HR RFP Checklist

How to Evaluate Background Verification Companies in India

A practical, risk-focused framework for HR, Compliance & Procurement teams

Designed for organisations hiring at scale across Delhi NCR & India

INTRODUCTION

<u>Why This Checklist Exists</u>

Hiring fraud today is rarely obvious.

It doesn't look like forged documents or criminal records.

It looks like clean CVs, polite references, and experience that cannot be independently verified.

Many organisations conduct background verification, yet still face:

- Fake or shell-company experience

- Hidden terminations

- Identity misuse

- Audit or compliance challenges

This happens because not all background verification vendors reduce risk.

This checklist was created to help HR, Compliance and Procurement teams evaluate background verification companies properly, before hiring risk turns into business risk.

HOW TO USE THIS CHECKLIST

How to Use This HR RFP Checklist

This checklist is designed to be used during:

- Vendor shortlisting

- RFP creation

- Annual BGV audits

- Risk reviews for regulated hiring

For each section:

- Tick YES only if the vendor clearly meets the requirement

- Anything unclear or undocumented should be treated as NO

Ticking **"Yes"** means the vendor actually reduces risk.
Anything less is a **potential exposure**.

✳️ SECTION 1: VENDOR CAPABILITY OVERVIEW

☐ Does the vendor operate across Delhi NCR & India, not just one city?

☐ Do they serve regulated industries (Fintech / NBFC / BFSI)?

☐ Can they demonstrate independent verification, not document collection?

☐ Do they provide sample reports before onboarding?

🔴 Red flag: Vendor focuses only on turnaround time and price.

📃 SECTION 2: EMPLOYMENT VERIFICATION (HIGHEST RISK AREA)

Ask the vendor:

☐ Do you independently verify employers (not just candidate-provided HR contacts)?
☐ How do you detect fake or shell companies?
☐ Do you verify actual tenure, not just confirmation emails?
☐ Do you capture and validate reason for exit?
☐ Can you flag inflated designations?

🔴 **Red flag:** "We confirm employment via phone/email only."

🆔 SECTION 3: IDENTITY VERIFICATION (PAN & AADHAAR)

☐ Is PAN verification digitally validated (not manually checked)?
☐ Is Aadhaar existence verification performed?
☐ Do you match name + DOB across all checks?
☐ How do you prevent identity swapping or impersonation?

🔴 **Red flag:** Vendor accepts scanned ID copies as proof.

🔢 SECTION 4: UAN & PF HISTORY VERIFICATION

☐ Do you offer UAN & PF verification?
☐ Do you detect hidden employers?
☐ Are employment gaps flagged and explained?
☐ Is CV history cross-verified against UAN records?

🔴 **Red flag:** Vendor does not support UAN checks.

🎓 SECTION 5: EDUCATION VERIFICATION

☐ Do you verify institution recognition (UGC-approved)?
☐ Is enrolment + degree issuance confirmed?
☐ How are older records or offline institutions handled?
☐ Are unverifiable degrees clearly flagged?

🔴 **Red flag:** Vendor only checks certificates submitted by candidate.

⚖️ SECTION 6: CRIMINAL & COURT RECORD CHECKS

☐ Are both criminal and civil cases searched?
☐ Which courts and jurisdictions are covered?
☐ Is the data source disclosed (eCourts, state courts)?
☐ Are ongoing cases clearly reported?

🔴 **Red flag:** Vendor says "no records found" without source details.

🏠 SECTION 7: ADDRESS VERIFICATION

☐ Is digital address verification available?
☐ Is geo-location or database validation used?
☐ Are results auditable and documented?
☐ Are physical visits used only when necessary?

🔴 **Red flag:** Manual visits with no digital trail.

📞 SECTION 8: REFERENCE CHECKS

☐ Are references validated via official email domains?
☐ Are responses captured in written, traceable format?
☐ Are generic or copy-paste answers flagged?

🔴 **Red flag:** Informal phone conversations only.

📑 SECTION 9: REPORT QUALITY & AUDIT READINESS

☐ Are discrepancies clearly explained, not hidden?
☐ Are data sources mentioned in reports?
☐ Are reports audit-ready for clients or regulators?
☐ Is there a clear risk summary for HR & leadership?

🔴 **Red flag:** "Green / Red" reports with no explanation.

💰 SECTION 10: COST VS RISK EVALUATION

☐ Is pricing transparent by check type?
☐ Are critical checks excluded to reduce cost?
☐ Does the vendor explain what risks remain uncovered?

🔴 **Red flag:** Cheapest quote with maximum exclusions.

🚩 FINAL DECISION SCORECARD

Count how many **"YES"** answers you have:

- **30+ YES** → Strong, risk-focused BGV partner

- **20–29 YES** → Partial coverage, risk remains

- **Below 20 YES** → High exposure, reconsider vendor

PRO TIP FOR HR & COMPLIANCE TEAMS

If a vendor cannot:

- Explain **how fraud is detected**, or

- Share **real sample reports**,

Then the verification is likely superficial.

🎁 BONUS: Want to See a Real Verification Report?

Pietos offers **free sample background verification reports** so HR teams can see how:

- Fake experience

- Hidden exits

- Identity issues

- Compliance risks

are actually identified.

👉 **Request a sample here:**
https://pietos.com/contact-us-background-verification/