**Request for Information (RFI): Background Screening Vendor Evaluation**

As part of our vendor review and due diligence process, please respond to the following questions regarding your background screening services. Our goal is to evaluate compliance, transparency, service quality, data security, and overall value. Your detailed responses will help us assess alignment with our organization’s standards and continued expectations.

**1. Proactive Communication & Turnaround Time**

* Do you provide proactive status updates throughout the screening process?
* What is your true average turnaround time for standard U.S. background checks for our organization?
* How are you continuing to ensure timely delivery of completed reports?

**2. Company Stability: Mergers & Acquisitions**

* Have you acquired any background screening firms within the past three years, or are you currently involved in any acquisition or merger discussions?
* If so, what steps are taken to ensure service continuity, staff stability, and quality control during such transitions?

**3. Consumer Complaint History**

* Are there any complaints filed against your company on the Consumer Financial Protection Bureau (CFPB) complaint database?
* If so, how many, and what were the resolutions?
* Please provide guidance on how your company name and affiliates should be searched on the CFPB site for full visibility.

**4. Invoice Transparency & Pricing Practices**

* Do you apply any markups to county, state, or third-party access fees other than the “raw” rate?

**(Question 4 Continued)**

* Can you provide a sample breakdown showing pass-through costs vs. service fees?
* How do you support clients in analyzing cost per candidate to ensure billing transparency?

**5. Client Support & Team Expertise**

* Do you provide 24/7 client support? If so, please describe the support structure.
* What is the average tenure and experience level of account management teams?
* How do you ensure continuity and responsiveness in client service?
* Has anyone changed on our team over the past year? Do we have a dedicated person and what is their name?

**6. Search Scope: County-Level Thoroughness**

* Do you conduct searches in all counties associated with a candidate’s zip code, or only the dominant county?
* Is access to the Death Master Index included in your standard service, or is it an additional charge?

**7. Contract Terms & Flexibility**

* Do you require clients to enter into long-term contracts? If so, how do you protect us against poor service and not meeting service levels?
* What exit provisions or flexibility do you offer for early termination?
* How do you maintain service accountability without long-term commitments?

**8. Litigation & Legal History**

* Has your company been involved in any litigation or legal proceedings related to your background screening services in the past three (3) years?
  + If so, please provide a brief summary and outcome of any such matters.

**9. Candidate Experience & Data Accuracy**

* Do you offer a company-branded invitation process for candidates to complete and sign all necessary federal and state compliance forms?
* Do you perform data verification by your staff (including an uploaded Government ID by the candidate to be vetted) to ensure accuracy of submitted candidate information?

**10. Data Security & Breach Response**

* Has your company ever experienced a data breach?
* What data security protocols are currently in place (e.g., firewalls, encryption, SOC 2 compliance)?
* How often are your security systems reviewed and updated?

**11. Compliance Resources & Ongoing Education**

* Do you provide clients with ongoing compliance updates, such as:
  + Monthly newsletters?
  + Webinars or training sessions?
  + Alerts related to regulatory changes?
* How do you support HR and legal teams in maintaining a compliant screening program?

Instructions for submitting a Request For Information (RFI)

Please submit your responses by [Insert Due Date]. If you have any supporting documentation (e.g., SLAs, compliance reports, sample invoices), feel free to include those as attachments.

If you have any questions regarding this RFI, please contact [Your Contact Name] at [Email] or [Phone Number].

Thank you for your time and transparency. We look forward to reviewing your responses.