



WHAT TO CONSIDER WHEN SELECTING A PRE-EMPLOYMENT SCREENING VENDOR

Choosing a background screening provider is an important decision that affects your entire organisation, from human resources and security to everyday employee relationships. It is great to have an expert on your side, helping inform important hiring decisions – decisions which affect your organisation's performance and reputation.

So, what important things do you need to consider before you take the plunge?



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THE POWER OF KNOWING

SUGGESTED QUESTIONS

Does the vendor offer a one-source solution for all your screening needs?

To navigate today's complex employment landscape, you need a provider who can meet your needs in both pre- and post-hire situations. Make sure the vendor offers a scalable screening process that can evolve with your business, and that can be integrated with your current/intended Applicant Tracking System (ATS), Human Resource Information System (HRIS) and Talent Management System (TMS), without complicating matters by introducing new vendors and processes.

Does the vendor conduct services themselves or do they outsource to another vendor?

Working with one company, one platform and one customer service organisation for all your screening needs will improve efficiency compared to working with multiple providers. Ensure you can access all your background check results through one centralised Internet Delivery System (IDS). A provider who can automate processes to achieve faster turn-around times will save time and help you get the most benefit from your buying power.

Can the vendor perform international background checks?

The need to screen beyond the hiring country is becoming increasingly common as the workforce becomes ever more mobile and globalised. Check whether your vendor has a presence in your key hiring locations, strong in-house language capabilities and a genuine understanding of culture, technology and regulation in different parts of the world. Your chosen vendor should also support a multi-lingual process for candidates to submit personal information directly into a secure online portal that provides a mechanism for compliance in each country.

Does the vendor provide a Service Level Agreement (SLA)?

Many vendors promote reliable access to their online systems, but can they back it up with an industry-leading service level commitment? Having access to the system when you need it and getting the right answers first time will dramatically boost productivity by reducing follow-up and manual review. Inquire about a vendor's dispute rate (the rate at which consumers dispute the accuracy of the information reported about them) and question anything above 1%. Providers that offer sophisticated search logic technology and superior data quality will help ensure accurate information about applicants based on available matching identifiers — not pages of random, unrelated data.

Value

Working with one company, one platform and one customer service organisation for all your screening needs will improve efficiency compared to working with multiple providers.



How is the vendor ranked in the industry?

It is important to gauge a vendor's reputation and standing relative to their competitors. Knowing the vendor has a track record of providing the services you need to other leading companies will provide reassurance that they are capable and qualified to assist you too. Understanding the market share a vendor enjoys will also give an indication of their popularity. Also, be sure to ask for references from at least two existing clients, ideally belonging to the same industry.

Does the vendor have financial backing and stability?

Consider how long the vendor has served the background screening industry and the extent to which it is active in professional associations that help drive screening legislation. A strong financial backing supports innovation and an ability to adapt to change, whether that occurs in your company, your industry or through legislation.

Does the vendor offer services that the competition does not?

Compare the services available from different vendors to identify any important gaps. Beyond individual services, consider the capabilities of each vendor's technology to manage automated screening programs efficiently, its suitability for mobile applications and its ability to accommodate batch ordering. Another aspect to consider is each vendor's experience of working with clients in regulated industries such as financial services, healthcare and transportation.

Does the vendor have a robust privacy policy and strict security guidelines?

Sound privacy and security practices are essential to the well-being of your business. It is critical to select a background screening vendor who employs best-in-class safeguards that ensure information is accessible, reliable and protected. Ask your vendor about the measures it takes to prevent improper access and impermissible use of your data to help ensure your business and your applicant's information are protected.

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Does the vendor have its own in-house legal department to ensure compliance?

Ask about the relationships your vendor holds with inside and outside counsel, as well as in-house legal professionals it employs to review regional and country laws and regulations. Regular meetings will be important to analyse the performance of your program and ensure it stays up-to-date with changes in legislation.

How easy is it to implement services and get started with the vendor?

It is important to understand how a vendor will ensure onboarding is as quick and painless as possible. Your chosen vendor should partner with you throughout the implementation process and explain key considerations prior to making important decisions. If you are using an ATS, HRIS or TMS, it will be important to ascertain the vendor's experience of performing system integrations.

We can help. For more information, contact

First Advantage today:

Call +44 (0) 8448 243444

Email emea@fadv.com

Visit fadv.com

As the trusted partner of over 35,000 organizations worldwide, we at First Advantage provide easy-to-understand background screening results so you can confidently make decisions about prospective employees, vendors and renters. Not only does this safeguard your brand, but you also arrive at dramatically better background insights – insights you can rely on.

It's time to partner with First Advantage. Now in 26 locations, 14 countries and conducting over 55 million international background screens on 17.2 million applicants annually. **Trusted Knowledge. Exceptional People.**



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SAMPLE RFP TEMPLATE

REQUEST FOR PROPOSAL For

[Title, e.g. Global Background Screening Service Vendor]

[Your company name]

[Your company logo]

[RFP release date]

Deadline for submission: Date

For additional information, please contact:

[RFP contact name]

[Title]

[Phone number]

[Email address]

SAMPLE RFP TEMPLATE

Table of Contents

Buyer information	[Page]
Company overview	[Page]
Purpose of this RFP	[Page]
Timetable	[Page]
Point-of-contact and questions	[Page]
Proposal submission instructions	[Page]
Vendor information	[Page]
Company overview/details	[Page]
Experience	[Page]
Screening services	[Page]
Technology	[Page]
Contractor screening	[Page]
Multi-national solutions	[Page]
Account implementation, training and client support	[Page]
Data quality and compliance	[Page]
Data security	[Page]
Industry-specific information	[Page]
Other Information	[Page]
Pricing	[Page]

SAMPLE RFP TEMPLATE

Buyer information

Company overview

[Background information about your company]

Consider including:

- Ownership information
- Headquarters and locations
- Number of employees
- Turnover rate
- Number of hiring locations
- Description of your current pre-employment screening process
- Information about your industry

Purpose of this RFP

The purpose of this RFP is to solicit proposals from vendors who will provide background screening, / drug testing / contractor screening services, through an online application available in multiple languages including an XML integration with our ATS...].

[Describe how and where employment screening services are required. E.g., corporate locations, field offices, distribution centres, manufacturing facilities and international locations, as well as the historic/predicted number of screens per location].

SAMPLE RFP TEMPLATE

Timetable

Event	Due
RFP released	[Date]
Bidder questions submitted to [your company name]	[Date]
Answers to questions provided	[Date]
Bidder proposals submitted to [your company name]	[Date]
Evaluation period	[Dates]
Bidder presentations	[Date]
Selection of vendor	[Date]
Project start date	[Date]

Point-of-contact and questions

All questions regarding this RFP should be sent to [your name] on [email address]. If applicable, please identify the RFP section to which each question refers.

Proposal submission instructions

Proposals must be received by the date and time shown in the timetable above.

Delivery instructions

Bidders must submit proposals by email to [email address].

Sections to include

Proposals must include the following sections, in the order listed:

Executive summary

Overview and highlights of your proposal

Technical response

Detailed responses to the following sections, in the order listed (as applicable):

- Company overview/details
- Experience
- Screening services
- Technology
- Contractor screening
- Multi-national solutions
- Account implementation, training and client support
- Data quality and compliance
- Data security
- Industry-specific information
- Other information
- Pricing

SAMPLE RFP TEMPLATE

Vendor information

Company overview/details

1. Provide your company's full name, primary business address and website address.
2. List your global office locations.
3. Provide a brief history of your company, including the year it was founded.
4. Explain your company's ownership structure.
5. State your company's primary business focus.
6. Provide your company's registered number.
7. Confirm your company's state of incorporation.
8. Describe your company's growth during the past three years.

Experience

1. Provide the total number of clients you currently serve and information regarding your current base of clients.
2. Describe your company's experience in providing screening services.
3. Briefly list the advantages that you bring to the market vs. your competitors.
4. List any special certifications or credentials relevant to screening, such as technology certifications and Private Investigator licenses.
5. Describe the training your employees receive before they commence work on background checks.
6. Describe the background checks performed on your employees before they commence work at your company.

Screening services

1. Confirm whether you provide primary source verifications.
2. Describe the types of screening service your company provides. Include individual product descriptions as well as sources of information searched.
3. Confirm the average turn-around time for each applicable service.
4. List the major steps in the background screening process.
5. Describe how you validate the applicant is the same as the record being reported. Describe how you handle common names and how you ensure that the results you provide are only for the unique person requested.
6. Describe how additional names and aliases are handled. Confirm whether there is an additional charge for researching that information.
7. Describe how your company can help overcome high turnover and volume fluctuations associated with seasonal hiring patterns.
8. Explain how your company ensures accuracy of information where search results return a match.
9. Confirm in what period of time we can expect to receive background screen results.

SAMPLE RFP TEMPLATE

Technology

1. Describe how applicant information and documents, such as application, authorisation/disclosure and release forms, which are necessary to perform the background screening, are submitted for processing (e.g. fax, email, on-line etc).
2. Describe your experience of implementing integrations with Applicant Tracking Systems/Human Resources Information Systems/ Talent Management Systems, including [your ATS/HRIS/TMS]
3. Describe how notifications are provided regarding the status of results.
4. Confirm whether results are available to view in real time.
5. Provide a screenshot of any available dashboard.
6. Provide a screenshot of electronic signature capabilities.
7. Describe your ability to support our centralised management of orders submitted from multiple locations. Confirm whether you can provide different policies for each of our hiring locations (see 'Buyer Information, Company Overview' above).
8. List any technology/software requirements of your system (i.e. internet browser versions, client software etc.).
9. Confirm whether you have a mobile application which will allow our users to check the status of checks from their smart phone/ tablet. Also confirm which of your platforms are/are not mobile friendly.
10. Describe your platform's batch ordering capabilities.
11. Describe what management reports are available from your platform and provide samples.
12. Describe how services can be ordered, e.g. as a package and/or on an a la carte basis.

Contractor screening

1. Describe your contractor screening capabilities.
2. Confirm whether contractors can pay for services online.
3. Confirm whether your platform will allow for the use of predetermined packages and an adjudication matrix.

Multi-national solutions

1. Describe your company's international employment capabilities in detail.
2. Explain your platform's language capabilities, including what languages are supported for employee users and candidates.
3. Describe how international verifications and record/database checks are performed, including whether these are fulfilled by your own employees or a third party vendor/vendors.
4. Describe how your platform supports global requirements needed to fulfill background checks, including how country-specific information requirements are identified and satisfied.
5. Confirm your average turn-around time for international background screenings.
6. Confirm whether your company is European Union (EU) and/or Swiss Safe Harbor Certified.
7. Describe how your company ensures it stays compliant with international law.

SAMPLE RFP TEMPLATE

Account implementation, training and client support

1. Describe your program implementation process, including a description and timeline of the key steps.
2. Describe what resources will be required from our (the client's) side to assist in the implementation.
3. Describe the training and education resources you will provide prior to and following program implementation.
4. Provide an organisation chart showing the proposed account team members and their roles.
5. Confirm your customer service hours of operation and who the key contacts will be.
6. Describe how our account will be serviced. Describe the system you will use to manage our account and point(s) of contact.
7. Describe the tools you will provide to answer common questions we may have about background screening, e.g. training materials and FAQs.

Data quality and compliance

1. Describe the measures you take to ensure legal compliance pertaining to employment screening.
2. Describe how you would keep our company updated on changes in legislation regarding background screening.
3. Describe your data accuracy and quality assurance process.
4. Describe your company's consumer dispute process, if applicable.
5. Describe your company's international dispute handling process, if applicable.

Data security

1. Describe the measures you take to protect sensitive consumer information, including an overview of your security policy.
2. Explain your data retention and disposal policy.
3. Describe your disaster recovery/business continuity plan.

Industry-specific information

1. List the solutions you provide which are specific to the _ industry.
2. Provide information on any certifications, memberships and/or endorsements your company holds which are specific to background screening in the _ industry.
3. Please provide information on how you ensure compliance with guidelines set forth for the _ industry.

Other information

Describe any additional value added services that have not already been mentioned.

Pricing

Insert specific pricing requirements and expected volume