RFP 24-76888: Name-Based Background Checking Services

**Attachment F: Technical Proposal**

**Indiana Department of Administration**

**Instructions:** Please supply all requested information in the areas shaded yellow and indicate any attachments and appendices that have been included to support your responses. Responses in the yellow-shaded areas (the “narrative”) must stand alone from any appendices and attachments – appendices and attachments must not contain vital information not contained in the narrative. Please limit this document and all attachments/appendices to 50 pages and minimum font size of 10.

Please ensure no pricing information is included in this document. All pricing information is to be included in **Attachment D** Cost Proposal or the noted supplements.

## 1.4.1 Background, General Requirements, and Key Definitions

### 1.4.1.1 Executive Summary

Please provide a high level overview of the organization, value proposition, engagement approach, project methodology, and solution architecture.

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| Barada Associates, Inc. is an Indiana-based premier provider of customized employment background screening solutions and is an accredited member of the Professional Background Screening Association. Barada Associates, Inc. has been providing background screening services to the State of Indiana since 2008. Barada Associates, Inc. has been and is willing to continue providing the services to the State of Indiana as outlined in the proposal. We have provided excellent customer service and will continue to provide the same level of customer service to the State of Indiana. We are extremely proud of our track record with the State of Indiana and will continue to provide the very best services, support, technology, and security.  We understand complex client setups with multiple user groups, hierarchal access and special billing needs. Barada offers customized solutions to clients through our user-friendly online platform that offers 24/7 access. Our platform also offers an array of reporting including, but not limited to, volume, flagged reports, number of checks ordered, average time of return (by profile as well as by service); financial check summary; and dispute tracking. Barada Associates, Inc. can also customize reports, if needed.  Barada Associates, Inc. successfully integrated with SuccessFactors and is still currently maintaining this integration which allows the State of Indiana to initiates background checks through Success Factors. The integration extracts data from the SuccessFactors application and using said data to create the profile and orders; however, in the event that data is not captured in SuccessFactors [e.g. signed disclosure, ClearMD (formerly WebCCF), or PII not captured by the State of Indiana] we have integrated ScreenMeNow into the process to allow the candidate to complete the final pieces and finish the process when warranted. |

### 1.4.1.2 Company Overview

Please describe the overall structure of your service organization, and your vision for this potential partnership with Indiana’s Department of Administration, its agency customers, local entities, K-12 partners, and higher education institutions.

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| Barada Associates, Inc. is a Sub S Corporation under the State of Indiana laws. Barada Associates, Inc. was incorporated in 1979 and has been providing pre-employment background screening services since its incorporation.  Barada along with our strategic technical partner, ClearStar, provides state of the art technology to our clients and together we are a leading and trusted global background check technology, medical screening, strategic services, and decision-making information provider to employers and other background screening companies providing the highest Human Capital Integrity. We provide employment intelligence to our clients through a suite of IT applications for day-to-day use in their business. Employment intelligence aims to improve business insight to support better recruitment and other decisions affecting employees generally, by increasing the quality, reliability and divisibility of information available to management.  Working with us, you will detect a culture that highly values elements such as Care, Security, Teamwork, Innovation, Integrity, Transparency and Respect. Our past reflects that we’ve actualized those values and our promise is that we’ll continue to bring them into our work with the applicants, employers and background screening firms we serve.  Growth is supported through continuous technology-based improvements focusing on market trends and making the process easier and faster for end-users, constant review of service offerings with data integrity the key, and an unwavering focus on compliance.  Our core mission is Human Capital Integrity comprising of compliance, ensuring information security, improving effectiveness and efficiency of systems and processes, exploring new ways to impact human capital, and staying relevant and commercially viable. Working with Barada, you’ll find we are not a cookie cutter one size fits all partner. We let you paint outside the lines to support various domestic and global process flows including custom packages, all using an integrated solution to remove process flow bottle necks, redundant recruiter touchpoints, and driving an outstanding mobile friendly applicant experience.  Barada is seasoned, well-equipped and passionate to work with clients to create a solution that will streamline information flow and create greater efficiencies in their screening process. Barada takes risks to innovate and grow, and we’re intentionally open to the ideas, feedback and collaboration of our clients. Our 45-year history reflects that we’ve actualized those values and our promise is that we’ll continue to bring them into our work with the applicants, employers and background screening firms we serve |

### 1.4.1.3 Definitions and Abbreviations

Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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| Barada Associate did not have any other terms and definitions that needed to be added. |

### 1.4.1.4 Attachment L – Scope of Work Confirmation and Understanding

Please confirm you have carefully reviewed all requirements listed in **Attachment L** – Scope of Work. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please submit a redlined copy of **Attachment L – Scope of Work in Microsoft Word Document form (.DOCX). Edits to the Scope of Work should be indicated through tracked changes or comments within the document. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.**

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| Barada Associates, Inc. has reviewed all requirements listed in Attachment L – Scope of Work. |

## 1.4.2 Individual Name Based Background Check Services

### 1.4.2.1 Timing of Results

Respondents shall provide details on their proposed timeframe for name-based background check result delivery. Please provide a description of how you will meet and address the requirements shared in Section 1.5.1 Timing of Results from **Attachment L** – Scope of Work.

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| Once an applicant activates successfully submits his/her information for a background check and signs the required disclosure and release, the background check will automatically begin. Services are automatically routed to the appropriate personnel for completion and begin processing almost immediately once the applicant has submitted his/her information to complete the background check. The SSN trace, criminal national, credit, driving records, fraud and abuse, and sex offender registry searches produce instant results. Barada Associates, Inc. will review the SSN trace to identify additional counties that need to be ordered, if applicable, and the county searches begin processing. Once results are returned for a service it is reviewed by one of our review specialists for accuracy and completeness and then marked complete. After all services are completed the designated State of Indiana representative(s) will receive an email with a secure link or a copy of the completed report as well as a notification is sent to SuccessFactors with a completed status and secure link to the background check if the background check was initiated through SuccessFactors. Completed reports are emailed at the top of the hour. The designated State of Indiana representative(s) will have access to our online site and can view the status of a background check and/or results of any completed services 24/7. Status updates can be automatically emailed to the designated State of Indiana representative(s) once or twice daily. See attached Exhibit F-1 for a list of services and expected turnaround time. |

### 1.4.2.2 Communicating Timing of Results

Respondents shall provide details on their proposed procedure for notifying the State in the event of delays. Please provide a description of how you will meet and address the requirements shared in Section 1.5.3 Communicating Timing of Results from **Attachment L** – Scope of Work.

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| Barada Associates’ online portal can provide status updates which reflect any supplier notes regarding delays, ETAs, etc. The status updates can be automatically emailed to the designated State of Indiana representative(s) once or twice daily. Our Production Manager monitors suppliers lines throughout the day and would also communicate delays either via phone or email. Court notices of delays or closures are posted on our online portal’s dashboard. |

### 1.4.2.3 Dispute Process

Respondents shall provide details on their proposed procedure for individual dispute resolution of results. Please provide a description of how you will meet and address the requirements shared in Section 1.5.5 Dispute Process from **Attachment L** – Scope of Work.

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| If Barada Associates, Inc. is contacted by a consumer regarding the accuracy of the background report then the following policy is followed.  Any employee receiving a communication from a consumer disputing, or questioning information on a report, should immediately forward the communication to our Director of Client Services or Vice President. The Director of Client Services or Vice President will insure consumer identity. This is done by matching a minimum of two identifiers which may include full name, date of birth, SSN, current or previous addresses and/or driver’s license number. Review the report with the consumer and determine whether consumer is disputing the information or just had an interpretive question. If the consumer disputes all, or any part of the report and consumer file will be created and our client is notified of the dispute immediately. The Director of Client Services or Vice President will notify the source of the information of the dispute, what was reported and what, exactly, is being disputed. This will be done immediately, but in no case less than 5 days from receipt. A re-investigation will be conducted. Investigatory steps taken will be documented. Upon conclusion of the investigation, a determination is made as to whether the original information is correct, partially incorrect/incomplete or all incorrect. If the original information is determined to be correct, the consumer and client are notified. If the information originally reported is incorrect or incomplete then the client, consumer, and source (including vendor/original retriever if applicable) are notified and supplied a corrected report. All of the re-investigation documentation, actions taken/new information sent will be documented and retained in the consumer file. Consumer files are securely retained for a minimum of three years. The profile is marked as “disputed” in our online platform to prevent reporting any inaccurate information in the future.  Any reinvestigation that is required as a result of a dispute will be conducted a no additional charge to our client. |

## 1.4.3 Customer Service and Account Management

1.4.3.1 Personnel

Respondents shall provide details on their proposed account management team structure including names, contact information, resumes where possible, and the services each individual or group will perform. Please provide a description of how you will meet and address the requirements shared in Section 1.6.1 Personnel from **Attachment L** – Scope of Work.

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| Barada Associates, Inc. provides excellent customer service. Our phones are staffed with a live person from our office in Indiana during our normal business hours of Monday thru Friday 8:00 a.m. to 5:00 p.m. and after business hours applicants are provided an option to call the cell phone number of our Director of Client Services and Vice President for assistance. Barada Associates, Inc. has several staff members answering the phones so no call goes unanswered during normal business hours. Voicemail messages are returned within 24 hours or less.  Kelley Carter, Vice President of Barada Associates, Inc., will be the account executive for the State of Indiana. Our Director of Client Services, Mardella Huskins, will also be assigned to provide daily customer service support along with our Production Manager, Tracy Weitzel, and Assistant Production Manager, Kelsey Gasser. The State of Indiana representatives will be provided with cell phone numbers for the Vice President and Director of Client Services for direct access or after hours assistance as well as their email addresses. Our customer service email address, which is monitored by several individuals within Barada Associates, Inc., will also be provided to all State of Indiana representatives. The contact information for Eileen Barada, Accounting Manager, will also be provided to address any billing / invoicing questions.  Barada Associates, Inc. is conveniently located southeast of Indianapolis and would be available for in-person meetings and/or on-site training with State of Indiana representatives.  The following individuals will be dedicated representatives for the State of Indiana. All individuals are located at 130 E. 2nd Street, Rushville, Indiana 46173.  Kelley Carter, Vice President - Kelley has 15 years’ experience in the industry. She will be responsible for overall account management, account reviews, training, integration. Any issues that arise will be escalated to Kelley. Kelley can be reached at [kcarter@baradainc.com](mailto:kcarter@baradainc.com) or 765.932.5917. Kelley’s cell phone number will be provided to state personnel for after-hours access or direct access.  Mardella Huskins, Director of Client Services – Mardella has 40 years’ experience in the industry. Mardella will be responsible for working with state personnel to review background reports, customer service, training, updating accounts as needed, and addressing any issues or concerns. Mardella can be reached at [mhuskins@baradainc.com](mailto:mhuskins@baradainc.com) or 765.932.5917. Mardella’s cell phone number will be provided to state personnel for after-hours access or direct access.  Tracy Weitzel, Production Manager – Tracy has 22 years’ experience in the industry. She will be responsible for ensuring background reports are processing, requesting additional information from applicants or state personnel, providing status updates as needed, and customer service. Tracy can be reached at [customerservice@baradainc.com](mailto:customerservice@baradainc.com) or 765.932.5917.  Kelsey Gasser, Assistant Production Manager – Kelsey has 7 years’ experience in the industry. Kelsey’s responsibilities include customer services, ensuring orders are processing, and addressing client or applicant needs or question. Kelsey can be reached at [kgasser@baradainc.com](mailto:kgasser@baradainc.com) or 765.932.5917.  Eileen Barada, Accounting Manager – Eileen’s will be responsible for invoicing and accounts receivable. She can be reached at [accounting@baradainc.com](mailto:accounting@baradainc.com) or 765.932.5917.  See Exhibit F-2 for an organizational chart of Barada Associates, Inc.’s customer service team. |

1.4.3.2 Access to Customer Service

Respondents shall provide details on their plan to provide the State of Indiana and all participating agencies, schools, and governmental bodies with a coordinated and consistent customer service program. Please provide a description of how you will meet and address the requirements shared in Section 1.6.1 Personnel from **Attachment L;**– Scope of Work.

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| As mentioned above, Barada Associates, Inc. provides excellent customer service. Our phones are staffed with a live person from our office in Indiana during our normal business hours of Monday thru Friday 8:00 a.m. to 5:00 p.m. and after business hours applicants are provided an option to call the cell phone number of our Director of Client Services and Vice President for assistance. Barada Associates, Inc. has several staff members answering the phones so no call goes unanswered during normal business hours. Voicemail messages are returned within 24 hours or less. Our customer service email is monitoring by multiple people within Barada Associates, Inc. and our response time is within 30 minutes during normal business hours. See Exhibit F-3 for contact information of key personnel. |

1.4.3.3 Resolution and Escalation

Respondents shall provide details on their standard process for problem resolution and escalation, including standard response times.

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| All complaints, areas of concern or related items will be addressed in real time. Any complaint received from a State of Indiana representative will be communicated to the appropriate department heads and the Vice President of Barada Associates. The department heads and the Vice President will meet to conduct a root cause analysis to figure out what is the issue, how it transpired and what measures need to be put in place to prevent it from happening going forward. If needed the issue will be communicated to Will Barada, President of Barada Associates, for his assistance and resolution. |

1.4.3.4 Account Management Team

Respondents shall provide details on their plan to ensure the continuity of the Account Management team if a member should depart.

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| Barada Associates’ will assign a team of key personnel to assist with the State of Indiana accounts. All key personnel will be knowledgeable of the State of Indiana’s processes. All team members are cross-trained on the processes and are assigned to back-up one or more of the individuals on the team so if there is a team member out of the office or departs Barada Associates, Inc., another team member is already trained and understands their role and will be able to step in without interruption to the process. |

1.4.3.5 Quality Assurance

Respondents shall provide details on their customer service quality assurance program, including details on internal metrics.

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| Barada Associates’ top priority is providing accurate and quality information. Barada Associates’ Quality Assurance/Quality Control Manager is responsible for ensuring the accuracy and quality of all work products. Barada Associates, Inc. has a multi-faceted approach to ensure accuracy and quality in the information we provide. Our core policies and procedures to ensure accuracy and quality include, but are not limited to:  *Employee Training, Monitoring and Expert Assistance*  We provide training and education materials but person-to-person on-the-job training is our primary method. We also have a supervisor who monitors work product and is an expert in the job who can provide assistance as needed. Weekly staff meetings are conducted to address any issues of concern, lessons learned, new processes, important reminders, etc.  Barada Associates, Inc. reviews our policies and procedures annually with our staff. Employees are required to attend these training sessions and sign the attendance record sheet. If an employee is unable to attend one of these training sessions, the employee is required to schedule time with the trainer for a one-on-one training session. The attendance record sheets are stored for a minimum of one year.  *Pro-Active Quality and Accuracy Monitoring*  Barada Associates, Inc. has an auditing procedure for our researchers. We send known hits verified at the source to the researcher to ensure the record is located and returned.  Barada Associates’ policy is to audit all researchers to insure the quality of their work. The frequency of audit is dependent on the volume of searches performed. All Barada Associates, Inc.’s researchers are monitoring monthly. Our auditing procedures meet or exceed the industry’s accreditation standards.  Our auditing is done to address both false positives (a record was reported when it should not have been) and false negatives (a “clear” report was returned on someone with a reportable action). However, as the overwhelming majority of requests are returned with no information (accurately—most individuals do not have a record) we do not randomly pick results to audit—we insure that roughly 50% of the reports used for auditing purposes contain a reportable record of some type. In addition, and as a matter of course, a consumer dispute of a record will trigger an audit of that record to determine accuracy and that investigation’s results will affect our determination of the provider’s quality.  We audit report results by requesting a duplicate report from a different source and comparing the results. If there are any discrepancies or differences between the two results, we investigate to determine which result was correct (the original or the different source).  If our researcher has erred, we first determine the nature of the error, either a false positive or false negative. Either a false negative or positive error will increase the auditing of the researcher if their services are not terminated outright. Specifically, the auditing will check the researcher by sending a similar request to check if possible. If a researcher has reported a false negative, more requests with known records will be sent. If a researcher omitted results for some mistaken reason, more results of that type will be sent if possible to insure corrections have been made.  *Reactive Quality and Accuracy Monitoring*  Regardless of product, if we receive a consumer dispute on any record, this will trigger a quality and accuracy audit. This will mean we contact the original source of the information e.g., court, submit the request to another vendor to determine if a different result is received e.g., in-person-only court search, or have a different employee perform the same report to see if a different result is obtained. Steps will be taken to address any errors that occurred.  *Reappearance of Inaccurate Information*  Barada Associates, Inc. utilizes a function of ClearStar’s online portal to mark a consumer’s report as “disputed” so if the client requests another consumer report in the future it will indicate that information from a previous check has been disputed so further review can be conducted to prevent the reappearance of inaccurate consumer information in the consumer report.  *Quality Analysis*  If we find any quality lapse, we immediately quantify and analyze the nature of the lapse. We then conduct a root cause analysis (if any) and develop and implement any corrective actions—both for the current lapse and analyzing processes to anticipate any areas that could cause a similar or even dissimilar lapse in the future. Steps will be taken to address any errors that occurred. We retain monitoring records for a minimum of one year along with documenting the quantity, nature, causes and corrective actions taken for any quality lapses identified. |

1.4.3.5 Response Times

Respondents shall provide details on how they will ensure that it responds to all State inquiries within a 24-48-hour time window, regardless of staff vacation, illness, or turnover.

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| Barada Associates, Inc. provides excellent customer service. Our phones are staffed with a live person from our office in Indiana during our normal business hours of Monday thru Friday 8:00 a.m. to 5:00 p.m. and after business hours the State of Indiana will be provided with the cell phone numbers of key personnel.  If a Barada Associates’ team member is out of the office then an “out of office” message will be sent immediately indicating who should be contacted in their absence. Our customer service email is monitoring by numerous people so any message sent to that email address will be forwarded to the available key personnel managing the account. |

1.4.3.6 Customer Feedback

Respondents shall provide details on their methods to collect customer feedback and measure customer satisfaction. Please provide any examples of these methods such as surveys.

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| We evaluate customer satisfaction through account reviews. These reviews are currently conducted quarterly but can be conducted, monthly, semi-annually, or annually, depending on the client’s request, volume of work, etc. These reviews can be conducted in person as well as over an online meeting.  Any calls and/or correspondence containing a negative comment is directed to our Operations Manager, Director of Client Services, or the Vice President. Barada Associates, Inc. takes all complaints seriously and investigates all complaints. Barada Associates, Inc. logs all complaints received by clients, vendors, and consumers. The log is accessible to all personnel and is monitored by the President and Vice President on a weekly basis. The log tracks the complaints for root cause and frequency, providing a means to identify trends or areas of concerns. |

# 1.4.4 Reporting and Integration

### 1.4.4.1 Reporting Capabilities

Respondents shall provide details on their reporting capabilities. This shall include:

* Samples of each type of report format available which are similar to the suggested reports. Each sample report should be titled to identify the corresponding requested report format
* Suggestions for and/or samples of customized reports
* List of all standard reports available with a description of each report

Please provide a description of how you will meet and address the requirements shared in Section 1.9.1 Reporting Capabilities from **Attachment L – Scope of Work.**

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| Barada Associates, Inc. offers a wide-variety of standard reporting capabilities, such as, number of background checks ordered; list of individual names who completed background checks; customer turnaround report; service turnaround report; package turnaround report; number of flagged reports; number of clear reports; applicants with hits or clears showing flagged services; list of applicants with service details; total amount spent by specified date and customer. Barada Associates, Inc. can also customize reports. Some reports can be accessed by customers online, while others require an associate from Barada Associates, Inc. to pull the report and send it to the customer. Reports can be provided in Excel format so the data can be easily organized. Reports can also be provided in pdf, Word, html, and Rich Text Format. See Exhibit F-4 for sample reports.  The standard reports in our online system, typically reported in Excel and can be easily pulled. These reports will provide a breakdown by state agency as well as providing total amounts. These reports can be pulled and provided within a couple of hours.  Typically when a client asks for a customized report it is usually a combination of a few “standard” reports. Turnaround time on such a report is less than 24 hours. If a request for data that is not included in our standard reports is needed turnaround time can vary depending on the information requested but usually turnaround is 48 to 72 hours. |

1.4.4.2 SAP Success Factors

Please confirm that you will meet the needs of the State regarding the integration of your background check solution with the State’s Recruitment Solution, SAP SuccessFactors.

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| Barada Associates, Inc. is currently integrated with SAP SuccessFactors and processing background check requests via the integration for the State of Indiana. |

1.4.4.3 Experience with SAP SuccessFactors

Respondents shall provide details on their previous SAP SuccessFactors integrations, or a similar Recruiting Solution. This should include an explanation of the enabled functionality to receive requests and report results.

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| Barada Associates, Inc. is currently providing background screening services for the State of Indiana and is receiving requests and returning results via SAP SuccessFactors for the State of Indiana. Barada Associates, Inc. has an open API and can integrate with most applicant tracking systems. |

1.4.4.4 Electronic Request Processing

Respondents shall provide details on their platform/website’s ability to accept electronic requests for background checks submitted automatically by the State’s Recruiting Solution.

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| The integration in SuccessFactors uses SuccessFactors’ Integration Center. Based on the package ordered, the recruiter can initiate a background check for processing from the candidate record when the candidate is in the Background Check status of the talent pipeline, at which point the profile and orders are created in Barada with data obtained from the candidate’s SuccessFactors application. In the event that required data is not available in SuccessFactors (e.g. Signed Consent, DOB, SSN, etc.), the integration will initiate candidate engagement, allowing the candidate to complete missing elements via ScreenMeNow. |

1.4.4.5 Electronic Request Available Supports

Please confirm that electronic requests can support the specification of the types of checks to be performed, based on the job position.

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| The integration supports packages defined at the job requisition level; therefore, can accommodate checks performed by job position. |

1.4.4.6 Status Updates

Respondents shall provide details on their ability to provide status updates and results. Indicate the options available for such updates, such as emails, online lookup, integrated status updates back to the Recruiting Solution, etc.

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| Profile level status is provided within a candidate record in Success Factors. Note that the designated individuals on each account can still receive scheduled jobs (status updates or completed reports) as they are currently configured in our online site. Authorized users to our online platform will still have 24/7 access to lookup the status of a background check, if needed. |

1.4.4.7 Return of Results to Team

Respondents shall provide details on their platform/website’s mechanism for returning results to the appropriate hiring team and agency. Please describe the available mechanisms to direct results to appropriate recipients.

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| Final profile reports will also be available within the candidate record in SuccessFactors. Note that the designated individuals on each account can still receive any scheduled jobs (status updates or completed reports) from Barada Associates, Inc.’s online site. |

1.4.4.8 Recruiting Solution Transition

Should the State need to modify the Recruiting Solution Integration post launch, please define how the Respondent would provide support for the project.

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| Customization to the existing integration will require review, estimation, and possible quote for work to be completed. |

1.4.4.9 IN Information Security Framework

Please review the State’s [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/) and either confirm that your company conforms to the policy or provide explanation to the areas for which your company does not conform.

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| Barada Associates, Inc. acknowledges it conforms to the State’s Information Security Framework policy. |

1.4.4.10 Data Exchange

Elaborate on how your company’s solution will accommodate the utilization of the identified technologies Section 1.9.2 Data Recording from Attachment L – Scope of Work. If the proposed solution does not support these technologies, explain in detail why and outline the proposed alternative.

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| Barada Associates, Inc. has been successfully integrated with the State of Indiana’s SAP SuccessFactors since 2018 and automatically transferring data into the State of Indiana’s SAP SuccessFactors. Additional data is currently being sent via an Excel spreadsheet monthly. The frequency of this information can be weekly, if needed. If additional information is needed, we can customize our reports to provide additional information. Since 2022, Barada Associates, Inc. has been tracking and reporting the availability of the integration and we are happy to report the integration has worked as expected and without issue 99% of the time over the past two years. |

1.4.4.11 IT Information Security Framework

Please confirm your company’s understanding of the Indiana Office of Technology's (IOT) Information Security Framework (ISF), and provide a plan for your online results reporting system to meet IOT’s standards.

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| Barada Associates, Inc. is already integrated with the State of Indiana’s SAP SuccessFactors and adheres to the IOT ISF. See Exhibit F-5 for the integration details. |

**1.4.5 Implementation and Training**

### 1.4.5.1 Program Rollout

Respondents shall provide details on their proposed timeline for implementation, including key milestones and the expected timing of each step of the plan. Please provide a description of how you will meet and address the requirements shared in Section 1.7.1 Program Rollout from **Attachment L** – Scope of Work.

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| Barada Associates, Inc. is currently the background screening provider for the State of Indiana and is already integrated with the state’s SAP SuccessFactors; therefore, no timeline is needed. |

### 1.4.5.2 Recent Implementation Experience

Please give an example of a recent post-implementation success where your company serviced an account similar to the State, as described in the RFP. Please provide a description of how you will meet and address the requirements shared in Section 1.7.1 Program Rollout from **Attachment L – Scope of Work.**

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| Barada Associates, Inc. recently completed integrations with UKG Pro, Talentcare, and PageUp. Barada Associates, Inc. is integrated with several other applicant tracking systems. We are currently the background screening provider for the State of Indiana and already integrated with the state’s SAP SuccessFactors; therefore, no description is needed. |

### 1.4.5.3 Training

Respondents shall provide details on the training sessions and materials that the Respondent will provide to the State. Include in your description the proposed regularity of trainings, the format in which these trainings will be held, and any additional training and materials that will be provided as part of initial program implementation. Please provide a description of how you will meet and address the requirements shared in Section 1.7.4 Training from **Attachment L** – Scope of Work.

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| Barada Associates, Inc. will provide initial and ongoing training as needed at no additional cost to the State of Indiana. Training will be conducted either in person, online, or conference calls, whichever is preferred by the state agency. Training will include the use or our online platform, reporting, interpreting background reports, etc. The State of Indiana representatives will be able to reach out to their account managers at any time to conduct one-on-one training or answer any questions. Barada Associates, Inc. also has an online user guide that can be provided to all users of our online platform. |

1.4.5.4 Implementation and Management Manual

Respondents shall develop a Name-Based Background Checking Services Implementation and Management Manual at no additional cost to the State. Please provide a description of how you will meet and address the requirements shared in Section 1.7.3 Implementation and Management Manual from **Attachment L – Scope of** Work.

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| Barada Associates, Inc. will develop a manual for the State of Indiana which will include details on the current integration, initiating background checks, cancelling background checks, payment requirements, contact information for Barada Associates’ key personnel, online user guide, information on interpreting completed background reports, and will include sample forms. |

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# 1.4.6 Billing and Invoicing

1.4.6.1 Accepted forms of Payment

Please confirm your ability and willingness to accept the following methods of payment: State credit card, Authorized Users’ personal credit cards, and pre-assigned billing accounts. Your company must also accept any handling fees associated with the use of any credit cards.

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| Barada Associates, Inc. confirms the ability and willing to accept the method of payments indicated above and will waive any handling fees associated with the use of any credit card. |

1.4.6.2 Invoicing Schedule

Please confirm your company’s ability to provide invoices to the State on a monthly frequency, as well as the ability to provide an increased invoice frequency as requested by individual agencies or departments.

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| Barada Associates, Inc. confirms we can provide monthly invoicing, weekly invoice, bi-weekly invoicing, or impromptu invoicing, as needed. |

1.4.6.3 Billing Customization

Respondents shall provide details on their company’s ability to customize individual billing and invoice cycles in alignment with the needs of individual agencies or departments.

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| Our online platform allows for each agency/account to be configured to the invoice frequency desired by the agency. This can be modified at any time should the agency desire more or less frequency. |

1.4.6.4 Sample Statements and Invoices

Please provide a sample statement and sample invoice. Please describe the ability to issue statements and invoices in paperless formats.

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| Barada Associates, Inc. detailed invoices are automatically generated from our online platform and emailed to the invoicing contact designated by the State of Indiana. These invoices are also visible in our online platform and can also be paid with credit card on our online platform, if desired. Statements of outstanding invoices can be generated, as needed, and emailed to the authorized designated agency representative. See attached Exhibit F-6 for samples of an invoice and statement. |

1.4.6.5 Business Unit Invoicing

Respondents shall provide details on their ability to invoice at the business unit level.

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| --- |
| Each business unit is an account in our online platform. Our system has the capability to invoice each account individually or provide centralized invoicing. When invoicing each account individually, the invoicing frequency is determined by the state agency. Our online portal also offer centralized invoicing which will group each account and provide subtotals for each account with a grand total on one invoice for ease of process on your end. |

1.4.6.6 Invoice Frequency

Respondents shall provide details on their invoice frequency. Please provide details related to the ability for this frequency to be modified.

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| Our online platform allows for each agency/account to be configured to the invoice frequency desired by the agency. This can be modified at any time should the agency desire more or less frequency. |

1.4.6.7 Issuance of Credits

Respondents shall provide details on their issuance of credits. Please detail the procedures in place to manage the issuance of credits including refunds, documentation and record keeping, and customer communication.

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| --- |
| Should a discrepancy arise on an invoice, the state agency representative will contact one of their account managers to review the invoice. Barada Associates, Inc. will issue credits, as needed, in whatever method our client prefers. We can issue a credit memo on an invoice, refund via a check, etc. All of our credit memos, refunds, etc. are tracked and logged through our QuickBooks accounting software. |

# 1.4.7 Integration with Access Indiana Web Portal, Cloud Questionnaire

1.4.7.1 Integration

Can the proposed product or solution integrate with Access Indiana (<https://www.in.gov/inwp/access-indiana/>)?

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| --- |
| Yes. |

1.4.7.2 Issues

Please outline any issues your solution may encounter with utilizing Access Indiana.

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| --- |
| If the integration is for a Single Sign On (SSO) then much of the configuration on the integration would be with the State of Indiana. Barada Associates, Inc. would implement the required pieces on our end and offer support as needed by the State. |

1.4.7.3 Recommendations for Implementation

Please provide recommendations/possibilities for implementing (or not implementing) Access Indiana for the various areas of the solution with explanations for each.

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| --- |
| Our recommendation is integration for Single Sign On (SSO). Our SAML SSO is IdP-initiated SSO, which would allow login capabilities into the Barada site from Access Indiana. |

1.4.7.4 Timeline

If the proposed solution cannot currently accommodate Access Indiana, what actions and accompanying timelines would need to be completed for utilization?

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| --- |
| Not applicable. |

1.4.7.5 Cloud Questionnaire

Respondents are required to review and respond to the questions included in Cloud Questionnaire if the proposed solution is not hosted on the State's infrastructure or managed cloud solutions. Supplemental documentation may be requested. Please review the RFP Summary Scope of Work section for additional details. Please indicate, in your response below, that the Cloud Questionnaire is complete.

|  |
| --- |
| Barada Associates, Inc. has completed the Cloud Questionnaire. |

# 1.4.8 Optional Products and Services

### 1.4.8.1 Optional Products and Services

Respondents shall provide details on their optional enhanced services and products. Enhancements might include:

* Advances in electronic controls
* Reconciliation software
* Specially created and informative management reports (such as data analytics and compliance monitoring)
* Customized agency usage manuals

Please provide a description of how you will meet and address the requirements shared in Section 1.12.1 Optional Products and Services from **Attachment L – Scope of Work.**

|  |
| --- |
| Since 2007 Barada Associates, Inc. has worked with the State of Indiana to provide timely, accurate background screening services. Barada Associates, Inc. will continue to provide service enhancements and continue to meet state requirements. Barada Associates, Inc. along with ClearStar are committed to continuing to improve our technology as technology and client needs continue to change so that we are providing the most secure and state of the art technology solutions. Continued enhancements will be made as feedback is received by our clients and users of our online platform. Our electronic option is compatible with smartphones, iPads, laptops, etc. and also allows links to automatically be transmitted via both email and text message. We offer an array of standard reports and can customize reports to extract data as needed by the state. We are currently conducting quarterly reviews with IDOA, showing the usage and spend by each agency. During the review, we identify any trends and also provide a comparison to the prior year’s data. We currently provide additional customized monthly reporting to assist the state with reconciliation. We offer compliance monitoring services as well.  Barada Associates, Inc. will provide customized agency usage manuals as well as provide training on the manuals and our online portal. We have and continue to be happy to work one-on-one with individual agencies and individuals to utilize our online platform, understand background reports, and customize their processes to be more efficient. |

# 1.4.9 Drug Testing Services (Optional)

1.4.9.1 Drug Testing Services

If your company is capable of providing Drug Testing Services, please detail your company’s offerings in this category. If not, please answer this question with “N/A”.

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| Barada Associates, Inc. offers a wide variety of drug screening services. We offer an electronic chain of custody forms and can select laboratories close to the applicant's proximity. Testing can be conducted on urine, hair, blood, and oral mouth swabs. We provide standard drug screening panels as well as customized panels. We also have random drug screening programs. Tests can be conducted onsite as needed. |