

Background Screening RFP Template for APAC

Key questions, evaluation criteria and requirements for preparing a Request for Proposal and assessing background screening providers across Asia-Pacific — covering country coverage, compliance, methodology, candidate experience, information security, reporting and service capability.

Singapore

Hong Kong

Mainland China

India

Japan

Australia

Executive Summary

Selecting a background-screening provider across Asia-Pacific is not simply a matter of comparing check names and unit prices.

- The same check can involve different permitted sources, consent requirements, identity documents, verification routes, languages and turnaround times from one jurisdiction to another.
- A strong APAC RFP should test country coverage, lawful and defensible screening methods, service delivery, candidate support, technology, information security, reporting and total commercial cost.
- It should require vendors to distinguish direct capabilities from subcontracted coverage, and to disclose country-specific limitations.
- Before issuing an RFP, establish a compliant screening policy for Asia, define role-based screening requirements, and review the broader Asia compliance framework.

Why an APAC Background-Screening RFP Needs Regional Detail

- A provider may technically offer a service while relying on a third party, an indirect database, candidate-supplied documents or a process that works only for certain record types.
- Even when two providers use the same check label, the underlying scope can differ.
- Privacy requirements vary by jurisdiction: lawful basis, notices, consent, relevance and decision-making rules must be confirmed by your own advisers.

"Global coverage" is not a sufficiently precise buying criterion.

A screening vendor can explain its process, but should not replace the employer's legal analysis.

Before Issuing the RFP: Define the Buying Scope

Complete these internal decisions first. If they remain unclear, vendor proposals will be difficult to compare.

1

Hiring footprint

In which countries and territories will candidates be screened?

3

Worker types

Employees, contractors, interns, contingent workers or regulated appointments?

5

Timing

Before offer, after conditional offer, before start date or periodically?

7

Decision ownership

Who reviews results and makes hiring decisions?

9

Data model

Where may data be accessed, processed, transferred and stored?

2

Annual volume

Expected annual and monthly volume by country? Any seasonal peaks?

4

Screening policy

Which checks apply to each role or risk tier?

6

Operating model

Requests initiated by HR, recruiters, candidates, an ATS or an API?

8

Candidate experience

Which languages and support channels are required?

10

Commercial model

Per check, per package, per candidate or by committed volume?

1. RFP overview · Request for Proposal: APAC Background Screening Services

1.1 Purpose

[Organisation name] invites qualified providers to submit a proposal for employment background-screening services across selected Asia-Pacific jurisdictions — delivering accurate, timely, secure and candidate-appropriate services that support our internal policies and applicable legal and regulatory requirements.

RFP overview fields

- Issuing organisation and RFP reference
- Issue date; deadline for clarification questions
- Proposal deadline; expected selection date
- Target implementation date
- Initial contract term and optional extensions
- Procurement contact

1.2 Objectives

- A consistent APAC programme that accommodates local requirements
- Visibility over case status, turnaround time and exceptions
- A clear and respectful candidate experience
- Personal data protected across the screening lifecycle
- Integration with recruitment processes and systems
- Transparent, comparable pricing
- Governance, quality assurance and escalation

1.3 Instructions to respondents

- Answer every requirement in the specified format
- Distinguish available, subcontracted, requires development and not available
- Identify assumptions, dependencies, exclusions and country limitations
- Do not describe roadmap capabilities as operational
- Provide supporting evidence where requested
- Keep pricing valid for at least [90/120/180] days

Response codes

S

Fully supported as standard

C

Supported with configuration

T

Via subcontractor / local partner

D

Requires development

N

Not supported

2. Organisation and programme profile · 3. Vendor profile and experience

2.1 Hiring footprint and estimated volume

Estimated annual candidates · peak monthly volume · primary hiring cities · required languages · worker types

Singapore

Hong Kong

Mainland China

India

Japan

Australia

Other

Volumes are estimates and do not represent a guaranteed commitment unless expressly stated in the final contract.

2.2 Role-based screening packages

Standard	General professional and operational roles	Identity, employment, education
Financial responsibility	Finance, treasury, procurement, payments	Standard + credit, bankruptcy, regulatory
Regulated	Licensed or regulated personnel	Standard + sanctions, regulatory, qualifications
Senior / executive	Directors, C-suite, senior appointments	Enhanced employment, directorship, adverse media
Technology / high trust	Security and privileged-access roles	Standard + role-relevant criminal or integrity

3. Vendor profile and experience

- Legal name, registered address, ownership, year established
- APAC office locations and services performed in each
- Headcount supporting APAC screening operations
- Countries with the respondent's own operational capability
- Experience with regional or multinational programmes of comparable scale
- Industry and regulated-sector experience
- Three client references, subject to permission
- Supportable evidence of financial stability
- Licences, accreditations and certifications
- Material enforcement, security incidents or litigation in the past [three/five] years, with remediation

Coverage, methodology, privacy, security, supply chain and candidates

4 Country and service coverage

- One row per check per jurisdiction — never one country list
- Delivery entity, primary source, direct vs subcontracted
- Candidate documents, typical TAT, key limitation
- Covers identity through post-hire monitoring

5 Verification methodology and report quality

- Workflow, identity matching, attempts and cadence
- Verified fact vs source statement vs database match
- QA, translation, naming conventions, audit trails
- "No result found" is not "no record exists"

6 Legal, privacy and candidate rights

- Controller / processor roles and processing entities
- Notices, consent, retention, deletion, transfers
- Access, correction, withdrawal and complaint routes
- Flag prohibited or restricted checks by jurisdiction

7 Information security

- Fourteen control areas, governance through assurance
- Certification scope, encryption, access, resilience
- AI/ML use, human review, bias testing, opt-out
- No automated tool makes the hiring decision

8 Subcontractors and supply chain

- Every material subcontractor, affiliate and data provider
- Data accessed, processing location, due diligence
- Change notification and approval process
- Accountability for third-party errors and incidents

9 Candidate experience and accessibility

- The journey from invitation to completion
- Languages, mobile, accessibility, save-and-resume
- Support channels, hours and response times
- Disputes, corrections and satisfaction measurement

Service levels, technology, governance, pricing and declaration

10

Service levels and turnaround time

- Median, 80th and 95th percentile by country
- Defined clock start, pauses and escalation
- Service credits for repeated failure

11

Technology, integration and administration

- Portal, SSO and role-based permissions
- ATS/HRIS, REST API, webhooks, sandbox
- Audit logs, data export, contract exit

12

Reporting and programme governance

- Volume, TAT, SLA attainment, discrepancies
- Complaints, corrections, spend, incidents
- Monthly reviews and quarterly business reviews

13

Implementation and transition

- Discovery, configuration, integration testing
- Pilot, cutover, hypercare, incumbent handover
- RACI, risks and indicative timeline

14

Pricing schedule

- 14.1 Transaction pricing by country and check
- 14.2 Non-transaction charges and triggers
- Pass-through fees, indexation, minimums

15

Contractual requirements

- Data processing, security schedule, audit rights
- Breach notice, liability, insurance, exit
- Submit amendments with the proposal

16

Demonstration scenarios

- Multi-country order and mobile completion
- Unresponsive source, possible match, dispute
- SLA review, incident escalation, data export

17

Proposal declaration

- Information accurate and not misleading
- Subcontracting and assumptions disclosed
- Authorised signatory, title and date

Recommended RFP Evaluation Scorecard - Suggested Scoring Scale

20%	Country and check coverage	Jurisdictions, source quality, limitations, direct vs partner delivery
20%	Legal, privacy and security	Country processes, data flows, certifications, controls, subcontractors
15%	Methodology and quality	Verification routes, matching, QA, evidence and corrections
15%	Service and candidate experience	TAT, languages, escalation, candidate journey, accessibility
10%	Technology and integration	Portal, SSO, ATS/API, reporting, auditability, implementation
10%	Implementation and governance	Project plan, team, transition, reviews, continuous improvement
10%	Commercial value	Total evaluated cost, transparency, scalability, contract terms

Total 100%

Suggested Scoring Scale

- 5 Exceeds the requirement, strong evidence, low delivery risk
- 4 Fully meets the requirement with credible evidence
- 3 Meets most of it; manageable qualifications remain
- 2 Partially meets; material gaps or dependencies exist
- 1 Substantially fails to meet the requirement
- 0 No response, unsupported claim or not available

Weighted score = (vendor score ÷ 5) × category weight

Keep mandatory pass/fail requirements separate. A vendor failing a non-negotiable privacy, security or country-coverage requirement should not compensate by scoring well on price.

Seven Common Mistakes in a Background-Screening RFP · Questions to Ask During Finalist Presentations

1

Asking only whether a check is available

Ask how it is performed, which source is used, who delivers it and what the result means.

2

Treating APAC as one legal environment

Require jurisdiction-specific answers.

3

Using "average TAT" without a definition

Define clock start, pauses, business days and pending cases; request percentiles.

4

Comparing incomplete unit prices

Include source fees, institution charges, integrations, support, cancellations and minimums.

5

Ignoring subcontracted delivery

Focus on transparency, due diligence, data access, accountability and change management.

6

Scoring certifications without checking scope

Verify covered entities, locations, services, issuing body and validity.

7

Skipping live scenarios

Use fictional cases involving delays, disputes, possible matches and escalations.

Questions to Ask During Finalist Presentations

- Show us one country where your normal global workflow has to change. Why?
- Which requested checks would you advise us not to conduct for certain roles or countries?
- What percentage of our proposed volume would be delivered by third parties?
- How do you distinguish direct verification from document review?
- How can a recruiter tell why a case is pending and who must act next?
- What happens if a source, law or data-transfer rule changes during the contract?
- How do you measure candidate effort and support quality?
- Which proposed prices exclude likely third-party fees?
- How will we retrieve our data and close open cases if the contract ends?

Frequently Asked Questions

Q What is a background screening RFP?

Q How long should a background-screening RFP process take?

Q Is candidate consent always required for background screening in APAC?

Q How should employers compare background-check pricing?

Q What should an APAC background-screening RFP include?

Q Should an employer choose one provider for all APAC countries?

Q What is the difference between turnaround time and an SLA?

Q Should the RFP require ISO/IEC 27001 certification?

How eeCheck Can Support an APAC RFP

- Employment background screening across Asia-Pacific, with multi-country programme support
- Country-specific verification workflows, candidate and client support, reporting and integrations
- Invite eeCheck to respond using the same country-by-check, service-level, security and pricing matrices as other bidders

Final Takeaway

The strongest APAC screening proposal is not the one promising the most checks in the most countries. A useful proposal explains, with evidence, what can lawfully and reliably be checked, through which source, by whom, within what timeframe, with what limitations and at what total cost.

General procurement information — not legal advice. Requirements and source availability change and should be assessed for the relevant role, purpose and jurisdiction.