Sending a Request for Proposal (RFP) to recruiting software vendors is a good way to gather information about their products and services. Some companies send short RFPs with a few open-ended questions, while other companies opt for RFPs with hundreds of yes/no questions.

No matter the number, ensure your questions are driven by your specific requirements. Spend some time to determine exactly what you need: not necessarily specific features, but goals that you want to meet through a recruiting system.

Once you’ve done that, you know what you need to ask in the RFP. We’ve created a useful template to help you speed up the process, but feel free to add, delete or modify questions based on what concerns your company specifically.

# Request for proposal (RFP) for recruiting software

# From: [*Your\_company\_name*]

# To: [*Name\_of\_software\_provider*]

[*Your\_company\_name*] is a [*retail/ construction/ consulting/ etc. company*] of [*X\_number of people*] with [*Y\_number offices in different cities*]. We plan to grow to [*X\_number people*] in the next [*year*].

We’re looking for recruiting software that can support our hiring [*across locations, functions and roles*]. To make an informed choice, we want to learn more about your software and how it meets our requirements.

Please answer all questions included in this document. We’d like simple but comprehensive answers that tell us all we need to know about each aspect of your system. Do link to further resources if possible.

Submit the completed document by [*date*]. Make sure you include your company name in the file name. If you have any clarification questions, feel free to reach out to [*Name*] at [*+010000000*] or [[*email@email.com*](mailto:email@email.com)] until [*date*].

Thank you for your time.

## Section 1: Information about your company

|  |  |
| --- | --- |
| Question | Your answer |
| Company information |  |
| What’s your company’s full name, address and phone number? |  |
| What’s your company’s tax number? |  |
| Where do you have offices? |  |
| Who completed this RFP and what are their contact details? |  |
| Can you give us a general summary of the services you offer? |  |
| How many customers do you currently have and in which locations? |  |
| Has your system been implemented to other companies of our size or industry? Please provide examples. |  |
| Can you put us in contact with three of these customers? |  |
| What service-level agreement do you offer? |  |
| Can we review your Terms & Conditions? (provide link or document) |  |
| Product and services |  |
| Is your system cloud-based? |  |
| How is your system different than other similar solutions? |  |
| What are your pricing plans? |  |
| Which features are plan-dependent? |  |
| What pricing plan would you suggest for us? |  |
| What are your own service providers that support/ deploy your system? |  |
| Growth and Vision |  |
| Describe your company’s growth in the last few years. |  |
| What’s your approach toward the future of recruiting? |  |
| How do you plan to improve your product or services in the next year (on a high-level)? |  |
| What do you aspire to achieve as a company in the coming years? |  |

## Section 2: Hiring process and integrations

|  |  |
| --- | --- |
| Question | Your answer |
| General |  |
| Do you offer features for approving job openings? |  |
| How does your system help us structure our hiring process? |  |
| How does your system help us communicate with candidates? |  |
| How does your system help us manage candidate profiles? |  |
| Can we keep a searchable candidate database in your system? |  |
| Can we upload resumes onto your system and in which formats? |  |
| How does your system help us manage and increase referrals? |  |
| Can we send offer letters via your system? |  |
| Does your system support an offer letter approval process? |  |
| Please describe the process of posting a job with your system. |  |
| Do you offer templates for creating job ads? |  |
| Can we promote job ads on social media? |  |
| Can we add multimedia to our job postings? |  |
| Can we connect your system with our careers page? |  |
| How does your system help us set up our careers page? |  |
| Are there additional costs related to our careers page? |  |
| Integrations |  |
| How many job boards (free and paid) does your system integrate with? |  |
| Is there a list of your integrated job boards we can review? |  |
| Can we post our jobs to a job board you don’t integrate with and still use your system for candidate management? |  |
| Do you integrate with LinkedIn? |  |
| Which HRIS does your system integrate with? |  |
| Do you integrate with employee/ background checking services? |  |
| What other solutions/ software does your system integrate with? |  |
| Are there extra costs for us to use your integrations? |  |
| Do you offer custom integrations with different systems? |  |
| How much do custom integrations generally cost? |  |

## Section 3: Candidate and user experience

|  |  |
| --- | --- |
| Question | Your answer |
| User experience |  |
| How can a hiring manager check the status of their open jobs? |  |
| How does your system track email communication with candidates? |  |
| Does your system capture duplicate candidate profiles? |  |
| How can your system help us search for new candidates online? |  |
| Can we refine our search using Boolean or other methods? |  |
| Can we have multiple hiring managers for each role? |  |
| Please describe how your system facilitates collaboration between hiring team members. |  |
| Are there any offer letter templates we can customize via your system? |  |
| Does your system offer email templates? Can we create our own inside your system? |  |
| Does your system sync with our calendars? |  |
| How can we schedule interviews with your system? |  |
| How can teams assess candidates in your system? |  |
| What bulk actions for candidate profiles can we take in your system? |  |
| Does your system work on mobile (Android, iOS) and how? |  |
| Does your system offer new hire onboarding capabilities? Please specify. |  |
| Which countries and languages is your product available in? |  |
| Are there provisions in your system for people with disabilities? |  |
| How do you encourage users to fully adopt your system? |  |
| Candidate experience |  |
| What does the application process look like from the candidate’s perspective? |  |
| Are your application forms optimized for mobile? |  |
| Can candidates apply without uploading their resume? |  |
| Does your system sync with candidate calendars to add interview invitations? |  |
| Can candidates store their resume and view their applications in your system? |  |
| Do you offer an electronic signature service for candidates? |  |

## Section 4: Implementation and sustainability

|  |  |
| --- | --- |
| Question | Your answer |
| Implementing your system |  |
| What is your usual implementation procedure and who takes part in it? |  |
| How long does it typically take to fully implement your system? |  |
| What actions do you take to migrate data from existing systems? |  |
| What training do you provide during the implementation period? |  |
| Is there an extra cost for implementation/ training support? |  |
| Are there extra costs to implementing your system apart from your pricing plan? |  |
| After implementation |  |
| What level of support services do you offer after implementation? |  |
| What training material or resources do you offer that are always accessible? |  |
| How and when could we reach your support services? |  |
| What’s your support services’ average response time? |  |
| Describe your issue escalation procedure. |  |
| How do you resolve issues (e.g.crashes, slow loading, email malfunctions)? |  |
| Sustainability |  |
| How often do you upgrade/ maintain your system? |  |
| How much downtime is expected when you’re upgrading/ maintaining your system? |  |
| How do you notify users when you’re upgrading/ maintaining your system? |  |
| What kind of training do you provide when you add features or change something in your system? |  |
| Where can we view your service status? |  |
| What actions do you take to prevent problems with your system? |  |
| Describe how your system scales along with us. |  |

## Section 5: Security and Data Protection

|  |  |
| --- | --- |
| Question | Your answer |
| What are your security standards/ certifications? Please provide evidence. |  |
| What are your system’s built-in security provisions? |  |
| What security audits do you do and how often? |  |
| Where do you keep personal data of candidates and users? |  |
| How do you protect personal data stored in your system from breaches, losses etc.? |  |
| Who has access to data we store in your system? |  |
| Are people who have access to data in your system properly trained in data protection? |  |
| Can we have different levels of access for different internal and external hiring team members? |  |
| How do you ensure your system complies with GDPR? |  |
| How does your system help us comply with GDPR? |  |
| How does your system help us grant candidate requests about accessing, rectifying or deleting data? |  |
| How do you help us be EEO-compliant? |  |
| How do you manage crises related to your system (e.g. data breaches, data deletion)? |  |

## Section 6: Reporting

|  |  |
| --- | --- |
| What reports and analytics does your system offer? |  |
| In what ways can we classify our reports (e.g. by role, department, open/closed vacancy)? |  |
| How would your system’s reports help us improve our hiring? |  |
| Does your system support custom reporting? |  |
| Is there an extra cost for custom reports? |  |
| How does your system help us survey candidates and report on their experiences with our hiring process? |  |

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| --- | --- |
| Unique Value Proposition | |
|  | |