

# ACME Background Screening Request for Proposal (RFP)

The following information is required as part of the screening process for selecting a Consumer Reporting Agency (CRA) screening service provider.

Contact Information				
<b>CRA Service Provider Contact Information</b>				
Name of Service Provider	Point of Contact		Point of Contact's Email Address	
Point of Contact's Phone Number	Alternate Contact		Alternate Contact's Email Address	
ACME-HR RFP Point of Contact	ACME-HR RFP Point of Contact Phone: EXT:  Email Address:			
Type of Screening Provided Pre-Employment Monitoring Re-checks	CRA Years of Experience in this Field		Industries Supported	
Data Information				
Type(s) of data that the Service Provider will store / transmit : Confidential / Proprietary data: <b>Check all that Apply</b>				
Names	Addresses	Social Security Numbers	Banking Information	Healthcare Information
Birth Dates	Email Information	Candidate Information	Contractor Information	Legal Data
Legal Data	Financial Data	Office Locations	Telephone Information	Other
Data Security Architecture and Information				
Does the Service Provider have an overall information security architecture schematic and policy? Please describe.				
What security products and tools will the Service Provider deploy to protect ACME-HR Data?				
Does the security infrastructure include firewalls, intrusion detection/prevention systems, SSL encryption, and other security technologies? Please describe.				
How is ACME-HR data isolated from other clients' data to prevent unauthorized access to Acme-HR data?				

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## Data Security Architecture and Information (continued)

Is data at rest encrypted? If so, please explain how.

## Internet Security

How does the Service Provider secure ACME-HR data when it is transmitted via the Internet or other transmission methods?

How does the Service Provider secure web pages and URLs?

## Network Security

Does the Service Provider provide intruder detection and traffic monitoring services?

What types of intrusion detection / prevention systems are used (i.e., network-based or host-based)?

Will Acme- HR data be stored in a secure data center?

Please describe the data center in detail.

Does the data center have a geographically redundant location, in the event that a natural disaster or an act of terrorism damages the primary data center?

## Physical Security

How does the Service Provider control access to its physical plant and critical building areas (such as data centers, data storage areas, and office areas)?

If service provider application is hosted in a data center, please give complete details regarding the data center provider to include security, certifications, and disaster preparedness.

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## User Access

How will Acme-HR users connect to the Service Provider CRA platform? (Web Application, Java Application, other?)

What are the workstation requirements to use this application? (Operating System, Web Browsers, other?)

Is there a software application that must run on the user's workstation?

Will each user have his/her own unique User ID and Password?

Can Acme-HR dictate password criteria as needed to ensure compliance with our security standards?

Can the service provider's system be configured to expire user passwords periodically in accordance with ACME-HR security standards?

Does the service provider provide a function to enable users to change their own password securely?

How will passwords be communicated to users?

Can login accounts be locked after an ACME-HR defined number of unsuccessful login attempts?

Does the service provider or application provide auto logoff for predefined or fixed period of inactivity? Options?

## Platform Application Maintenance and Redundancy

Does the Service Provider specify normal server maintenance windows for regular code updates, security patches, etc.? Please describe.

Does the Service Provider require any planned downtime for the web application of your platform?

How often are data, OS and application back-ups performed?

Please describe the Data backup process.

Please describe your disaster preparedness plan in detail.

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## Application Support and Client Services

Do you provide a single-point of contact?

What is your average turnaround time in a given business week?

What are your hours of operation?

Please describe the report ordering and report delivery process in detail to include your quality control process.

Please describe your customer service process for errors, issues and exceptions.

What formats are the background reports delivered in?

Can the reports be generated after the fact repeatedly?

Please list all screening services you provide: Criminal, Verifications, MVR , etc.

Are there multiple delivery methods for results?

Do you have a candidate portal where applicants can provide information and pay for their background check with a credit card?

Does your system provide partial results ahead of completed reports?

Are there management reports for the user?

## Services Pricing and Structure

As a separate deliverable, please provide your pricing structure for each report, report packages, add-on services and all offerings you provide.