

## **SMU RFP for Background Check Services**

### **Questions and Answers**

**Updated: September 11, 2024**

**When is your contract up with your current vendor? Is it your intention to finish out the existing contract with your existing vendor?**

Our plan is to have the new vendor in place by January 2025.

**Are you able to share the vendors participating in your bidding process?**

We do not have a list of vendors who will participate.

**Are any other systems currently used or under consideration for integration besides Taleo?**

No.

**Are there any specific challenges that you experience today that you are looking to solve?**

Our top priorities are quick turnaround times, accuracy, expanded reporting, and customer support.

**Can we provide bundled/package pricing in addition to the single item pricing asked for?**

Please see Q&A #3.

**What is your background screen volume estimated in 2024? What was your historic volume in 2023?**

Please see Q&A #1.

**Will the volume be static across all requested services? Or will there be specific services that will only be utilized on a case by case basis? What would those services estimated volume be?**

Please see Q&A #1.

**How many locations and employees will your organization request for background screens?**

Please see Q&A #1.

**What other areas besides the greater Dallas-Ft. Worth region do you hire from?**

While employment applicants are primarily from Texas, SMU receives employment applications from all 50 states and internationally.

**If there is an active warrant due to a criminal case, the report would display the warrant status and warrant issue date. Is this sufficient?**

Yes, the warrant state and warrant issue date would be sufficient.

**For Social Media searches, what population of hires do you run those on and any idea of current volumes?**

This is not a must-have to make a determination on vendor selection.