

Cooperative Agreement: Piggyback off Atlanta Housing Authority Contract No. 2024-0016001, Pre-Employment Background Investigation Services

User Department's Recommendation

User Department Name Human Resources & Merit System

The following recommended Bidder(s) meets our approval:

Name of Bidder(s): HR TruCheck, Inc.

Project Amount This Term (if multiple awards, list the amount to be awarded per awardee):

\$250K

Funding:

General Enterprise 3 Digit Fund Code 100
CIP Line Item No. (if applicable): _____

Justification:

The County's current background check vendor, HireRight is not meeting the needs of DeKalb County Human Resources and is negatively impacting County operations. Specifically, HR has experienced the following issues:

- *Longer background check turnaround times resulting in delays to fill key positions
- *Lack of billing transparency resulting in unanticipated budget overages
- *Poor customer support and issue resolution resulting in applicant frustration and hiring delays
- *Multiple consent forms required, leading to candidate confusion and delays
- *Background checks closed without verifying education
- *HireRight agents communicate with candidates only via email when requesting additional information, resulting in unnecessary delays
- *Statewide background check not conducted when requested

HR has requested to move forward with HR TruCheck, Inc., a vendor with a proven track record of providing exemplary service. This change is expected to address the current issues and improve the efficiency of our background check process. HR has already prepared a scope of work that Procurement will advertise in the Fall.

Jadia Haynes, Deputy Director, HR & Merit System 5/31/24

Name, Title Date


Department Director Date