

NAPBS International Committee

Recommended Practices

RFP Questionnaire

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A Guide for Organizations to submit a Request for Proposal for non-US
Employment/Volunteer Background Screening Services

The Guide was developed by the NAPBS International Committee.

How to use this Guide

This Guide was developed for employers and other organizations, such as volunteer groups, to use when creating a Request for Proposal (RFP) for background screening services which involve searches sourced from outside of the United States. It is designed to complement the NAPBS Background Verification Request for Proposal Guide. The Guide does not cover items pertaining to drug screening, assessments, online applications, or applicant tracking systems.

The Guide is primarily geared towards organizations located in the United States who are checking the background of an individual who has a history outside of the United States. For organizations located outside of the U.S., it can also be used as a framework for developing an RFP to encompass worldwide background checks. Note that this Guide will not contain information about searches sourced from the United States. Organizations located outside of the United States will need to add additional questions to cover these “international” searches.

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.

One of the goals of this document is to not lock background screening companies into Yes or No answers but to encourage full and complete answers.

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

The term “international” is used to describe background screening searches sourced from outside of the United States.

See Appendix 1 for a sample spreadsheet to define country search needs

For more information, please go to 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.>.

About <XYZ Co.>

Ownership:

Headquarters:

Website:

Industry:

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>*.

Do not respond to this RFP if your company cannot provide international background checks.

- Number of hiring locations:
- Location of hiring locations: *<Which countries?>*
- Primary countries for international background checks
- The types of international employment screening services that we use:
- Number of expected annual international background checks: *<Indicate if this is number of individuals screened or number of individual background check searches. If possible, provide information on the specifics of the background screening needs in each geographic area. If multiple countries are requested, see Appendix 1 for a sample spreadsheet.>*
- The post-employment services that we use are?
- We use an Applicant Tracking System (ATS) Yes ___ No ___
- We use a Human Resource Information System (HRIS) Yes ___ No ___
- The system is proprietary Yes ___ or system is made by another company Yes ___, Name of System is _____

Who to Contact

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

- Name:
- Email:
- Location:

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. All pricing should be in USD.)
- In addition to completing the questions in the RFP, please attach a sample background check report. This should include a representative sample of each requested service offering.

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:
XYZ Company
Attn:
Address
Email Address:
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.

RFP Evaluation Process

<Please describe the RFP evaluation process and how each response will be scored.>

Questions to Answer

Please answer all of the following questions

Background Check Provider Profile

Your company's full name:

- a) Primary business address
- b) Describe your company ownership structure.
- c) Web site:
- d) Certified Minority-Owned Business?: Y/N/Not Applicable
- e) Office Locations:
- f) Sales contact information:

General

- 1) Describe your company, global footprint, experience and overall capabilities of the organization with respect to international background checks.
 - a) What is your global footprint in terms of office locations, affiliates, etc.?
 - b) How many years have you been conducting international background checks?
 - c) Describe the experience you have in international background screening.
- 2) Describe your international screening services for the primary countries listed in Appendix 1.
 - a. List the international search types offered and the countries they are offered from.
 - b. Provide pricing for the background searches provided in each country desired.
 - c. Provide turnaround time for background searches provided in each country desired.
- 3) Briefly describe some of the international background screening services your firm has completed.
- 4) Describe at a high level how you fulfill international background searches. Include a description of the use of third parties or direct research.
- 5) How do you address surges in volume, either in a geographic or search type basis?
- 6) Do you provide U.S. and non U.S. results on the same background check report?
- 7) What sets your company apart from other background screening companies conducting international background checks?

Data Protection & Privacy

- 8) Describe how your company complies with laws that govern data privacy and other relevant legislation, and your methodology for compliance with those laws.
- 9) Does your company self-certify compliance with the EU-US Safe Harbor Framework and/or the Swiss-US Safe Harbor Framework? If so, indicate the exact name of your company's certification and date of last certification.

Compliance & Security

- 10) How does your company keep abreast of changes in international laws and regulations that could impact a global background screening program?
- 11) Describe your process for notifying clients of changes relating to country policy and restrictions.
- 12) How do you provide users with the relevant forms or document requirements needed to conduct searches in specific countries?
- 13) Does your company provide for international dispute handling? If so, describe.
- 14) How does your company handle inquiries from an applicant regarding the processing of their personal information both in the US and from outside the US?
- 15) Do you have a process in place to audit employment screening searches for regulatory compliance and accuracy on a periodic basis?
- 16) Does your company have a documented information security policy and/or procedures? Please also list any certifications or accreditation that may relate to information security.
- 17) Does your company have a documented information security policy and/or procedures as it specifically relates to your subcontractors and partners?

Support

- 18) How will you support users both inside and outside the US?
 - a. Please describe the customer support you provide for international employment screening.
 - b. What types of people are available to support my account? What are their job functions?
 - c. Is user support available via phone, e-mail or live chat during non-US business hours? If so, describe.
 - d. Is applicant support available via phone, e-mail or live chat during non-US business hours? If so, describe.
- 19) What support, if any, do you provide in terms of service and/or your solution for languages other than English?
- 20) What education do you provide to help clients understand the differences in data and searches between countries? For example, what education is there to help a client understand how criminal records are different from one country to another?
- 21) Can your firm provide educational information when appropriate on the availability and use of types of background checks in a particular country?
- 22) How do you handle the collection of required forms for international searches? How are they obtained by the client? How are they submitted in the background screening process?
- 23) How do you update clients on the progress of the search?

Vendor/Outsourcing Third Parties

- 24) When you use the services of third parties do you perform general due diligence on the third party? If so, provide a high level overview of your vetting process.
- 25) When you use the services of a third party do you have auditing procedures, confidentiality agreements and service level agreements with the third party?

Screening Services

- 26) Describe your general process to complete an international search once you receive the applicant information from the client.
- 27) Do you provide screening services for the following:
 - a. International Criminal Records
 - b. International Employment Verifications
 - c. International Education Verifications
 - d. International Sanctions
 - e. International Reputational Media/Media Searches
 - f. International Credit / Financial / Bankruptcy
 - g. International Motor Vehicle / Driver's License Checks
 - h. International Identity Verifications / Validations
 - i. Add any other searches you feel would be helpful to our company
 - j. Attach any additional information and/or product descriptions you feel is relevant
- 28) For searches requiring the applicant to obtain the information themselves, such as certain criminal record certificates, do you offer support to the applicant for this process if so, describe the process
- 29) Please describe quality control procedures employed to ensure accuracy in your reporting of results.

Pricing & Billing

- 30) Describe the surcharges that may be involved with searches (i.e., Out of Pocket fees, etc.).
- 31) Detail your policy with regard to seeking or not seeking permission to incur a surcharge prior to incurring it.

Technology

32) What specific functionality has been built into your technology/tools to account for international background screening?

Appendix 1

Please provide the following appendix

Common Search Types used for global screening for Primary Countries *(to be determined/identified by the potential client)*

- Types of services/products offered per country (i.e., Criminal, Employment, Education, etc.)
If your company does not provide the service listed, please enter "N/A".
 - For criminal searches, identify type of source used (i.e., Police Certificate, local court search, database, etc.)
- Average turnaround time
- Price (in USD)