

Pricing Document

Know Your People® Platform

Background Screening, Identity Verification & Workforce Compliance

Supplier: First Advantage

Framework: G-Cloud 15 (RM1557.15)

Lot: 2B – Cloud Software

Service Name: Know Your People® Platform

1. Pricing Model Overview

Pricing for the Know Your People® platform is based on consumption of screening services and is agreed in advance of service commencement. Customers may procure screening services through:

- Pre-defined screening packages, or
- A la carte selection of individual checks, or
- A combination of both

There are no licence fees, no user-based fees, and no minimum volumes, unless explicitly agreed at call-off.

2. Screening Packages

Screening packages are configurable collections of checks designed to support common hiring, onboarding and compliance requirements. Packages are defined prior to go-live and priced on a per-applicant basis.

Typical packages may include combinations of:

- Identity verification
- Right to Work checks (UK)
- Criminal record checks (UK and international)
- Employment verification
- Sanctions or regulatory screening

Package pricing:

- Charged per applicant
- Agreed at call-off
- Based on the checks included in the package

Package composition and pricing are documented in the call-off contract.

3. A La Carte Checks

Customers may select individual checks outside of packages. A la carte checks are charged per check, per applicant.

3.1 Indicative A La Carte Pricing (Volume-Based)

The table below provides indicative unit pricing for selected a la carte checks, based on expected annual volume bands. Final pricing is agreed at call-off.

Check	0–250	251–500	501–1000	1000+
DBS and Disclosure Scotland Criminal Record Check Processing Fee(Basic, Standard and Enhanced)	£10.60	£9.60	£8.60	£7.60
Digital Identity for DBS checks	£5.28	£4.88	£4.48	£4.08
Digital Right to Work (UK)	£4.78	£4.38	£3.98	£3.58

Notes:

- Prices shown are per check, per applicant
- Prices exclude VAT
- Statutory fees payable to issuing authorities (for example DBS fees) are charged separately where applicable
- Volume bands are indicative and confirmed at call-off

3.2 Other A La Carte Checks Offered

In addition to the checks listed above, the Know Your People® platform supports the following optional a la carte checks, subject to role requirements and legal permissibility:

- Access NI checks
- Adverse Financial checks
- Additional Address checks
- Bank Account verification checks
- CIFAS fraud risk checks
- DBS Update Service status checks
- Driving Licence checks and ongoing monitoring

- Identity checks (digital and non-digital)
- UK Instant Employment verification
- National Insurance Number verification
- Politically Exposed Persons (PEP) and Global Sanctions screening
- Right to Work record document storage
- Social Media checks

Pricing for these checks is agreed in advance and documented at call-off.

4. Third-Party and Statutory Fees

Certain screening services include third-party or statutory fees that are passed through at cost. These may include, but are not limited to:

- DBS statutory fees
- CIFAS processing fees
- Overseas authority or court fees

These fees:

- Are charged in addition to First Advantage service charges
- Are clearly itemised on invoices
- May vary based on jurisdiction or authority

5. Additional Costs (Where Applicable)

Additional costs may apply where agreed, including:

- International checks requiring manual or jurisdiction-specific processing
- Expedited or priority processing where available
- Bespoke integrations or custom workflows
- Enhanced reporting or non-standard support requirements

Any additional costs are agreed in advance and documented in the call-off contract.

6. What Is Included in the Price

The following are included as part of the service pricing:

- Access to the Know Your People® cloud-based platform
- Candidate self-service portal
- Click Chat Call candidate support
- Application tracking and standard reporting
- Standard user support during UK business hours
- Secure hosting and infrastructure
- Data protection and information security controls

7. What Is Not Included

Unless explicitly agreed, pricing does not include:

- Buyer-side internal costs
- Legal or regulatory advice
- Costs associated with incomplete, withdrawn or duplicate applications

8. Invoicing and Payment

Invoicing arrangements are agreed at call-off. Charges are typically invoiced in arrears based on services consumed during the billing period.

Invoices:

- Itemise checks and services delivered
- Separately identify third-party or statutory fees where applicable
- Are payable in accordance with agreed payment terms

9. CCS Supplier Fee

Pricing published and agreed under this framework already accounts for all supplier costs, including the Crown Commercial Service supplier fee applicable to G-Cloud 15.

No additional framework or supplier fees are passed on to buyers.

10. Price Validity and Changes

Prices agreed at call-off remain fixed for the duration of the contract unless otherwise agreed. Any future changes to pricing require mutual agreement and a formal contract variation.

11. VAT

All prices are stated exclusive of VAT, which will be applied at the prevailing rate where applicable.

12. Summary

The Know Your People® pricing model provides a transparent, flexible and consumption-based approach to workforce screening. Buyers pay only for the checks and services they use, with pricing agreed upfront and no hidden platform, licence or user-based costs.

This Pricing Document should be read in conjunction with the Know Your People® Service Definition and the G-Cloud Framework Agreement.