

A smiling man and woman are looking at a tablet together. The man is on the left, wearing a blue button-down shirt, and the woman is on the right, wearing a light blue blazer. They are both smiling and looking at the tablet. The background is a blurred office setting with large windows.

Vid Cruiter

G-Cloud 15

Service Definition Document

DISCLAIMER

This document contains confidential and proprietary information intended solely for the recipient and for the purpose of evaluating VidCruiter's products and services in response to this solicitation. Any unauthorized use, disclosure, or distribution of this document, in whole or in part, is strictly prohibited.

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1. Service Description

VidCruiter provides a comprehensive, cloud-based recruitment platform designed to streamline and modernize the entire hiring lifecycle for public sector and enterprise organizations. The service includes:

- **VidInterviewing** (Asynchronous Video Interviewing)
- **VidLiveInterviewing** (Live Video Interviews)
- **VidScheduling** (Automated self-scheduling & calendar management)
- **VidTracking** (Applicant Tracking System)
- **VidTesting** (Skills, knowledge, and custom assessments)
- **VidReferencing** (Digital reference checks)
- **VidOnboarding** (Optional onboarding workflows)
- AI Tools (AI-driven summaries, structured notes, and key insights)
- AI Fraud Detection
- Structured Digital Interviews
- Virtual Interview Events
- Video Proctoring
- Advanced Reporting
- AI Recruiting Automation

The platform is highly configurable, built to support high-volume recruitment, and integrates seamlessly with leading HRIS and ATS systems. VidCruiter helps organizations deliver structured, fair, repeatable, and compliant hiring processes while improving operational efficiency, consistency, and the overall candidate experience. A full list of integrations is available at <https://vidcruiter.com/integrations/>.

2. Service Scope and Key Capabilities

Core Functionalities

- End-to-end recruitment workflow automation
- Asynchronous video interviewing with structured question sets
- Live video interviewing with built-in assessment tools
- AI-powered note-taking and interview summaries
- AI Fraud Detection
- Configurable question banks and scoring rubrics
- Automated interview scheduling based on recruiter/manager availability
- Full ATS capabilities, including requisition management, candidate progression, and reporting
- Digital referencing with fraud prevention controls
- Pre-built and API-driven interoperability with HRIS/ATS
- Accessible candidate experiences compliant with WCAG standards

Public Sector-Specific Features

- Full audit trails
- Secure data residency options
- Strong identity & role-based permissions
- Evidence-based evaluations for fair hiring
- Structured workflows supporting panel interviews
- Compliance with UK GDPR and the emerging AI governance expectations.

3. Data Backup, Restore, and Disaster Recovery

VidCruiter uses AWS-managed services for backup, recovery, and resilience.

Backup Strategy

- Daily automated snapshots of all production databases
- Point-In-Time Recovery (PITR) enabling recovery within **up to 5 minutes ($\leq$ RPO 5 minutes)**
- Encrypted backups stored in AWS using AES-256

Disaster Recovery

- **RTO:** 6 hours
- **RPO:** $\leq$ 5 minutes
- **Regions:**
 - **US/EU:** Primary + secondary regions
 - **Canada:** Secondary region emerging as AWS expands
 - **UK/Australia:** Redundant multi-AZ high availability in single-region mode

Business Continuity

- Redundant infrastructure across availability zones
- Load-balanced architecture ensuring continuous service even under failure
- Regular DR testing and validation
- Incident response plan with rapid escalation pathways

4. Onboarding and Offboarding Support

Onboarding (Implementation)

VidCruiter provides a structured implementation process led by an experienced Implementation Manager:

1. Discovery & requirements gathering
2. Workflow configuration and branding
3. SSO/SSO setup (SAML/OIDC) and security review
4. API and HRIS/ATS integrations
5. User acceptance testing
6. Administrator training
7. Go-live readiness assessment

Typical onboarding timelines range from **6 to 10 weeks**, depending on the project's complexity.

Offboarding

Upon contract end, VidCruiter will:

- Provide a complete export of all candidate and configuration data
- Support secure data transfer (encrypted format)
- Deactivate and delete the environment per the retention policy
- Provide written confirmation upon completion

5. Service Constraints

- **Planned Maintenance:** Performed during low-impact windows with advance notification
- **Customization Limits:** Extensive configuration allowed; core codebase cannot be modified
- **Browser Requirements:** Latest versions of Chrome, Edge, Firefox, Safari
- **Bandwidth:** Sufficient for HD video recording and playback
- **Accessibility:** All candidate experiences are WCAG 2.1 AA -aligned

6. Service Levels and Support (SLA)

Availability

- **99.95% uptime SLA**, excluding planned maintenance
- Real-time performance monitoring

Support Hours

- For applicants - 24/7 global support via email and a web-based interface.
- For users - Monday through Friday from 8 a.m. to 6 p.m. Eastern Standard Time, excluding United States federal court holidays.
- Enterprise support packages available

Response Times

- VidCruiter uses commercially reasonable efforts to respond to and resolve all support incidents or queries within
- (a) one (1) hour but typically within two (2) minutes; and
- (b) Two (2) Business Days for all other support requests.

Performance Metrics

- Sub-3-second page load times under regular operation
- Instant video recording and upload support
- Auto-scaling infrastructure to support high-volume traffic

7. After-Sales Support

- Dedicated Customer Success Manager
- Quarterly performance and optimization reviews
- Access to training, user guides, and best practices
- Regular feature releases and enhancements
- Proactive account guidance

8. Technical Requirements

- Desktop or mobile device with a modern browser
- Stable internet connection for video content
- SSO via SAML 2.0 or OIDC
- Optional API integration with existing platforms
- Compatibility with:
 - o Microsoft Teams
 - o Zoom
 - o Google Calendar & MS Outlook
 - o HRIS systems (Workday, SuccessFactors, Oracle, Dayforce, SmartRecruiters, etc.)

9. Outage and Maintenance Management

- Scheduled maintenance communicated in advance
- Real-time service status dashboard
- Incident management process following ITIL practices
- Root-cause analysis for major disruptions
- Continuous monitoring for performance and availability

10. Hosting Options and Locations

VidCruiter is hosted on **Amazon Web Services (AWS)**, leveraging secure, compliant, high-availability environments.

Regions Available

- **United Kingdom**
- **European Union**
- **Canada**
- **United States**
- **Australia**

Hosting Features

- AES-256 encryption at rest
- TLS 1.2+ encryption in transit
- AWS Multi-AZ redundancy

11. Access to Data (Upon Exit)

VidCruiter ensures full data accessibility while maintaining compliance:

- Clients retain full data ownership
- Full export provided in standard formats (CSV, PDF)
- Optional video export
- Secure delivery via encrypted transfer
- Data is deleted only after client approval
- Retention policies follow contractual terms

12. Security and Compliance

VidCruiter maintains a robust security posture supported by industry certifications and best-practice frameworks.

Certifications

- **SOC 2 Type II** audited
- Controls aligned with **ISO 27001, 27017, 27018**
- Cybersecurity program aligned with NIST practices
- Annual independent penetration testing

Data Protection

- General Data Protection Regulation (GDPR) Compliant
- Personal Information Protection and Electronic Documents Act (PIPEDA) Compliant
- California Consumer Privacy Act (CCPA) Compliant
- Voluntary Product Accessibility Template (VPAT) Compliant
- US Equal Employment Opportunity Commission (EEOC) Compliant
- Office of Federal Contract Compliance Programs (OFCCP) Compliant
- Texas Risk and Authorization Management Program (TX-RAMP) Compliant
- Data minimization & purpose limitation
- Candidate consent flows for video and AI features

Technical Security Controls

- MFA and SSO
- Role-based access control
- Audit logs for all admin activities
- Vulnerability assessments and continuous monitoring
- Secure coding practices (OWASP aligned)

AI Governance

- Transparent and explainable AI outputs
- Bias reduction through structured interviews and scoring rubrics
- Human-in-the-loop design (AI supports, does not decide)
- Clear disclosures to candidates

13. Exit Plan

VidCruiter ensures a seamless transition on contract closure:

- Full data export delivered securely
- Support provided for migration
- Environment deactivated after confirmation
- Written attestation of data deletion

15. Dependencies

- Internet access for end users
- Compatible browsers
- Optional integration dependencies for HRIS/SSO/API
- Client-side security and access policies

16. Sub-processors / Third-party providers

VidCruiter engages a limited number of carefully vetted third-party service providers (“sub-processors”) to support the secure hosting, communications, and calendar synchronisation of the platform. Please note that none of these third-party providers are involved in the direct delivery of the service.

1. Amazon Web Services (AWS)

AWS provides the core cloud infrastructure, storage, and security environment for the VidCruiter platform.

- **Name:** Amazon Web Services EMEA SARL
- **Organisation Identifier:** Trade Register of Luxembourg (RCS) B186284
- **Registered Office Address:** 38 Avenue John F. Kennedy, L-1855, Luxembourg
- **Supplier Classification:** Large Enterprise
- **Role in performance of the contract:** AWS provides the hosting infrastructure, data centers, and cloud security services. They host all candidate data, video recordings, and application databases.
- **Conditions of participation relied upon:** Technical and professional ability (ISO 27001, SOC 2 Type II infrastructure compliance).

2. Twilio/SendGrid

Twilio is used to facilitate the communication layer of the platform, specifically for automated Email notifications and certain SMS and telephony-based interview features.

- **Name:** Twilio Inc.
- **Organisation Identifier:** Delaware File Number 4487146
- **Registered Office Address:** 101 Spear Street, 1st Floor, San Francisco, CA 94105, USA
- **Supplier Classification:** Large Enterprise
- **Role in performance of the contract:** Provides the API for Email and SMS communications, ensuring candidates receive timely interview links and reminders, which is critical to the recruitment workflow.
- **Conditions of participation relied upon:** Technical ability to provide global communication reliability and security. (ISO 27001, SOC 2 Type II infrastructure compliance).

3. Vonage [Nexmo] (optional)

Vonage provides the Communication Platform as a Service (CPaaS) that powers the **VidLive** video interviewing functionality.

- **Name:** Vonage Business Limited (often referred to as Nexmo)
- **Organisation Identifier:** Companies House (UK) 03602868
- **Registered Office Address:** 25 Canada Square, Level 37, London, England, E14 5LQ
- **Supplier Classification:** Large Enterprise

- **Role in performance of the contract:** Vonage provides the WebRTC infrastructure for **Live Video Interviews**. This includes the transmission of real-time audio and video data between recruiters and candidates.
- **Conditions of participation relied upon:** Technical ability to provide high-availability, low-latency video communication and SOC 2 compliant processing.

4. Cronofy (optional)

Cronofy provides the **Calendar Sync** engine used in VidCruiter's automated scheduling software.

- **Name:** Cronofy Limited
- **Organisation Identifier:** Companies House (UK) 07878590
- **Registered Office Address:** 9a Beck Street, Nottingham, NG1 1EQ, United Kingdom
- **Supplier Classification:** SME (Small/Medium Enterprise)
- **Role in performance of the contract:** Cronofy enables **Real-time Calendar Integration**. It allows the VidCruiter platform to securely read availability from recruiter calendars (Outlook, Gmail, etc.) and write interview appointments back to them automatically.
- **Conditions of participation relied upon:** Technical and professional ability; specifically, their ISO 27001 and SOC 2 Type II certifications for handling calendar metadata.



Thank You!

Vid Cruiter