G-Cloud 14

Lot 2 Cloud Software

Pre-Employment Screening & Vetting

Service Definition Document

May 2024

1. Introduction

Company Overview

Talent Clouds is an industry leader in providing a comprehensive list of background screening and compliance services for onboarding in the employment and pre-employment space.

Working with over 1000+ clients and processing 100,000 workers annually within the public and private sectors, we are an experienced provider of vetting and employment services. We pride ourselves on our customer-driven mentality which has been reflected in our software. The configurability of the platform enables you to choose the features you want as and when you need them. Also, our bespoke reporting capabilities give access to a full view of your staff's compliance records at any time, keeping you fully compliant.

We remove the stress from fragmented vetting by bringing all your processes into one single central platform where all your compliance checks for your workforce can be configured and safely stored.

We provide a full list of background screening and vetting services: DBS check all levels, Right to Work check, Digital ID check, Employment references, Academic referencing, DVLA, Social Media, Adverse Media, BPSS and other checks.

Value Proposition

Our role-based system enables clients to schedule, request and validate a worker's employment background, relevant to their profession. The automation of these checks drastically reduces onboarding times for workers, enabling them to get into roles much more quickly. Compliance risks are reduced or removed. All sensitive information is stored centrally and securely.

Overview of the G-Cloud Service

Talent Clouds offers a complete pre-employment, employment and vetting solution across the public and private sectors.

The Talent Clouds platform enables customers to:

- Conduct a wide range of checks on an individual and bulk basis
- Remotely verify the identity of individuals
- Quickly and accurately collect information from current and future workers
- See the progress and outcomes of checks via centralised dashboards
- Ensure compliance through the generation of comprehensive reports
- Integrate with a wide range of applicant tracking and HR information systems

Using the Talent Clouds platform offers benefits such as:

- Fully compliant workforce checking processes
- Cost savings through automated application processing
- Reduced onboarding times by up to 85%
- Workforce compliance insight in one central platform
- Automated processes reducing errors when completing applications

Talent Clouds has ISO accreditations 27001 and 22301 alongside a certification from Cyber Security Essentials, which helps companies guard against the most common cyber threats.

2. Data Protection
Information Assurance and Security

Our infrastructure, including our protective monitoring approach, is managed by Microsoft. This means that Microsoft identify potential compromises to our system. When we find a potential compromise, we rank the severity of the threat on a Low, Medium, High or Critical Risk level, and alert users who may have been impacted. We respond to incidents in the higher two categories of severity within 1 working day. All our infrastructure is also only accessible via Cloudflare which both hides physical IP addresses and protects against DDoS attacks.

Penetration Testing

The Talent Clouds Platform undertakes annual penetration testing by a certified 3rd party CHECK service provider.

Data Backup, Hosting and Disaster Recovery

Our data centre has 99.99% availability and is regularly backed up to a different geo-located data centre. Our infrastructure is completely server-less and hosted in Azure cloud with frontend facing resources having Microsoft's guaranteed SLA of 99.95%. The system is hosted in UK South, however, can be deployed to any location. Also, our production workloads are deployed from automated build pipelines allowing for easy recovery.

Service Constraints

Talent Clouds will guarantee full system availability during core working hours and full accessibility.

Our disaster recovery and business continuity plans are covered by our ISO 22301 accreditation.

We schedule all planned maintenance to periods of limited or no activity (for most customers this will be outside of normal working hours). In terms of system changes, we stage development within a ring-fenced environment with full testing before deployment to live customer instances.

This is to ensure full availability even when checks have not been actively requested during the relevant service period.

3. Using the Service

On-boarding

An Implementation Plan will be created and managed by the Talent Clouds Configuration Team. Upon acceptance of an agreement, we will hold a kick-off meeting with the customer. The outputs from the kick-off meeting will be summarised in a project initiation document (PID) and circulated for approval before forming the basis for the detailed project plan.

Tasks and milestones will be split into workstreams, each with its own lead. The workstreams will typically be grouped as follows:

Project management/solution design: Includes gathering and reviewing pre-contract data and existing customer/service user data ('Discovery').

Configuration and testing: Ensuring the platform is set up effectively to identify and capture the relevant information required by the client, and that the relevant DBS processes are created in the system to minimise

the effort required in managing new candidate processes through the system. Also includes user testing and data migration.

Communications and stakeholder engagement: Ensuring prospective service users buy into the model through a combination of regular launch communications, demonstrations, and a programme of web-based training.

Invoicing, Compliant Candidates and MI: Delivering the end-to-end compliance process within the system, the process for invoices for clients and all invoicing and reporting requirements to the service team and customers.

Training (after-sales support)

Our Customer Service Team works proactively with any new or existing customers to resolve queries, communicate, and provide any necessary training for any updates to the platform, as well as providing and updating a library of FAQs and 'Knowledge Hub' articles. The Customer Service Team will assist in managing accounts of all clients by running tutorial sessions on using the platform and monitoring a 'community' of users to help and support each other while using the platform

Service Levels

In terms of performance, data across our client base shows that the time taken to complete a full compliance check has been drastically reduced by using our pre-employment screening solution.

Talent Clouds will guarantee full system availability during core working hours and full accessibility of the platform outside of working hours. The platform was built as a SaaS web-based product using technologies and frameworks that are accessible across all major operating systems and browsers, including mobile devices.

In terms of support services, users have full availability during office hours Monday to Friday 9am to 6pm (excluding UK National Holidays).

Off-boarding

An appointed exit manager will work alongside the incoming service provider and ensure that the closedown activities for the existing service are aligned with the implementation plan for the new services. We will ensure minimal disruption for service users and customers throughout.

Upon termination of the contract, our Customer Success Team will begin the exit management process. This involves contact and acknowledgement of notice, adherence to contracted termination clauses, and provision of encrypted export data.

We will prepare and submit a formal exit plan within six weeks of the new service going live.

Details of the plan will include:
- How process data and technical specifications are documented
- How data will be migrated securely from the system
- The likely impact of TUPE etc.

4. Provision of the Service

Customer Requirements

All users should be aware of the Standard Terms and Conditions and Privacy Policy that govern the use of the Talent Clouds platform. Users are required to accept the proposed Terms and Conditions set out when accessing their account to use the service. These terms and policies can be found via the Talent Clouds website.

Technical Requirements

Functionality and access to the platform requires a connection to the internet and javascript enabled on your modern web browser. Web browser and API requests must support TLS 1.2 or above.

Outcomes/Deliverables

The platform allows clients to request background screening checks for their new or existing workers. Results are returned to the client and the worker via their own compliance accounts. Summary reports are then available to download.

5. Additional information
Here's what our customers say about us:

"Talent Clouds platform has enabled us to automate our onboarding and workforce management processes, which has added extra security to our hiring process, increased our level of reporting to flag when workers need checks updating, while saving us significant costs and valuable people time."

Essex County Council

"I must say that the DBS system is the best I have used so far. The icing on the cake is it eliminates impersonation because you have to take applicants' live photo and passport details page. Other features such as DVLA, employment history and referencing and other checks are fantastic. You get to know the outcome of the DBS and certificate number for the applicant to subscribe to the update service long before the physical certificate arrives. Applicants can complete their part of the application remotely. The app you can use to take a passport picture is fantastic because if you don't have a camera on your PC or laptop, it is an option. In conclusion, it is a great system you have put in place, and I highly recommend it."

Shalom Health Recruitment Ltd.

"We faced a challenge to get as many candidates onboarded as possible in this crisis, so we needed a system that was quick and easy to use both for us and the candidates. We also needed to be able to support the new remote DBS checks and Fast Track processes made possible by the Government in response to the coronavirus. We're really happy we chose Talent Clouds who were quick to respond and got us set up and conducting checks within one business day."

Bluebaring Recruitment

"Have been using Talent Clouds for my DBS Checks for a while now. Love the simplicity of it all. It's also quick! Response from any queries I have had have been resolved promptly and efficiently. Highly recommend."

Walton on the Naze Primary School

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