



# **NAPBS Background Verification Request for Proposal Guide**

A Guide for Organizations to submit a Request for Proposal for Background Screening

This Guide was developed for employers and other organizations, such as volunteer groups, to use in creating a Request for Proposal (RFP) for background screening services. The Guide does not cover items pertaining to drug screening, assessments, online applications, or applicant tracking systems.

The Guide was developed by the NAPBS Best Practices Committee.

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## How to use this Guide

This Guide was developed to assist organizations with the creation of a Request for Proposal (RFP) for background screening. It can be useful for submitting an RFP to one or more background screening vendors or for a discussion about available services with a selected background screening provider.

Not all questions will be relevant to each organization's needs and the requestor is encouraged to remove any questions not pertaining to your business requirements. If you have a question of interest but one that is not necessarily a requirement, you may wish to indicate this on the specific RFP item. This Guide is not all encompassing and some organizations may need to add other topics or questions.

If your organization has selected a background provider, or has a current relationship with a background provider, this document can be a useful discussion guide to understanding your vendor's capabilities and services. Use this Guide to help your organization understand what can be expected from your background provider

When requesting information from a background screener, provide as much information as possible about your organization and specific needs. This will help the respondents answer questions directly related to your circumstances and will help to them better assess their ability to meet your needs. Be sure to remove any items that are not needed by your organization.

<XYZ Co.> is used to designate the requesting organization's name.

**For more information, please go to [www.napbs.com](http://www.napbs.com). Tools available include industry books, guidelines, and more.**

# RFP on Background Screening Services

All information presented in this request for proposal is confidential and may not be communicated in part or in whole to any third-party without prior express written approval of <XYZ Co.>.

Issued:

## **About <XYZ Co.>**

Ownership:

Headquarters:

Hiring locations:

Employee size:

Turnover:

## **RFP Overview**

Your company has been selected to participate in <XYZ Co.>'s RFP process to help us identify a vendor that can provide Background Screening services for: <list scope of work such as corporate locations, field locations, distribution centers, manufacturing, international locations>.

Our hiring volume to be considered in this RFP:

Number of hiring locations:

The types of employment screening services that we use:

The post-employment services that we use:

Note: If you require the CRA to have integration with your current HRIS then please provide a description of your system requirements.

## **Who to Contact**

Questions about this RFP and the proposal review process should be directed to:

## **How to Submit your Proposal**

Submit your proposal via email to:

## What to Submit

Your submission should include:

- A proposal that responds to all questions in this proposal. Each response should show the number of the corresponding question.
- An official authorized to commit your organization must sign the cover letter.
- Pricing (Indicate if pricing should be on individual services or on a package basis)
- In addition to completing the questions in the RFP, please attach a sample background check report. This should include a representative sample of each service offering. ie. contains criminal record etc.

## The RFP Timetable

RFP sent to Vendors	<Date>
Respond with your Intent to Bid. Send an email to:	<Date>
All questions pertaining to this RFP should be consolidated into one single email and sent to:	<Date>
Proposals submitted	<Date>
<XYZ Co.> reviews proposals and selects finalists	<Date>
Finalists are invited to make presentations	<Date>
Presentations at <XYZ Co.> headquarters	<Date>
<XYZ Co.> announces selection	<Date>

## **RFP Terms and Conditions**

1. Vendors may withdraw their proposal at anytime. Please send an email stating your withdrawal to:
2. All expenses incurred for the preparation of the RFP response are the sole responsibility of the vendor and shall not be charged to <XYZ Co.>.
3. All information in this proposal is confidential and proprietary and may not be communicated in part or in whole to any third party without <XYZ Co.>'s express written approval.

Attach your standard Terms and Conditions to your response.

# Questions to Answer

Please answer all of the following questions

## Vendor Profile

1. Your company's full name:
  - a. Primary business address
  - b. Describe your company ownership structure.
  - c. Web site:
  - d. Sales contact information:
2. Your client retention rate during the past 3 years.
3. A brief history of your company and the year it was founded.
4. Three current account references for which your company provides employment-screening services.
5. Describe your company's growth during the past three years.
6. What policies and procedures does your company have in place to audit employment-screening searches for regulatory compliance and accuracy each year?
7. Are you an NAPBS member? Are any of your team members active members of NAPBS committees? Describe your activities on the committees?
8. Describe your process for training new employees before they commence work on background checks.
9. Do you run background checks on your employees? If so, describe the search types, frequency, and provide an overview of your adjudication process.
10. Briefly share what makes your company unique among other background screening providers.

## Screening Services

11. Does your organization provide employment screening services on a nationwide basis?
12. What sources of information are searched? Describe each service you provide and how you go about obtaining that information, in as much detail as possible. Please include information pertaining to search types below:

### **NOTE TO REQUESTING ORGANIZATION:**

Not all of the search types listed below may be of interest for your organization. Remove any searches not needed.

The following link is to the NAPBS Standardization of Common Industry Terms (SOCIT), which may be used as a reference in understanding common background search types.

[http://www.napbs.com/images/pdf/Member\\_Resources/Standardization\\_of\\_Common\\_Industry\\_Terms.pdf](http://www.napbs.com/images/pdf/Member_Resources/Standardization_of_Common_Industry_Terms.pdf)

- a. Multi-jurisdictional criminal history record checks
  - b. Sex-offender registries (indicate availability such as multiple or all states or national registry)
  - c. County Criminal history courthouse searches –
    - i. How far back do the County Criminal searches go?
    - ii. Do you charge more for a search that goes back farther than seven years?
    - iii. Are the county searches conducted physically at the county courthouse or through an electronic database?
  - d. Social Security Number verification / trace or Name – Address Verification
  - e. Driving Records (Motor Vehicle Records)

List states that are available and any special access restrictions
  - f. Credit reports
  - g. Professional License verification
  - h. Education verification

How many attempts are made in order to verify education?
  - i. Employment verification

How many attempts are made in order to verify employment?
  - j. DOT Employment Verification
  - k. Reference Checks

Indicate if both Employment Reference Checks and Personal Reference checks are available

How many attempts are made in order to obtain references?
13. Does the service allow the ability to select from an array of a-la-carte products or choose a package?
14. What is average the turnaround time for these type searches?
15. How do you handle additional names or aliases? Is there an additional charge for researching that information?
16. Describe what types, if any, of management reports you offer.

## International (Include only if required):

**NOTE TO REQUESTING ORGANIZATION:** Specify what countries you will require screening in, or if you require potential worldwide screening.

17. Does your company provide employment screening on an international basis? If yes, please describe in detail.
18. If so, is your company Safe Harbor Certified?
19. Does your company provide for international dispute handling? If so, describe.

## Implementation / On boarding

20. Describe your program implementation process, including key steps involved and a timeline of these steps.
21. Describe the training and educational resources you provide to your clients prior to start-up of a screening program. Include post-implementation training as well.
22. Please outline your proposed account management team, including its location, functional role with respect to <XYZ Co.> and tenure with your company.

## Customer Service

23. What are your hours of operation and when are key account people available to us?
24. Describe how problem identification and resolution will be handled.
25. How will you service our account? Describe the system you will use to manage our account, as well as a point of contact(s) within your organization.
26. Describe the tools that you provide to answer common questions that your clients may have about background screening.
27. How do you handle client escalations?
28. How do you respond to customer complaints and service issues? Please give an example of a customer problem that you resolved successfully.
29. How do you assess customer satisfaction?



## Technology

30. Describe your online system that <XYZ Co.> would use to place orders and receive results? Include all methods of order submission.
31. Describe your user interface.
32. Describe your ability to support <XYZ Co.>'s centralized management of orders submitted from many locations. Does your capability allow for separate policies among multiple locations, and if so can these policies be managed by <XYZ Co.>'s key managers?
33. Describe how your employees are granted access to sensitive customer data. (Explain how you manage access rights / who has access to data both with customer and within your CRA.)
34. Provide a description of your online ordering and retrieval process. Include any demo codes, if these are available.
35. Describe any technical features that you've created to provide greater efficiency to a client.
36. Please list any technology or software requirements needed to use your system (i.e., browser versions, etc.).
37. Is your on-line site available 24/7 to submit requests? Are results returned 24/7 or just during core hours?
38. Describe the timing of how results are available for viewing. Are individual search results available as they are completed?
39. What notifications do you provide throughout the background screening process? Do you provide notification if a search result is delayed and if so provide details?
40. Describe any technology integrations you have built.
41. Does your company provide batch ordering services? If so, please provide description.
42. Is there any type of setup fee or monthly service fee to use your services?

## Billing / Payment Terms and Invoicing

43. Describe your invoicing capabilities?
44. What payment terms do you require?
45. Are there any discount programs?

## Compliance

46. Describe your measures to ensure legal compliance pertaining to employment screening (i.e. FCRA, EEOC, etc.).
47. Do you offer adverse action letter fulfillment / solutions to clients? If yes, please describe the available resources, procedures, and extra charges involved.
48. What is your company's process for resolving consumer disputes? Please include descriptions of dispute documentation, document storage and retrieval, timeliness, internal resources, and any other applicable details.
49. Describe your process for conducting onsite inspections for potential clients.
50. How will your company assist our organization in staying abreast of legal requirements on the federal and state levels?
51. How would you keep our company updated on state and federal laws regarding background screening? Either keep this question or question 50 – don't think you need both.
- 52.** Does your organization provide guidance or subject-matter expertise in the form of a Compliance professional, in-house counsel, etc?

## Data Security

53. Please provide a copy of your security policy as an attachment to your response.
54. Describe your system, physical site, and personnel security policies.
55. Explain your password policy (specific password requirements, frequency of password changes, procedure for lost user ID and password).
56. What measures do you take to protect sensitive consumer information?
57. What are your policies regarding the proper maintenance and disposal of personally identifiable information?
58. Explain your retention and disposal policy?
59. Please describe your data recovery/backup system.

## Other Information

60. Describe what differentiates you versus your competitors?
61. Describe any additional value added services that were not previously mentioned in your response.