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*Your guide to selecting the best background screening provider for your organizations.*

Sample Background Screening RFP Template

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SAMPLE BACKGROUND SCREENING RFP TEMPLATE

**Section 1: Company Overview**

1. Provide an overview of your company including location, how long you’ve been in business, your familiarity with (insert industry) and screening capabilities.
2. Is your company nationally accredited by the Professional Background Screening Association?
3. Does your company have a compliance department and helpdesk with expertise on preemployment screening and the Fair Credit Reporting Act (FCRA) and equivalent state laws?
4. Do you provide clients with all necessary FCRA and state specific forms and procedures?
5. Do you notify your clients of changes in the FCRA and other applicable laws?
6. Is your operations and report processing team FCRA certified?
7. Has your firm been the subject of a lawsuit for violations of the FCRA or equivalent state laws?
8. Does your background screening firm carry errors and omissions (E&O) insurance coverage of at least $1,000,000?
9. Does your background screening firm provide no-cost training programs and webinars?
10. Do you require a contract?

**Section 2: Ordering System**

1. Does your background screening system make all information about applicants available on the web 24/7, including real time status of every search complete with notes so nothing falls through the cracks?
2. Do you offer 24/7 online ordering?
3. Does your screening firm operate on a platform that is HR-XML compliant that integrates seamlessly into HR Information Systems (HRIS) and Applicant Tracking Systems (ATS)?
4. Can your background screening firm provide control features so an employer can set-up multiple sub-accounts and the administrator can view all accounts, but each sub-account can only view their own reports?
5. Are your background screening reports easy to read with important information summarized at the top for ease of use and do they come with delivery options?
6. For employment verifications, are anti-fraud procedures in place, such as verifications of all past employer phone numbers instead of relying upon applicant supplied information?
7. Are steps taken during education verifications to verify if a college or university is accredited?

**Section 3: Compliance**

1. Are all employees with your background screening firm subject to an intensive training when they are hired, and attend documented ongoing training?
2. Does your firm carefully select court criminal researchers and have policies and procedures to monitor their quality and turnaround time, require them to carry E&O insurance, and conduct searches using primary sources with most accurate means available?
3. Are “hits” verified at the source before being reported?
4. Do your reports go through a verification process to ensure the accuracy of the information?
5. Does your firm have a documented dispute process in place as well as trained personnel who can assist consumers in the event of a dispute or a request for information?
6. Please describe your dispute rate from consumers, your dispute process and how that information is used for quality control.
7. What is your average turnaround time (TAT)?
8. If there is a delay for reasons that are out of your control, do you notify us with in-depth notes and the estimated time of arrival?
9. Is all work on domestic screening done in the USA to protect privacy and control quality?
10. Does your background screening firm have extensive international capabilities?
11. Is your firm in compliance with GDPR privacy rules when performing international background checks in the EU?

**Section 4: Ordering System**

1. How does an employer place an order?
2. How is an employer informed of results?
3. Please describe your ability to accept online candidate consents.
4. Do you offer a service for applicants to self-order their background checks?
5. Can your background screening firm archive all records so an employer can maintain paperless systems?
6. Does your system and platform undergo a yearly SOC 2® (SSAE 18) Audit Report?

**Section 5: Customer Service**

1. Will there be a customer service representative assigned to our account who is familiar with our needs?
2. Do you provide any customer training or continuing education? If so, please describe.
3. Describe your account setup and implementation timeframe.
4. Will our team have the ability to speak directly with a representative of your company if a question arises?
5. What are your current service hours?
6. Describe your escalation process.

**Section 6: Products**

1. Do you have any package plans?
2. Do you offer a la carte options?
3. Do you offer volume discounts?
4. Are there any other costs, fees or expenses we should know about?
5. Can we setup a customized screening program?