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a proposer may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.
- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to ensure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements, C.G.S. § 4a-81. Consulting Agreements Representation, C.G.S. § 4a-81.** Pursuant to C.G.S. §§ 4a-81 the successful contracting party shall certify that it has not entered into any consulting agreements in connection with this Contract, except for the agreements listed below. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information, or (C) any other similar activity related to such contracts. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of chapter 10 of the Connecticut General Statutes as of the date such contract is executed in accordance with the provisions of section 4a-81 of the Connecticut General Statutes. Such representation shall be sworn as true to the best knowledge and belief of the person signing the resulting contract and shall be subject to the penalties of false statement.
- 4. Campaign Contribution Restriction, C.G.S. § 9-612.** For all State contracts, defined in section 9-612 of the Connecticut General Statutes as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or

contracts having a value of \$100,000 or more, the authorized signatory to the resulting contract must represent that they have received the State Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations." Such notice is available at https://seec.ct.gov/Portal/data/forms/ContrForms/seec_form_11_notice_only.pdf

5. Gifts, C.G.S. § 4-252. Pursuant to section 4-252 of the Connecticut General Statutes and Acting Governor Susan Bysiewicz's Executive Order No. 21-2, the Contractor, for itself and on behalf of all of its principals or key personnel who submitted a bid or proposal, represents:

(1) That no gifts were made by (A) the Contractor, (B) any principals and key personnel of the Contractor, who participate substantially in preparing bids, proposals or negotiating State contracts, or (C) any agent of the Contractor or principals and key personnel, who participates substantially in preparing bids, proposals or negotiating State contracts, to (i) any public official or State employee of the State agency or quasi- public agency soliciting bids or proposals for State contracts, who participates substantially in the preparation of bid solicitations or requests for proposals for State contracts or the negotiation or award of State contracts, or (ii) any public official or State employee of any other State agency, who has supervisory or appointing authority over such State agency or quasi-public agency;

(2) That no such principals and key personnel of the Contractor, or agent of the Contractor or of such principals and key personnel, knows of any action by the Contractor to circumvent such prohibition on gifts by providing for any other principals and key personnel, official, employee or agent of the Contractor to provide a gift to any such public official or State employee; and

(3) That the Contractor is submitting bids or proposals without fraud or collusion with any person.

Any bidder or proposer that does not agree to the representations required under this section shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked proposer or the next lowest responsible qualified bidder or seek new bids or proposals.

6. Iran Energy Investment Certification C.G.S. § 4-252(a). Pursuant to C.G.S. § 4-252(a), the successful contracting party shall certify the following: (a) that it has not made a direct investment of twenty million dollars or more in the energy sector of Iran on or after October 1, 2013, as described in Section 202 of the Comprehensive Iran Sanctions, Accountability and Divestment Act of 2010, and has not increased or renewed such investment on or after said date. (b) If the Contractor makes a good faith effort to determine whether it has made an investment described in subsection (a) of this section it shall not be subject to the penalties of false statement pursuant to section 4-252a of the Connecticut General Statutes. A "good faith effort" for purposes of this subsection includes a determination that the Contractor is not on the list of persons who engage in certain investment activities in Iran created by the Department of General Services of the State of California pursuant to Division 2, Chapter 2.7 of the California Public Contract Code. Nothing in this subsection shall be construed to impair the ability of the State agency or quasi-public agency to pursue a breach of contract action for any violation of the provisions of the resulting contract.

7. Nondiscrimination Certification, C.G.S. § 4a-60 and 4a-60a. If a bidder is

awarded an opportunity to negotiate a contract, the proposer must provide the State agency with *written representation* in the resulting contract that certifies the bidder complies with the State's nondiscrimination agreements and warranties. This nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The authorized signatory of the contract shall demonstrate his or her understanding of this obligation by either (A) initialing the nondiscrimination affirmation provision in the body of the resulting contract, or (B) providing an affirmative response in the required online bid or response to a proposal question, if applicable, which asks if the contractor understands its obligations. If a bidder or vendor refuses to agree to this representation, such bidder or vendor shall be rejected and the State agency or quasi-public agency shall award the contract to the next highest ranked vendor or the next lowest responsible qualified bidder or seek new bids or proposals.

8. Access to Data for State Auditors. The Contractor shall provide to OPM access to any data, as defined in C.G.S. § 4e-1, concerning the resulting contract that are in the possession or control of the Contractor upon demand and shall provide the data to OPM in a format prescribed by OPM [or the Client Agency] and the State Auditors of Public Accounts at no additional cost.

VI. APPENDIX

A. ABBREVIATIONS / ACRONYMS / DEFINITIONS

BFO Best and Final Offer
CCH Community Companion Home
C.G.S. Connecticut General Statutes
CHRO Commission on Human Rights and Opportunity (CT)
CLA Community Living Arrangement
CRS Continuous Residential Supports
CT Connecticut
DAS Department of Administrative Services (CT)
DDS Department of Developmental Services (CT)
DMV Department of Motor Vehicle (CT)
EEO Equal Employment Opportunities
FOIA Freedom of Information Act (CT)
HIPAA Health Insurance Portability and Accountability Act
LOI Letter of Intent
OPM Office of Policy and Management (CT)
OSC Office of the State Comptroller (CT)
POS Purchase of Service
P.A. Public Act (CT)
RFP Request for Proposal
SEEC State Elections Enforcement Commission (CT)
U.S. United States

- **Administrator:** The person responsible for overall management, operation, and provision of services within the Connecticut licensed community living arrangement.
- **Community Companion Home (CCH)** – CCH is licensed by DDS to provide participants with residential supports in a family setting.
- **Community Living Arrangement:** A residential facility in which the licensee provides residential services to 15 or fewer individuals with intellectual disabilities.
- **CLA Licensure:** A review based on the CLA regulations that evaluate developmental and clinical services provided to individuals living in licensed “group homes”. Review also identifies environmental issues that could affect health and safety and gauge compliance with DDS policy.
- **Continuous Residential Supports:** A non-licensed setting other than a family home with readily available third shift staff awake or asleep, supports available throughout non-work hours though some time alone as approved by the team would be allowed.
- **Contractor:** A private provider organization, CT State agency, or municipality that enters into a POS contract with the Department as a result of this RFP.
- **Health Insurance Portability and Accountability Act:** Administrative, technical, and physical safeguards required to prevent unauthorized access to protected health care information.
- **Official Agency Contact:** The only authorized contact for this procurement and, as such, who will handle all related communications on behalf of the Department.
- **Principal of the Entity:** The designated person primarily responsible for the overall management, operation and provision of services within the entity.
- **Proposer:** A private provider organization, CT State agency, or municipality that has submitted a proposal to the Department in response to this RFP.
- **Proposer’s Authorized Representatives:** The authorized employees of the contractor to communicate and discuss the merits of the proposal with the Department.
- **Conviction:** means the final judgment on a guilty verdict or a finding of guilt, a plea of guilty, or a plea of nolo contendere, but does not include any final judgment that has been expunged by pardon, reversal, set aside or otherwise rendered null.
- **Criminal background check:** means a state criminal background check as defined in this section; a criminal history records check as defined in this section or another mechanism for conducting state criminal background checks, if approved by the department.
- **Criminal history record:** means the documentation of information collected by criminal justice agencies on persons which consists of identifiable descriptions and notations of arrests, indictments, information, or other formal criminal charges and any disposition arising therefrom, sentencing, correction supervision, and release unless such documentation has been erased pursuant to statute.
- **State criminal background check:** means the accurate and up-to-date report of an applicant’s state criminal history record, if any, conducted by a qualified provider or a criminal background check vendor for the purposes of screening an applicant for employment.
- **State criminal history records check:** means the fingerprint-based noncriminal justice review and documentation of an applicant’s state criminal history background, if any, conducted by the State Police Bureau of Identification or any other vendor for the purposes of screening an applicant for employment.

B. STATEMENT OF ASSURANCES

Agency Name

The undersigned Respondent affirms and declares that:

1) General

- a. This proposal is executed and signed with full knowledge and acceptance of the RFP CONDITIONS stated in the RFP.
- b. The Respondent will deliver services to the Agency the cost proposed in the RFP and within the timeframes therein.
- c. The Respondent will seek prior approval from the Agency before making any changes to the location of services.
- d. Neither the Respondent or any official of the organization nor any subcontractor the Respondent or any official of the subcontractor organization has received any notices of debarment or suspension from contracting with the State of CT or the Federal Government.
- e. Neither the Respondent or any official of the organization nor any subcontractor to the Respondent or any official of the subcontractor's organization has received any notices of debarment or suspension from contracting with other states within the United States.

Legal Name of Organization:

Authorized Signatory

Date

Registration with State Contracting Portal (if not already registered):

- Register at: <https://portal.ct.gov/DAS/CTSource/Registration>
- Submit Campaign Contribution Certification (OPM Ethics Form 1):
<https://portal.ct.gov/OPM/Fin-PSA/Forms/Ethics-Forms>

- Table of Contents**
- Executive Summary:** high-level summary of proposal and cost
- Main proposal body answering all questions with relevant attachments.**
Proposers should use their discretion to determine whether certain required information is sufficiently captured in the body of their proposal or requires additional attachments for clarification.
- IRS Determination Letter** (for nonprofit proposers)
- Two years of most recent annual audited financial statements; OR any financial statements prepared by a Certified Public Accountant** for proposers whose organizations have been incorporated for less than two years.
- Proposed budget**, including budget narrative and cost schedules for planned subcontractors if applicable.
- Conflict of Interest Disclosure Statement**
- Statement of Assurances**

Formatting Checklist

- Is the proposal formatted to fit 8 ½ x 11 (letter-sized) paper?
- Is the main body of the proposal within the page limit?
- Does the proposer's name appear in the header of each page?
- Does the proposal include page numbers in the footer?
- Are confidential labels applied to sensitive information (if applicable)?

Evaluation Criterion Title	Percentage of Total	What would a top score look like?
Organizational expectations	15%	<p>1. DMV Reports: Ability to run detailed DMV reports providing comprehensive information on driving records, including license status, violations, accidents, and other pertinent details.</p> <p>2. Ability to run CT Criminal Background Check: Our Connecticut criminal background check provides a thorough examination of an individual's criminal history within the state.</p> <p>3. Ability to run National Criminal Background Check: For a broader perspective, our nationwide criminal background check encompasses criminal records from across the country, ensuring a comprehensive overview of an individual's history. Goes back 7-10 years.</p> <p>4. Ability to run state agency checks with DPH and DCF</p>
Service Expectations	20%	<p>1. Timeliness: Expect timely completion of background checks to avoid delays in decision-making processes, 3-5 business days.</p> <p>2. Accuracy: Ensure that information provided is accurate and up to date to facilitate informed decisions.</p> <p>3. Confidentiality: Maintain strict confidentiality of all personal and sensitive information throughout the background check process.</p> <p>4. Compliance: Adhere to all relevant laws, regulations, and industry standards governing background checks.</p> <p>5. Communication: Provide clear and timely communication to all parties involved regarding the status and outcome of background checks.</p> <p>6. Customer Service: Offer responsive and helpful customer service to address any inquiries or concerns related to the background check process.</p> <p>7. Quality Assurance: Implement quality assurance measures to verify the thoroughness and accuracy of background checks conducted.</p>
Data and Technology	25%	<p>1. Access to local, state and federal criminal records databases to check for any past convictions or criminal history.</p> <p>2. Confidential resources i.e., fax, email confidential mailbox to disseminate the</p>

		information necessary to the appropriate parties. 3.Utilize background check software platforms that streamline the process of conducting background checks, managing data and generating reports. 4.Utilize secure data storage solutions to store and manage sensitive information collected during background checks, ensuring compliance with data protection regulations.
Financial expectations	20%	1.Annual plan
Budget expectations	20%	1.Cost breakdown 2.Allocating a contingency budget for unexpected expenses or changes