



Proposal for Pre-Employment Background Check Services

RFP #25.145

Submitted by The Orsus Group

Prepared for:

City of Broken Arrow, Oklahoma

On Monday, April 14, 2025

POC: Will Montgomery

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Transmittal

April 14, 2025

Kelly Cox

Human Resources Director

City of Broken Arrow

P.O. Box 610

201 E. Commercial Street

Broken Arrow, OK 74013

Subject: Proposal Submission – RFP #25.145, Pre-Employment Background Check Services

Dear Ms. Cox,

On behalf of **The Orsus Group (TOG)**, I am pleased to submit our proposal in response to **RFP #25.145 for Pre-Employment Background Check Services**. As an **SBA 8(a) Certified** and **PBSA-Accredited** provider, TOG brings over **20 years of experience** delivering secure, accurate, and fully compliant background screening solutions to public-sector clients across the United States.

TOG's technology-forward, compliance-driven platform and our experienced support team will help the **City of Broken Arrow** streamline its hiring process while meeting all legal, regulatory, and operational expectations. Our proposal reflects a deep understanding of municipal hiring needs and includes the following:

- **Expedited Turnaround** – 91% of screenings completed within one business day, and 99% within 72 hours
- **Full Regulatory Compliance** – Alignment with FCRA, EEOC, SOC 2, and PBSA standards
- **Dedicated Support** – A single point of contact and an experienced account team for onboarding, training, and day-to-day assistance and support.
- **ATS Compatibility** – Built on an open API framework, TOG's platform integrates with leading ATS platforms, supporting real-time data transfer, applicant tracking, and batch or individual screening workflows.



This proposal represents a **binding offer** and shall remain valid for **ninety (90) calendar days** from submission under the terms outlined in the RFP. We have adhered to all proposal formatting and submission requirements and can provide any additional documentation or clarification as needed.

Thank you for the opportunity to be considered as the City's background screening partner. We look forward to serving the **City of Broken Arrow** and contributing to the success of your hiring goals.

Sincerely,

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1. Executive Summary

The Orsus Group (TOG) is pleased to submit this proposal in response to **RFP #25.145 for Pre-Employment Background Check Services for the City of Broken Arrow**. As an **SBA 8(a) certified** and **PBSA-accredited** background screening provider, TOG brings over **20 years of experience** delivering accurate, secure, and fully compliant screening solutions to municipalities, government agencies, and Fortune 5000 employers across the United States.

Founded with a **human resources-focused mindset**, TOG's mission is to simplify and elevate the background screening process through **regulatory integrity, innovative technology, and responsive client service**. Our approach is built on **speed, accuracy, and compliance**. With **91% of screenings completed within one business day**, TOG enables organizations like the City of Broken Arrow to confidently make timely, well-informed hiring decisions.

At the core of our service delivery are the **Orsus Gateway**, a secure, ADA-accessible candidate portal, and our **Orsus Platform**, a robust HR dashboard interface. They provide a seamless and transparent workflow from candidate initiation through report delivery. HR teams benefit from **real-time tracking, automated notifications, and secure document management**, while candidates enjoy a mobile-friendly, guided experience.

TOG's proposed services for the City include:

- **Comprehensive Screening Solutions:** Criminal history checks (local, state, federal), employment and education verifications, license and credential validation, driving record (MVR) checks, SSN trace, drug screening coordination, credit checks (for designated roles), and watchlist monitoring.
- **Secure and Compliant Technology:** Web-based platform aligned with **FCRA, EEOC, SOC 2, and PBSA** standards, supported by audit-ready documentation and role-based access controls.
- **Dedicated Client Support:** A named **Client Relationship Manager** and a responsive support team will guide implementation, training, and long-term service, ensuring alignment with City-specific policies and workflows.



- **ATS Integration Support:** API-based compatibility with modern applicant tracking systems to automate initiation, reduce manual data entry, and maintain end-to-end visibility.

TOG's **HR-centric experience, regulatory fluency, and service-focused technology** position us as a trusted partner to support the City's workforce strategy and compliance requirements.

1.1. Corporate Background and Experience

The Orsus Group, founded in 2004 by Will Montgomery and Michael Peterson, is a nationally recognized provider of human resource risk mitigation and background screening solutions. With **over 70 years of combined leadership experience**, our founders built TOG to deliver tailored, compliant, and scalable screening programs that meet the evolving needs of public sector agencies, municipalities, school systems, and large commercial organizations.

Our client base spans many industries—**staffing, education, public service, finance, non-profit, automotive, healthcare, and manufacturing**—demonstrating our ability to accurately, efficiently, and accountable support complex and diverse hiring environments.

“Orsus,” derived from Latin, means *a beginning or an undertaking*. This philosophy continues to guide our mission: to help organizations start strong by making informed hiring decisions through a **technology-forward, compliance-driven, and service-centered approach**.

TOG works closely with each client to align services with their **regulatory requirements, organizational policies, and operational goals**, ensuring that every screening solution is custom-configured for success.

1.1.1. Industry Engagement

As a proud member of the Professional Background Screening Association (PBSA), TOG adheres to the highest industry standards and maintains full compliance with state and federal regulations, including the Fair Credit Reporting Act (FCRA), Equal Employment Opportunity Commission (EEOC) guidelines, and the Family Education Rights and Privacy Act (FERPA). Our comprehensive approach ensures that our clients receive legally compliant,



accurate, and efficient background screening services that mitigate hiring risks while maintaining data security and privacy.

One hundred percent (100%) of our operations are carried out within the United States, and none of our clients' data will ever be transmitted, processed, or stored offshore.

1.1.2. Client Experience and Retention

The Orsus Group has decades of experience serving Fortune 5000 companies, public sector agencies, municipalities, school districts, and brand-recognized sports media entities that require highly specialized and complex background screening solutions.

Many clients rely on us for their most complex and high-risk screening requirements due to our flexibility and expertise in challenging hiring landscapes.

1.1.3. Commitment to Excellence

The founders of TOG previously managed background screening processes as customers, giving us first-hand insight into human resources departments' frustrations—such as delays, inaccuracies, and poor customer service. Our company was created to eliminate these challenges by delivering a Best-in-Class, consultative background screening experience that is efficient, accurate, and customer-focused.

Since our founding, we have continued to expand our market share by leveraging cutting-edge technology, proactive customer engagement, and a commitment to quality service. Our emphasis on continuous improvement ensures that we meet and exceed our client's expectations while providing a seamless and transparent background screening process for our clients.



2. Technical Proposal

TOG will deliver **comprehensive, secure, and fully compliant background screening services** to support the **City of Broken Arrow's** hiring and workforce risk management processes. TOG's solution aligns with the City's pre-employment requirements as outlined in RFP #25.145 and will ensure accuracy, compliance, and efficiency throughout each step of the screening lifecycle.

TOG's services include, but are not limited to:

- **National Criminal Searches** - Thorough searches across national databases to identify any criminal records.
- **County-Level Record Verification** - Verified county records for all locations where the candidate has previously resided.
- **Criminal History Verification** - Accurate reporting of any past criminal offenses.
- **Employment History Verification** - Confirmed previous employment, including dates of service and job titles.
- **Education Verification** - Authenticated academic credentials, including degrees earned and institutions attended.
- **Social Security Number & Date of Birth Validation** - Verified identity through SSN and DoB Checks
- **FCRA Compliance** - Adherence to Fair Credit Reporting Act (FCRA) requirements including providing legally required notices to applicants in cases of adverse findings.
- **Timely and Accurate Reporting** - Deliver results while maintaining high standards of accuracy and compliance.

All screenings are conducted through TOG's **secure, web-based Orsus Platform and Orsus Gateway**, providing the City's Human Resources team with:

- **Rapid turnaround times** (91% completed within 1 business day)
- **Digital form submission and electronic consent workflows**
- **Real-time status tracking, system alerts, and automated notifications**
- **Full compliance with FCRA, EEOC, and applicable local, state, and federal laws**



Completed reports and supporting documentation will be delivered directly and securely to the City of Broken Arrow Human Resources Department, with configurable adjudication tools and audit-ready archives to support internal compliance and review processes.

2.1. Background Check Screening Components

TOG will provide the City with a complete, compliant, and efficient suite of background screening services. Our advanced screening and reporting, guided by rigorous compliance standards, will enable the City to confidently and quickly assess candidates for employment.

The following section provides a **point-by-point response** to the scope of services outlined in **RFP Section IV**:

Criminal History Checks (Local, State, National, and Federal)
<p>TOG conducts criminal record searches across all relevant jurisdictions based on the candidate's address history. This includes:</p> <ul style="list-style-type: none">• County-level searches for felonies and misdemeanors• State repositories, where available• National criminal database for multistate offenses• Federal district court searches for white-collar and federal crimes. <p>All records are verified at the primary source, and results are reported in compliance with the Fair Credit Reporting Act (FCRA) and applicable state regulations.</p>
Sex Offender Registry Search
<p>TOG provides a comprehensive search of the National Sex Offender Registry and state-level databases to identify individuals listed in sex offender registries. This includes alias and address history matching to ensure thoroughness.</p>



Employment Verification

We verify up to seven (7) years of employment history, including job titles, dates of employment, and reasons for separation when available. Verifications are conducted directly with employers or authorized agents.

Education and Credential Verification

TOG verifies academic records (diplomas, degrees, certifications) with issuing institutions to confirm legitimacy and completion status. Professional license verifications are also available for positions requiring regulated credentials.

Social Security Number (SSN) Trace

TOG conducts SSN Trace (Verification) to verify names to match and identify jurisdictions associated with a candidate's historical residence. This helps inform jurisdictional criminal record coverage and ensures proper identity validation.

Driving Record (MVR) Checks

Motor Vehicle Record (MVR) checks are performed through each state's Department of Motor Vehicles, with return times and access based on jurisdiction. These checks validate:

- License status and class
- Traffic violations
- DUI or reckless driving history
- Restrictions or suspensions

MVR services support roles where driving is a job requirement or conditional to employment eligibility.

FCRA Compliance



TOG (The Orsus Group) maintains full compliance with the **Fair Credit Reporting Act (FCRA)** and all applicable federal and state regulations related to pre-employment background screening. Our procedures are designed to protect applicant rights while supporting our clients' compliance responsibilities.

In cases where potentially adverse information is identified in a background check report, TOG follows the mandated **two-step Adverse Action process**:

1. **Pre-Adverse Action Notice**

TOG generates and delivers a **Pre-Adverse Action notice** to the applicant, which includes:

- A copy of the background check report
- A summary of the applicant's rights under the FCRA
- TOG's contact information for disputes or clarifications

2. **Waiting Period**

A **minimum five-business-day waiting period** is observed (or longer, per client policy) to allow the applicant time to dispute or provide clarification regarding the reported information.

3. **Final Adverse Action Notice**

If no dispute is received or if the client chooses to proceed with adverse action, TOG then issues the **Final Adverse Action notice**, completing the FCRA-mandated notification process.

All notices are sent **electronically (via email)** when available or by **postal mail** if email is not provided. TOG's platform tracks delivery, receipt status, and compliance timelines for audit readiness.

These procedures are handled in strict adherence to FCRA guidelines and supported by TOG's **PBSA-certified compliance team** to ensure that both the applicant and client remain protected throughout the hiring process.

Timely and Accurate Reporting

TOG is committed to delivering background screening results that are both timely and accurate, enabling clients to make informed hiring decisions without unnecessary delays.

- **Timeliness:**

TOG's streamlined digital workflows and national network of data providers enable us to complete 91% of reports within one business day and 99% within 72 hours, depending on jurisdictional response times. Real-time tracking and automated alerts keep clients informed of report status throughout the screening lifecycle.



- **Accuracy:**
Every report undergoes a multi-tiered quality assurance process. TOG follows a minimum two-identifier match standard (e.g., full name + date of birth or SSN) before reporting any adverse findings, and a third identifier is required for common names to avoid false positives. All public records are verified at the source of record to ensure legal defensibility and compliance with the Fair Credit Reporting Act (FCRA).
- **Transparency:**
Clients have full access to status dashboards, adjudication tools, and audit trails via the TOG Platform. In the event of discrepancies, our compliance team performs enhanced record reviews and communicates directly with courts or candidates as needed to validate results.

This commitment to speed, accuracy, and compliance ensures that the City of Broken Arrow receives background check results it can trust—on time and with confidence.

2.1.1. Orsus Gateway – Secure Candidate Portal

All candidates access the **Orsus Gateway**, a secure portal that can be accessed from any device, including desktop web browsers and mobile devices for:

- Disclosure and Authorization (D&A) form completion
- PII submission with AES-256 encryption
- Uploading of supporting documents
- Real-time status tracking
- ADA-compliant accessibility features

2.1.2. ATS Integration

TOG supports **API-based integration** with leading Applicant Tracking Systems (ATS), enabling automated candidate referrals, status synchronization, and background check initiation from within our clients' HR platforms.

2.1.3. Turnaround Time Metrics

Our average turnaround time is:

- **91%** of background checks are completed within **1 business day**
- **99%** completed within **72 hours**



Clients receive automated alerts when a report is complete or delayed due to third-party verification (e.g., employer responsiveness or court closures).

2.1.4. Adverse Action Procedures

TOG manages the FCRA-compliant **Pre-Adverse and Adverse Action process**, including:

- Pre-adverse notice delivery
- Waiting period tracking (typically 5–7 business days)
- Final adverse notice issuance with report copy and Summary of Rights
- Audit trail documentation stored within the platform

2.1.5. Candidate Dispute Process

If a candidate disputes the accuracy of information:

- TOG promptly initiates a **reinvestigation**
- Confirms the disputed data with sources
- Updates the report and provides revised findings to the City

Candidates may submit disputes through the Orsus Gateway or via TOG's dedicated compliance hotline or email.

TOG uses a **fully digital, secure, and FCRA-compliant workflow** to manage every step of the background screening process—ensuring efficient communication between **applicants** and the **City of Broken Arrow's Human Resources Department**. Our technology is designed to streamline applicant interaction, automate compliance tasks, and give City HR staff complete visibility into status and outcomes in real time.

2.2. System Capabilities

TOG offers a secure, configurable, and web-based background screening Orsus Platform designed to meet municipal clients' operational, compliance, and transparency requirements like the City of Broken Arrow. Our platform combines user-friendly design with powerful administrative tools that enable HR teams to manage and monitor the entire screening lifecycle from initiation through adjudication.



With human resources workflows in mind, the TOG Platform empowers the City's Human Resources Department to operate efficiently, confidently, and with complete legal compliance.

2.2.1. Key System Capabilities

The TOG Platform is fully **mobile-responsive**, **ADA-compliant**, and **accessible through any modern web browser**—allowing City HR staff to initiate, manage, and review screenings from any location with secure access. We provide:

- **Customizable Screening Packages** - Screening bundles can be configured to meet the City's position-specific requirements and risk levels (e.g., public safety, administrative, finance).
- **Candidate Management Dashboard** - A centralized view provides HR users real-time progress tracking, candidate filtering, audit logs, and customizable reporting views.
- **Electronic Document Upload & E-Signature** - Candidates securely upload required documents and digitally sign Disclosure & Authorization forms. All data is encrypted in transit and at rest.
- **FCRA Compliance Tools** - Pre-adverse and Adverse Action notices are automatically generated and delivered via the platform in adherence to FCRA and EEOC regulations.
- **Real-Time Status Monitoring** - Visual indicators display the live status of each screening component (e.g., pending, completed, delayed) to eliminate guesswork and bottlenecks.
- **Automated Alerts & Bulletins** - System notifications inform users of delayed completion, such as court closures, verification delays, or jurisdictional changes affecting turnaround time.
- **Role-Based Access Controls** - User role and department can customize access to system features and candidate information to support internal security protocols.

2.3. Integration with Applicant Tracking Systems (ATS)

TOG's [optional] open API framework enables seamless integration with most modern ATS and HRIS platforms. Integration features include:

- Automated background check initiation upon candidate submission



- Bi-directional status syncing between systems
- Auto-populated candidate data fields to eliminate manual entry
- Support for both real-time API and batch upload environments

Our technical team will coordinate directly with the City's IT and HR departments to ensure compatibility, test connectivity, and train users post-integration.

2.4. Client Access & Reporting

TOG provides the City with real-time status reporting access to all background screening activity through our web-based platform. Authorized Human Resources personnel will be assigned individual login credentials with defined permission levels, ensuring role-based access to reports, candidate status updates, and workflow management tools.

The platform offers full visibility into the progress of each background check and includes robust tools to support decision-making, compliance, and documentation retention.

Key Access & Reporting Features

- **Permission-Based Access** - Access levels are customizable by user role (e.g., HR manager, department reviewer), ensuring data privacy and security across City departments.
- **Automated Notifications** - Email and in-platform alerts notify users immediately when a report is completed, delayed, or requires additional input.
- **Customizable Reports** - HR staff can generate **standard or customized reports** to support internal metrics, audit preparation, or policy reviews. Reports can be scheduled or exported in real-time.
- **Secure Communication** - Through the TOG platform, HR staff may **send inquiries to TOG staff**.

All data is stored following **FCRA record retention guidelines**, and the platform maintains full audit logs for each screening file to support compliance, dispute resolution, and internal review.



2.5. The Orsus Gateway – The Candidate Experience

The **Orsus Gateway** is TOG's secure, mobile-responsive portal built to streamline and enhance the **candidate experience** during the background screening process. It allows applicants to submit their **Personally Identifiable Information (PII)**, sign required documents electronically, and track their background check status in real-time—ensuring both compliance and convenience.

The Orsus Gateway was designed with hiring transparency and data protection in mind. It provides a seamless and intuitive experience that supports the City's hiring and onboarding efforts.

2.5.1. Key Orsus Gateway Features

- **Secure Access** - Candidates receive individualized, time-sensitive login credentials via **email and/or SMS**, enabling encrypted access to the portal.
- **Electronic Consent** - Candidates digitally sign **Disclosure and Authorization** forms in full compliance with **FCRA** and **City policies**. Electronic consent is stored and accessible for audit and reporting purposes.
- **Document Upload** - The portal supports **securely uploading supplemental documents** (e.g., proof of identity, licenses, diplomas), ensuring quick submission and centralized data access.
- **Real-Time Status Monitoring** - Candidates can view the live status of each background screening component, improving communication and reducing inquiries to HR.
- **Error Reporting & Resolution Tools** - Applicants can flag potential inaccuracies, request clarifications, or submit updates directly through the portal, triggering a secure notification to TOG's compliance team.
- **Customizable Candidate Instructions** - TOG customizes applicant-facing instructions to reflect the **City of Broken Arrow's** internal points of contact, communication timelines, and documentation requirements.



2.6. Implementation Timeline & Training Plan

TOG follows a structured, client-centered onboarding process that ensures a smooth and timely transition for the City's Human Resources team. Our method minimizes administrative disruption while ensuring compliance with local, state, and federal employment screening requirements.

2.6.1. TOG's New Client Onboarding Process

Our onboarding process consists of four core phases: **Planning, Configuration, Quality Assurance, and Launch.**

- **Planning & Discovery** - TOG begins with a discovery session to assess the City's current screening policies, discuss preferred workflows, and define service package configurations. We also review any reporting, invoicing, or integration requirements affecting implementation.
- **Configuration & Customization** - TOG configures the City's background screening account based on agreed-upon service levels, adjudication preferences, department-based billing (if applicable), and candidate communications. If integration with the City's ATS or HRIS is requested, the configuration process will also include coordination with TOG's technical team.
- **Quality Assurance & Internal Testing** - Test background checks are executed to ensure system alignment, data accuracy, and seamless communication between platforms. This phase includes data validation and audit trail confirmation.
- **Launch & Initial Support** - Once setup and testing are complete, TOG activates the City's account, and background checks may begin. Our team remains closely engaged during the initial rollout phase and provides performance reviews and configuration adjustments as needed.

2.6.2. Typical onboarding timeline:

- 3–5 business days for full activation after receipt of completed onboarding documentation
- Up to 10–14 business days for drug testing or credit reporting services regulatory process and approval completion (due to third-party credentialing requirements).



2.6.3. New Account Provisioning

TOG assigns a **dedicated Client Relationship Manager (CRM)** to oversee implementation, training, and service delivery. Your CRM will serve as a single point of contact throughout the partnership.

During the discovery and setup phase, your CRM will:

- Confirm selected screening packages and user permissions
- Configure department-level billing or invoice routing (if needed)
- Coordinate system integration with your ATS or HRIS (if applicable)
- Establish internal reporting formats and approval workflows.

Upon completion of account setup, TOG will deliver a **Welcome Packet** containing:

- Key contact directory for TOG's support team
- Compliance documentation and audit readiness tools
- Quick-start user guides and platform resources
- Fully executed Client Service Agreement (CSA)

2.6.4. Training Plan

TOG offers live, customized training sessions led by your assigned CRM. Training is scheduled according to the City's preferences and conducted virtually (via Microsoft Teams).

Training Format

- Standard session length: **60 minutes**
 - 30 minutes: Guided walkthrough of TOG platform
 - 30 minutes: Open Q&A and use case scenarios

Core Training Topics Include

- Navigating the Orsus Platform and Orsus Gateway
- Initiating background checks and reviewing results
- Understanding FCRA, EEOC, and Adverse Action Compliance
- Managing candidate communication and documentation



- Accessing reports, dashboards, and audit logs

Refresher sessions, onboarding for new HR users, and advanced training on platform features are available **at no additional cost** throughout the contract term.

2.7. TOG Qualifications

TOG is a Minority-Owned, SBA 8(a) Certified small business with over 20 years of experience delivering secure, scalable, and fully compliant background screening services to public agencies, school systems, and Fortune 1000 employers.

2.7.1. Certifications & Licenses

- SOC 2 Type II Compliant – Audited for data security, integrity, and privacy
- PBSA Accredited – Recognized for excellence in consumer reporting
- Licensed Private Investigator – Certified in Michigan and Ohio
- Advanced FCRA Certified – Key staff maintain PBSA Advanced FCRA credentials
- SBA 8(a) Program Participant – Certified through 2027
- Minority Business Enterprise (MBE) – Certified by MMSDC/NMSDC

2.7.2. Industry Recognition

- MMSDC & NMSDC Supplier of the Year – Winner and Finalist (multiple years)
- Kelly Services Supplier Excellence Award
- Recognized nationally for service innovation, regulatory expertise, and client retention

2.7.3. Compliance Practices

TOG maintains a rigorous internal compliance program that includes:

- Quarterly internal audits
- Policy reviews aligned with FCRA, EEOC, and state privacy regulations
- Systematic documentation and training enforcement

2.7.4. Ongoing Training and Certification

All TOG team members participate in structured compliance training to uphold the highest industry standards:

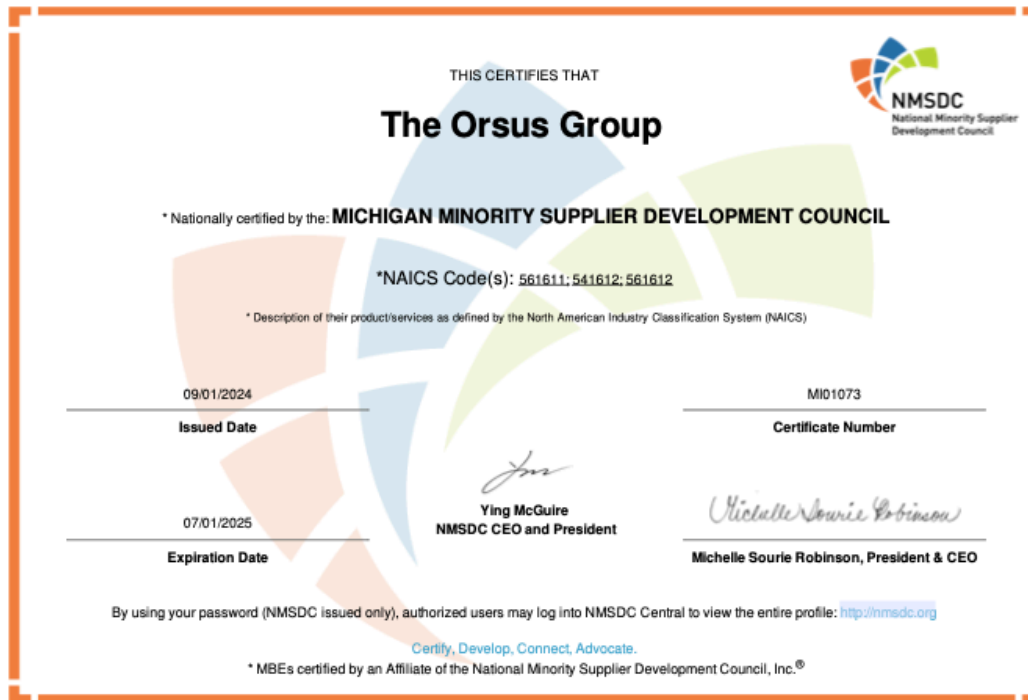
- Annual FCRA Training – Required for all personnel
- Quarterly Compliance & Security Training
- PBSA Advanced FCRA Certification – Maintained bi-annually by managers
- PBSA Accreditation Review – Every five (5) years
- PBSA Surveillance Audit – Every 2–3 years

PBSA Accreditation Certificate





Michigan Minority Supplier Development Council



2.8. Data Security & Compliance

TOG (The Orsus Group) maintains a robust information security and compliance framework designed to protect client and candidate data's integrity, confidentiality, and availability. Our systems are built to meet the rigorous expectations of public-sector clients and ensure complete alignment with state and federal regulatory standards.

2.8.1. Encryption & Data Protection

TOG utilizes **AES-256 encryption** for data at rest and **256-bit SSL encryption** for data in transit. All Personally Identifiable Information (PII), including candidate background reports, authorization forms, and supporting documents, is securely stored within a private cloud infrastructure in compliance with U.S. data residency laws.

Access to sensitive data is strictly limited based on **role-based permissions**, and all user interactions with the platform are logged and auditable. Our systems



are hosted in secure, redundant environments with continuous monitoring and automated alerts for suspicious activity.

2.8.2. SOC 2 Type II Compliance

TOG is **SOC 2 Type II compliant**, having undergone third-party audits that validate the strength and consistency of our **security, availability, processing integrity, confidentiality, and privacy controls**. This ensures that our operational practices meet the highest data protection and reporting accuracy standards.

2.8.3. Regulatory Compliance

Our services are developed and delivered in full compliance with all applicable employment screening regulations, including:

- The **Fair Credit Reporting Act (FCRA)**
- The **Equal Employment Opportunity Commission (EEOC)** guidelines
- Applicable state-level background screening and privacy laws

TOG also ensures that all required consumer disclosures, authorizations, and adverse action notices are issued following state and federal requirements and are available for audit through our secure platform.

Access Controls & Audit Trails

- All user access is governed by **multi-factor authentication (MFA)** and **permission-based role management**.
- Candidate data is segregated and encrypted within isolated environments
- Full **audit trails** are retained for all report activity, communications, and system interactions

By embedding security and compliance throughout our platform and operations, TOG enables the **City of Broken Arrow** to meet its workforce risk management goals with confidence and transparency.



2.9. TOG Response to Broken Arrow Questionnaire

Does your organization have other municipal or government clients?	<p>Yes. TOG has experience supporting municipal and government entities both directly and indirectly. In addition to working with numerous cities, counties, and special districts through partnerships with staffing agencies providing temporary and contract personnel, TOG has directly served many public-sector clients.</p> <p>Recent examples of government and municipal clients include:</p> <ul style="list-style-type: none"> • Savannah River Nuclear Solutions • Traverse City, Michigan • Trumbull County, Ohio • Mahoning County, Ohio • Stark County, Ohio <p>Our experience with government clients spans a variety of functions, including public safety, administrative services, education, and health departments—demonstrating TOG's flexibility and deep understanding of public-sector compliance and operational needs.</p>
Provide a count of your Municipal clients categorized by large, medium, or small groups.	<p>Large - 20%</p> <p>Medium - 60%</p> <p>Small - 20%</p>
Provide a count of your existing clients with greater than 500 employees.	Over 250
How many clients of similar size to us have you lost in the last three years? Explain.	Zero
Provide the history of your firm.	See section 2.1
What aspects of your customer service are strongest?	TOG (The Orsus Group) takes pride in delivering a high-touch, client-focused service model that prioritizes responsiveness, accountability, and subject matter expertise. Key strengths of



	<p>our customer service approach include:</p> <ol style="list-style-type: none"> 1. Client-Centric Model - We do not operate a call center. Instead, each client is supported by a dedicated team that offers personalized service and deep familiarity with their account. 2. U.S.-Based Operations - All background screening processes are conducted domestically. TOG does not offshore or outsource any part of our service delivery, ensuring quality control and data security. 3. Cross-Trained Specialists - Our background screening specialists are cross-trained across all client accounts, allowing for seamless support and continuity, even during peak periods or staff transitions. 4. Certified Expertise - All Team Leads and Client Relationship Managers are FCRA-certified through the Professional Background Screening Association (PBSA), ensuring regulatory accuracy in every interaction. 5. Rapid Response Time - TOG maintains an average client response time of under two hours, providing timely resolution to inquiries and support requests. <p>This service model allows TOG to build long-term client relationships based on trust, consistency, and performance.</p>
Describe the customer service our internal team would receive.	<p>The City of Broken Arrow will receive dedicated, personalized support through a Client Relationship Manager (CRM) who will serve as your primary point of contact throughout implementation and ongoing service. In addition to the CRM, you will be supported by a cross-functional team trained on the City's specific requirements to ensure consistency, accuracy, and responsiveness.</p> <p>This team-based approach allows TOG to deliver timely assistance, customized guidance, and seamless service continuity. Our structure ensures that every support team member understands your screening policies, workflows, and preferred communication channels.</p> <p>Please refer to Section 3.9 – TOG Proposed Project Team for additional details on our client support structure.</p>
Explain how you ensure FCRA compliance.	<p>TOG maintains a proactive, multi-layered approach to Fair Credit Reporting Act (FCRA) compliance through structured</p>

	<p>training, continuous education, expert consultation, and rigorous internal audits.</p> <p>Key elements of our compliance program include:</p> <ul style="list-style-type: none"> • Quarterly Staff Training • Annual PBSA Conference Attendance • Advanced FCRA Certification • External Legal Consultation • Internal Audits & Monitoring <p>For specific details on our recurring training and audit schedule, please refer to Section 3.7.4.</p>
<p>Explain your national criminal search process.</p>	<p>TOG conducts a National Criminal Database Search using a robust, continuously updated database that aggregates more than 400 million records from various sources across the United States. This includes data from:</p> <ul style="list-style-type: none"> • County, state, and federal criminal courts (as available) • Department of Corrections records • Administrative Office of the Courts (AOC) • The National Sex Offender Registry • The FBI's Most Wanted List • The FBI's Most Wanted Fugitive List • Additional public and proprietary watchlists <p>While this national search is a powerful tool for identifying potential criminal history across jurisdictions, it is not used alone to make employment decisions. Following the Fair Credit Reporting Act (FCRA), any record located through the national database is verified through a direct county-level search at the source of the record before inclusion in the final background report. This ensures accuracy, legal compliance, and fair treatment of candidates.</p> <p>TOG's layered approach allows for broad coverage while maintaining the precision and verification standards that the law requires.</p> <p>For a complete overview of background check components, see Section 3.1</p>

<p>Explain the process of contacting individual counties to obtain records and any longer than usual wait times in specific counties.</p>	<p>TOG obtains county-level criminal records through a vetted national network of professional court researchers, utilizing various methods depending on each jurisdiction's access protocols. These methods include:</p> <ul style="list-style-type: none"> • Direct digital access to county court record systems (where available) • On-site courthouse visits to use public access terminals. • Clerk-assisted searches, where a researcher works directly with courthouse staff to locate relevant records. <p>Searches are conducted using first name, last name, and date of birth, with additional identifiers such as middle name or Social Security Number (when available) to confirm or narrow record matches. TOG reports all legally reportable felony and misdemeanor convictions in accordance with the Fair Credit Reporting Act (FCRA) and applicable state laws.</p> <p>At this time, TOG is not experiencing any known access delays or turnaround issues with counties in Oklahoma. However, some jurisdictions nationally may experience longer-than-usual processing times due to court staffing limitations, manual-only records, or temporary closures. When such delays occur, TOG proactively notifies clients through our platform and tracks progress in real-time.</p> <p>TOG completes 91% of our reporting orders within 1 business day. 99% are completed within 3 business days.</p>
<p>Explain how you go about verifying an individual's criminal record and ensuring accuracy.</p>	<p>TOG (The Orsus Group) follows strict verification protocols to ensure the accuracy, integrity, and compliance of all criminal record information reported.</p> <p>Criminal Record Reporting</p> <p>TOG reports misdemeanor and felony convictions based on the jurisdiction and the search scope requested by the client. Convictions are only reported if the disposition date or known incarceration release date falls within the reporting window authorized by law and ordered by the City of Broken Arrow.</p> <p>Identity Matching & Accuracy Protocol</p>



	<p>To ensure maximum possible accuracy, TOG requires a minimum of two identifiers to confirm a match between a criminal record and the candidate:</p> <ol style="list-style-type: none"> 1. Primary Identifier: Full name (first, last, and middle name or initial when available) 2. Secondary Identifier(s): Date of birth (full DOB), Social Security Number (when legally permissible), Driver's license number, Current or previous address, Passport or government-issued ID number, Other partial identifiers to support record validation <p>In cases where a candidate has a common name (as defined using U.S. Census data), a third identifier is required to confirm the match and prevent misattribution.</p> <p>Each background report indicates which identifiers were used to validate any record included.</p> <p>Database Record Verification</p> <p>TOG does not report adverse information from any non-government-maintained criminal database without first verifying the data at the primary source of record—typically the county or state court of jurisdiction. National criminal databases are used strictly as pointer tools and any potential findings are validated with official court records before being included in the report.</p> <p>FCRA Section 613 Compliance</p> <p>Following FCRA Section 613, if TOG includes public record information in a report that could negatively impact a candidate, we send a notice to the consumer (613 Notice). This communication informs the individual of the finding and provides TOG's contact information if the candidate wishes to dispute the accuracy of the information. Notices are sent via email or postal mail if an email address is unavailable.</p> <p>For more on dispute handling and candidate communication, see Section 3.1.13 – Candidate Dispute Process</p>
Explain your approach to employment	TOG (The Orsus Group) employs a structured, persistent, and

<p>verification.</p>	<p>compliance-driven approach to employment verification designed to ensure accuracy and reliability while minimizing turnaround times.</p> <p>Each verification is assigned to a dedicated Background Screening Specialist who thoroughly reviews the candidate's submission for completeness and conducts initial research to locate the most accurate and direct contact for verification. We initiate contact with the employer through a combination of voice calls, email, and fax outreach.</p> <p>Standard Verification Protocol:</p> <ul style="list-style-type: none"> • Up to five contact attempts are made per employer, including: <ul style="list-style-type: none"> ○ Voicemail messages ○ Email requests ○ Alternate contact methods when available • After three unsuccessful attempts, the candidate is contacted to request additional or corrected contact details. • Two final outreach attempts are made using the updated information provided by the candidate. <p>Our goal is to confirm the following, based on the client's requirements and what the employer is legally permitted to disclose:</p> <ul style="list-style-type: none"> • Employment dates (start and end) • Job title(s) • Salary information (if authorized) • Reason for separation (if available) <p>This methodical and candidate-assisted process ensures that each employment verification is as thorough, accurate, and timely as possible, while maintaining compliance with the Fair Credit Reporting Act (FCRA) and all relevant privacy regulations.</p>
<p>Explain your approach to educational verification.</p>	<p>TOG (The Orsus Group) conducts educational verifications using a methodical, persistent, and compliance-focused process tailored to the type of institution and academic credential being verified.</p> <p>Each request is reviewed by a Background Screening Specialist,</p>

	<p>who evaluates the information submitted by the candidate and conducts preliminary research to identify the most accurate point of contact or verification method—whether through direct institutional contact, authorized third-party clearinghouses (e.g., National Student Clearinghouse), or online registries.</p> <p>Verification Process Overview:</p> <ul style="list-style-type: none"> • Daily outreach attempts are made for up to five (5) business days to confirm: <ul style="list-style-type: none"> ○ Attendance dates (when available) ○ Degree(s) earned ○ Major or field of study ○ Graduation or completion date • Each contact attempt may include: <ul style="list-style-type: none"> ○ Speaking directly with school officials ○ Leaving voicemails or messages ○ Sending follow-up emails • The candidate is contacted to confirm or supplement the information if verification cannot be obtained after three outreach attempts. • TOG then makes two final verification attempts using any new or corrected details. <p>This structured and proactive approach ensures accurate and timely verification of a candidate's academic background in full compliance with the Fair Credit Reporting Act (FCRA) and applicable privacy standards.</p>
<p>Confirm that you use the Social Security number and DOB to confirm identity and run background checks.</p>	<p>Yes. TOG requires both the Social Security Number (SSN) and Date of Birth (DOB) to initiate and process a background screening. This information is securely collected through our platform via client input or direct candidate self-entry through the Orsus Gateway.</p> <p>SSN and DOB are used to:</p> <ul style="list-style-type: none"> • Confirm the candidate's identity • Conduct SSN trace and address history checks • Ensure accurate record matching across jurisdictions • Access specific records where the reporting source requires these identifiers <p>These identifiers depend on the requirements of the jurisdiction or service being requested, and all data is handled</p>

	per FCRA, SOC 2, and privacy best practices .
How do you ensure timely and accurate reporting?	<p>TOG ensures timely and accurate reporting through automated technology, rigorous quality controls, and experienced personnel who manage each background screening with precision and accountability.</p> <p>Key elements of our process include:</p> <ul style="list-style-type: none"> • Fast Turnaround Times—Thanks to our automated Orsus Platform and proactive follow-up procedures with data sources, over 91% of reports are completed within one business day and 99% within 72 hours. • Multi-Tiered Verification Process - Criminal records, employment, and education verifications follow a structured outreach protocol, including up to five attempts, ensuring thoroughness without unnecessary delays. • Minimum Matching Thresholds for Accuracy - TOG requires a minimum of two identifiers (e.g., full name + DOB or SSN) to confirm any match before reporting. Common names require a third identifier to avoid misattribution. • Automated Alerts & Real-Time Tracking - Our platform provides real-time status updates and alerts on delayed components, keeping HR personnel informed throughout the process and enabling rapid response to verification issues. • Built-In Quality Control & Auditing - Every report undergoes an internal review prior to release to validate data accuracy, legal reportability, and formatting. Quarterly internal audits further ensure adherence to FCRA and client-specific guidelines. • Certified Compliance Team All Team Leads and Client Relationship Managers are PBSA Advanced FCRA Certified, and TOG consults with external FCRA-specialized counsel on an ongoing basis to ensure reporting accuracy and legality. <p>This combination of technology, training, and quality assurance enables TOG to consistently deliver timely and legally sound reports, supporting confident and compliant hiring decisions for the City of Broken Arrow.</p>



<p>Explain the process of initiating a new pre-employment background check.</p>	<p>TOG offers a flexible and secure process for initiating pre-employment background checks, designed to integrate seamlessly with the City of Broken Arrow's hiring workflows.</p> <p>Step-by-Step Initiation Process:</p> <ol style="list-style-type: none"> 1. Request Submission - The background check is initiated by the City's HR personnel through the secure TOG Platform or automatically via API integration with the City's Applicant Tracking System (ATS), if configured. 2. Candidate Notification - Upon initiation, the candidate receives a secure link via email and/or SMS to access the Orsus Gateway, TOG's encrypted, mobile-friendly applicant portal. 3. Electronic Consent & Data Collection - The candidate completes the required Disclosure and Authorization forms electronically and provides Personally Identifiable Information (PII) needed for screening (e.g., name, SSN, DOB, employment, and education history). 4. Package Confirmation - Based on the candidate's role, TOG applies the appropriate screening package as defined during implementation (e.g., background check, MVR, drug screen, credit check). 5. Screening Begins - Once the candidate has submitted their information, TOG's system automatically begins processing each screening component. HR staff can monitor progress in real-time through the platform dashboard. 6. Live Status Tracking & Notifications - The City's HR team receives alerts when reports are completed, delayed, or require additional candidate input. 7. Report Delivery - Upon completion, the final background screening report and any supporting documentation or adjudication flags are securely delivered to authorized city users for review. <p>This streamlined, automated process reduces administrative workload, improves transparency, and ensures a positive candidate experience—while supporting full FCRA and EEOC compliance. For more details, refer to sections 3.4 and 3.5.</p>
<p>How does your firm stay current with state and federal regulations?</p>	<p>TOG maintains a proactive, multi-channel strategy to ensure continuous alignment with all federal, state, and local laws governing background screening. Our commitment to</p>

	<p>compliance is central to our operations and reflected in the systems, training, and oversight we provide.</p> <p>Key Methods Include:</p> <ul style="list-style-type: none"> • Ongoing Legal Consultation - TOG works closely with external legal counsel specializing in the Fair Credit Reporting Act (FCRA), employment law, and privacy regulations. This ensures timely updates on legal developments and industry-specific compliance guidance. • Professional Memberships & Certifications - We are an accredited member of the Professional Background Screening Association (PBSA) and actively participate in its policy updates, webinars, and regulatory roundtables. Our leadership team also attends the annual PBSA conference, where emerging regulatory trends are addressed in-depth. • Recurring Staff Training - TOG staff participate in quarterly compliance training, covering updates to FCRA, EEOC guidelines, state-specific background check laws, and industry best practices. Team Leads and Client Relationship Managers maintain PBSA Advanced FCRA Certification. • Internal Compliance Audits - We conduct quarterly internal audits to evaluate adherence to regulatory requirements, platform functionality, and documentation standards. These reviews are documented and used to guide continuous improvement. • Automated Regulatory Monitoring Tools - TOG leverages technology and subscription-based services that flag updates to legislation affecting background screening practices in all 50 states, as well as federal rule changes. <p>This layered approach allows TOG to remain agile and fully compliant in a complex regulatory environment—ensuring that our clients, including the City of Broken Arrow, receive accurate and legally sound background screening services at all times.</p> <p>For additional compliance practices, see Section 3.7</p>
Describe any other facets of your organization and your	TOG was founded by professionals who were once end-users of background screening services . This gave our leadership team



<p>firm's experience that are relevant to this proposal which have not been previously described and that you feel warrant consideration.</p>	<p>a firsthand understanding of the critical importance of accuracy, timeliness, and responsive support in the hiring process. This perspective has shaped our business philosophy and set us apart from traditional data vendors.</p> <p>While many background screening providers treat the process as a transactional data exchange, TOG operates as a risk mitigation partner. In addition to employment screening, our firm conducts complex workplace investigations involving theft, fraud, harassment, and workplace violence—experience that directly informs how we evaluate, verify, and report information.</p> <p>Our background screening services go beyond basic data retrieval. TOG maintains one of the largest and most diverse networks of data providers in the industry, enabling faster, more comprehensive, and more accurate reporting. We investigate every background check, scrutinizing discrepancies and confirming record accuracy before reporting them to our clients.</p> <p>Our Compliance Team routinely performs enhanced reviews, including direct outreach to court clerks for clarification and proactive communication with candidates when inconsistencies arise. These extra steps ensure that the City of Broken Arrow receives background reports that are not only fast but also thoroughly vetted and legally defensible.</p> <p>This combination of investigative experience, technology, and compliance rigor makes TOG a uniquely qualified partner for public-sector hiring environments where accuracy and accountability are paramount.</p>
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2.10. TOG Proposed Project Team

TOG proposes a highly experienced, credentialed team to support the City of Broken Arrow's background screening program. Each team member brings specialized expertise in compliance, operations, and client success to ensure seamless implementation, fast turnaround, and consistent adherence to municipal, state, and federal screening requirements.



Carrie A. Hoeksema – Client Relationship Manager

Carrie will serve as the City of Broken Arrow's primary point of contact and day-to-day liaison for all services provided under this contract. With over 17 years of experience in client services, compliance, and human capital operations, Carrie is known for translating complex regulatory obligations into practical, user-friendly processes.

She is PBSA Advanced FCRA Certified and an expert in managing sensitive screening protocols, including criminal history checks, verifications, drug screening coordination, and adverse action processes. For exceptional client service delivery, Carrie was named TOG's 2024 MVP.

Natalie Globke – Director of Operations

Natalie will oversee the City's account provisioning, platform configuration, and ongoing service performance. With over 15 years of leadership experience at TOG, Natalie is responsible for aligning operational workflows with client-specific needs and ensuring service quality across all phases of the engagement.

Natalie specializes in risk mitigation, regulatory compliance, KPI tracking, and team performance. Throughout the contract, she will oversee TOG's implementation and technical support teams.

Karen I. Thomas – Compliance Manager

Karen leads TOG's internal compliance review, adjudication, and dispute resolution processes. She will ensure that all screening results delivered to the City of Broken Arrow adhere to FCRA, EEOC, state-level employment laws, and TOG's internal quality standards.

Karen brings over 10 years of experience in regulatory compliance and background investigations. She also provides training for TOG staff and assists with regulatory audits and continuous monitoring initiatives.

*Full biographies for all proposed team members are included in **Appendix A**.*



3. Cost Proposal

TOG has developed a transparent, flexible, and scalable pricing structure tailored to meet the specific requirements outlined in **RFP #25.145**. The cost proposal includes individual service line items for core background screening components, as well as optional services that may be utilized based on the City's hiring needs and position types.

All pricing is presented on a **per-applicant, per-service basis**, and includes:

- **No minimum order requirements**
- **No implementation, account setup, or annual maintenance fees**

TOG's pricing is designed to be **cost-effective, predictable, and fully aligned with FCRA compliance and municipal procurement standards**. Any additional services requested beyond the scope of the base package can be added on an as-needed basis, with prior authorization and full cost transparency.

Service	Cost
National Criminal Search	\$3.00
County-Level Record Verification for All Counties of Prior Residence. Includes State.	\$19.00
Employment History Verification (7 Years)	\$19.50
Education Verification (Highest Degree Earned)	\$7.00
Social Security Number & Date of Birth Validation	\$1.25
Prepare FCRA Compliance and Legally-Required Notices of Adverse Findings	No Charge
Transmit [Optional] FCRA Compliance and Legally-Required Notices of Adverse Findings to the Candidate	\$5.00

3.1. Third-Party Jurisdictional Pass-Through Fees

As part of TOG's commitment to pricing transparency and compliance, we want to identify any **third-party pass-through fees** that may be incurred during the background screening process. These fees are assessed directly by external entities—such as courts, state agencies, motor vehicle departments, and education institutions—and are passed through to the client **at cost**, with **no additional markup** from TOG.

The jurisdiction or data source determines these charges and may vary based on location, service type, or institutional policy. Common examples include:

Typical Pass-Through Fee Categories

- **County Criminal Court Access Fees** – Some counties charge access fees for local court record searches (e.g., New York, Michigan, California).
- **Statewide Criminal Repository Fees** – Certain states (e.g., Florida, Colorado, South Dakota) charge fees for accessing state-maintained criminal databases.
- **Department of Motor Vehicles (DMV) Fees** – Motor Vehicle Record (MVR) checks may include a per-state fee based on DMV regulations.
- **Education Verification Fees** – Some colleges, universities, and verification platforms (e.g., National Student Clearinghouse) charge a fee to confirm degrees or enrollment.
- **Professional License Verification Fees** – Some boards or licensing bodies require a verification fee for credential confirmation.
- **International Screening Fees** – Varying by country and complexity of the search, including government filing or record access costs.

How Pass-Through Fees Are Handled

- All pass-through fees are disclosed to the City in advance when known and itemized on the invoice for complete visibility.
- Fees are billed **only when incurred**—TOG does not bundle or estimate these costs in advance.
- A full, up-to-date **fee schedule** of known pass-through charges for many jurisdictions will be included in this proposal as **Appendix D**.

While these fees are outside TOG's control, we maintain a real-time internal database to inform clients of changes and ensure accurate cost forecasting during implementation.

4. Past Performance & References

TOG serves a diverse portfolio of public-sector and enterprise clients that rely on our background screening services for their most sensitive and high-impact hiring decisions. The following references represent organizations with similar scope, regulatory requirements, and service expectations to those of the City of Broken Arrow. Each reference can speak to our responsiveness, compliance expertise, service reliability, and ability to support large-scale and specialized screening programs.

Client Name	Scope of Work	Period of Performance	Point of Contact	Contact Information
Kelly Services	National background screening and occupational health services provider for Kelly Services' contract employees and Managed Services Programs (MSP) for government agencies. TOG conducts approximately 250,000 screenings annually, including criminal, employment, education, MVRs, and credit reports.	2008 to present (16 years) \$1.2m Annual Revenue	Paul Champoux Employment Compliance Manager	Phone: 248-419-4306 Email: Champpr@kellyservices.com Address: 999 West Big Beaver Rd, Troy, MI 48084

Dealer Tire	Exclusive background screening partner for Dealer Tire's US operations, providing criminal checks, MVRs, drug testing, physicals, and investigative services for security-related incidents, including theft, fraud, and harassment.	2019-present 5 years (Current Contract) \$350k Annual Revenue	Taylor Kyger Team Lead	Phone: 234-425-7553 tkyger@dealertire.com Address: 7012 Euclid Ave, Cleveland, OH 44103
Goodyear Tire and Rubber Company	TOG provides investigative and administrative compliance services for Goodyear's Global Security Program. Supports background screening adjudications for ~20,000 screenings annually, hiring recommendations, and global security consulting for post-incident investigations.	2018-Present (6 years, Current Contract) \$443k Annual Revenue	Ryan Schilling Program Leader Protective Operations Intelligence	Phone: 330-813-8649 ryan_schilling@goodyear.com Address: 200 Innovation Way, Akron, OH, 44316-0001
Detroit Manufacturing	TOG provides pre-employment background screenings, coordinates occupational health appointments, and schedules drug testing.	2012 - Present	Jonathan Tsegaye HR Systems Analytics Manager	Phone: 313-949-3088 jonathan.tsegaye@dmsna.com Address: 12701 Southfield Rd, Detroit, MI 48223



5. Appendices

5.1. Appendix A – Team Biographies

Will Montgomery | President | The Orsus Group

Will Montgomery is the Co-Founder and President of The Orsus Group, a minority-owned human capital management firm specializing in pre-employment screening, corporate investigations, and risk management solutions. With over 25 years of experience in business development, risk assessment, and workforce compliance, Will has played a pivotal role in shaping industry best practices for background screening and corporate investigations.

Since founding The Orsus Group in 2007, Will has led the company's growth from a startup to a trusted provider of screening and investigative services for small businesses and Fortune 1000 clients. He has developed pre-employment screening protocols, formulated risk management solutions, and provided consulting services to ensure companies comply with federal, state, and local employment regulations (EEOC, FCRA). His expertise extends to workplace violence prevention, anti-harassment training, adverse termination risk assessments, and critical incident investigations.

Before establishing The Orsus Group, Will held leadership roles in financial services and staffing, including positions at JP Morgan Chase, Morgan Stanley, and Aerotek (a division of Allegis Group). His background in investment portfolio management, corporate staffing, and business development provided him with deep insights into risk management, compliance strategies, and operational efficiency—insights that continue to drive Orsus Group's success today.

Will holds a Bachelor of Arts in International Relations from Michigan State University, with a focus on Economics and Political Science, and completed a Business Administration certificate from the Eli Broad College of Business. His strategic leadership, industry expertise, and commitment to compliance-driven workforce solutions have made The Orsus Group a trusted partner for organizations seeking secure, efficient, and legally compliant hiring processes.



Michael Angelo Peterson | Vice President & COO | The Orsus Group

Michael Angelo Peterson is a seasoned security, investigations, and risk management professional with over three decades of experience in corporate security, background screening, and law enforcement. As the Co-Founder, Vice President and COO of The Orsus Group, he oversees global investigations, background screening operations, and corporate security services, ensuring organizations remain compliant with employment regulations and best practices.

Before co-founding The Orsus Group, Michael held executive security and investigations roles at Goodyear Tire & Rubber Company, Kelly Services, and Prudential/Titan Insurance. In these positions, he managed global security programs, internal investigations, executive protection, corporate espionage cases, workplace violence assessments, and EEO claims resolution for Fortune 500 companies. His expertise in fraud prevention, security risk mitigation, and critical incident management has made him a trusted advisor in corporate security strategy.

Michael began his career in law enforcement, serving as a police officer in Canton, Ohio, and an intensive supervision probation officer for Stark County. He later transitioned into corporate investigations, special investigations units (SIU), and executive protection, bringing a law enforcement mindset to corporate risk management.

He holds a Bachelor of Science in Law Enforcement Administration from Youngstown State University and has earned multiple certifications in police training, crisis and media communications, fraud investigations, and interview/interrogation techniques.

Michael is an active member of ASIS (American Society of Industrial Security), OSAC (Overseas Security Advisory Council), SHRM (Society for Human Resource Management), and multiple security and investigative associations. His leadership has earned him numerous commendations, including serving as President of the Akron Police Academy and being named Commandant of the Year.

A former athlete, Michael was a four-year starter in college football, a free agent player for the Miami Dolphins, and was drafted by the Frankfurt Galaxy in



NFL Europe. His commitment to integrity, security, and risk mitigation makes him an invaluable leader at The Orsus Group.

Carrie A. Hoeksema | Client Relationship Manager | The Orsus Group

Carrie Hoeksema is a client relationship professional with over 17 years of experience in customer service, compliance, and workforce solutions. As a Client Relationship Manager at The Orsus Group, she serves as clients' primary point of contact, ensuring seamless communication, compliance, and tailored background screening solutions.

Since joining The Orsus Group in 2024, Carrie has been pivotal in developing customized screening programs that align with federal, state, and local regulations, including FCRA and EEOC guidelines. She specializes in criminal history checks, employment and education verification, and drug testing coordination, working closely with clients to meet their unique hiring needs while maintaining compliance. She analyzes client feedback and data trends to enhance service efficiency and accuracy.

Before her role at The Orsus Group, Carrie gained extensive experience in staffing and compliance at Kelly Services, where she managed large-scale workforce operations for major clients such as Pitney Bowes and handled employment compliance processes, including pre-adverse and adverse action notifications. Her background also includes experience in hospitality management and architectural design, showcasing her adaptability, attention to detail, and leadership skills.

Carrie holds a Bachelor of Fine Arts in Interior Design from the International Academy of Design and Technology in Troy, MI. She is PBSA Advanced FCRA Certified and was recognized as The Orsus Group's MVP of the Year in 2024 for her outstanding contributions to client service and operational excellence.

Karen I. Thomas | Compliance Manager | The Orsus Group

Karen Thomas is a seasoned compliance professional with over a decade of experience in background screening, regulatory compliance, and client service. As the Compliance Manager at The Orsus Group, she is responsible for reviewing criminal records, managing candidate disputes, ensuring FCRA compliance, and overseeing vendor accuracy. Since joining the company in 2012, Karen has advanced through multiple



roles, gaining expertise in background investigations, legal compliance, and client relations.

Karen holds an Advanced FCRA Certification, demonstrating her deep understanding of federal and state employment laws and regulatory requirements. She has played a critical role in training new employees on compliance best practices and managing dispute resolution processes to ensure accuracy and fairness in background screening results.

Prior to her tenure at The Orsus Group, Karen worked in payroll processing at Kelly Services and in loss prevention at PNC Bank, where she developed investigative and auditing skills, earning multiple awards for her attention to detail and excellence in customer service.

Karen holds an Associate Degree in General Studies from Oakland Community College, with a focus on administrative and Microsoft Office Suite applications. Her commitment to compliance, accuracy, and customer service excellence makes her an invaluable asset to The Orsus Group's risk mitigation and regulatory oversight efforts.

Natalie Globke | Director of Operations | The Orsus Group

Natalie Globke is a highly skilled operations leader with over 15 years of experience in background screening, corporate investigations, and compliance management. As the Director of Operations at The Orsus Group, she is responsible for overseeing all operational functions, ensuring efficiency, compliance, and strategic alignment with the company's objectives.

Since joining The Orsus Group in 2009, Natalie has held key leadership roles, including Director of Client Relations and Client Relationship Manager, before being promoted to Director of Operations in 2017. In her current role, she manages business process optimization, operational compliance, risk mitigation, and strategic planning to drive organizational success. She also oversees client-related technical integration projects, ensuring seamless service delivery and operational excellence.

Natalie is instrumental in maintaining The Orsus Group's compliance with Fair Credit Reporting Act (FCRA) regulations, state consumer reporting laws, and federal and state Driver Privacy Protection Acts. She leads audit preparation, accreditation enforcement, and performance management initiatives, setting



Key Performance Indicators (KPIs) to measure success and operational efficiency.

A graduate of Oakland University, Natalie holds a Bachelor of Science in Human Resource Management and Finance, with a minor in accounting. Her expertise spans strategic planning, project management, budgeting, staff leadership, and risk analysis, making her a vital asset to The Orsus Group's leadership team.

Beyond her professional commitments, Natalie is an active community volunteer, serving as an Elementary Small Group Leader for Woodside Bible Church since 2018. Her dedication to operational excellence, compliance, and team leadership ensures The Orsus Group delivers top-tier background screening and investigative services to its clients.



5.2. Appendix B – Certificate of Insurance

CERTIFICATE OF LIABILITY INSURANCE		ORSUSGR-01	ALEWALLEN																												
		DATE (MM/DD/YYYY) 4/1/2024																													
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																															
PRODUCER Rooney Insurance Agency, Inc. 5140 E Skelly Drive, Ste 1010 Tulsa, OK 74135	CONTACT NAME: Angela Lewallen PHONE (A/C, N/A, Ext): (918) 876-3489 FAX (A/C, N/A): (918) 420-9926 EMAIL: angela.lewallen@rooneyinsurance.com ADDRESS: <table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th>INSURER</th><th>ENDORSEMENT</th><th>COVERAGE</th><th>RAT #</th></tr></thead><tbody><tr><td>INSURER A</td><td>RLI Insurance Company</td><td></td><td>13056</td></tr><tr><td>INSURER B</td><td>HomeState Insurance Company of Florida</td><td></td><td>11158</td></tr><tr><td>INSURER C</td><td>Coalition Insurance Company</td><td></td><td>29539</td></tr><tr><td>INSURER D</td><td></td><td></td><td></td></tr><tr><td>INSURER E</td><td></td><td></td><td></td></tr><tr><td>INSURER F</td><td></td><td></td><td></td></tr></tbody></table>			INSURER	ENDORSEMENT	COVERAGE	RAT #	INSURER A	RLI Insurance Company		13056	INSURER B	HomeState Insurance Company of Florida		11158	INSURER C	Coalition Insurance Company		29539	INSURER D				INSURER E				INSURER F			
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INSURED The Orsus Group 3155 West Big Beaver Rd. Suite 216 Troy, MI 48064																															
COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:																															
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>																															
INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)																												
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</div><div></div></div> <div style="margin-top: 5px;"><input checked="" type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PERIOD <input type="checkbox"/> LOC <div style="margin-top: 5px;"><input type="checkbox"/> OTHER:</div></div> <div style="margin-top: 5px;">AUTOMOBILE LIABILITY <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTO ONLY <input type="checkbox"/> UMBEL AUTO ONLY</div><div><input type="checkbox"/> RCHEDULED AUTO <input type="checkbox"/> NON-OWNED AUTO <input type="checkbox"/> AUTO ONLY</div></div></div> <div style="margin-top: 5px;"><input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$</div><div></div></div></div> <div style="margin-top: 5px;">WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> ANY PROPRIETARY PARTNERSHIP/EXECUTIVE OFFICERS/OWNERS EXCLUDED (Mandatory in MI) <div style="margin-top: 5px;"><input type="checkbox"/> IF FULL DISCLOSURE OF DEPENDENTS (MI only)</div></div><div><input checked="" type="checkbox"/> Y/N <input type="checkbox"/> N/A</div></div></div>	PMB0001689	3/6/2024	3/6/2025																											
			LIMITS																												
			EACH OCCURRENCE \$ 2,000,000																												
			DAMAGE TO RENTED PREMISES (if a occurrence) \$ 1,000,000																												
			MED EXP (Any one person) \$ 10,000																												
			PERSONAL & ADULT INJURY \$ Excluded																												
			GENERAL AGGREGATE \$ 4,000,000																												
			PRODUCTS - COM/OP AGG \$ 4,000,000																												
			COMBINED SINGLE LIMIT \$																												
			BODILY INJURY (Per person) \$																												
			BODILY INJURY (Per accident) \$																												
			PROPERTY DAMAGE (Per person) \$																												
			\$																												
			\$																												
			EACH OCCURRENCE \$																												
			AGGREGATE \$																												
			\$																												
			PER STATUTE <input type="checkbox"/> OR <input type="checkbox"/>																												
			P.L. EACH ACCIDENT \$																												
			P.L. DISEASE - BA EMPLOYERS \$																												
			P.L. DISEASE - POLICY LIMIT \$																												
B	Professional Liability	PED03003000	3/6/2024																												
C	Cyber Liability	AB666670001	3/6/2024																												
			\$2M Ex Claims \$2M Agg Limit																												
			1,000,000																												
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)																															
CERTIFICATE HOLDER For Information Purposes Only Not to be distributed		CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 																													
ACORD 25 (2016/03)		© 1988-2015 ACORD CORPORATION. All rights reserved. The ACORD name and logo are registered marks of ACORD																													



5.3. Appendix C – Company Information & Legal Qualifications

- Legal Name: The Orsus Group, Inc.
- CAGE: 397A6 | UEI: MF3NJ8W6HCA8 | DUNS: 02-646-5499
- Headquarters: Troy, MI
- SBA 8(a) certification (through 2027)
- PBSA Accreditation (valid through 2029)
- MMSDC Minority Certification (valid through 2025)

2/26/25, 5:00 PM

Search Summary State of Michigan Corporations Division

[LARA Home](#) [Contact LARA](#) [Online Services](#) [News](#) [MI.gov](#)



ID Number: 800644683

[Request certificate](#)

[Return to Results](#)

[New search](#)

Summary for: THE ORSUS GROUP, INC.

The name of the DOMESTIC PROFIT CORPORATION: THE ORSUS GROUP, INC.

Entity type: DOMESTIC PROFIT CORPORATION

Identification Number: 800644683 Old ID Number: 42411D

Date of Incorporation in Michigan: 12/22/2004

Purpose: All Purpose Clause

Term: Perpetual

Most Recent Annual Report: 2024

Most Recent Annual Report with Officers & Directors: 2019

The name and address of the Resident Agent:

Resident Agent Name: WILLIE J MONTGOMERY JR

Street Address: 3155 W BIG BEAVER RD

Apt/Suite/Other: SUITE 216

City:

TROY

State: MI

Zip Code: 48084

Registered Office Mailing address:

P.O. Box or Street Address: 3155 W. BIG BEAVER RD. SUITE 216

Apt/Suite/Other:

City:

TROY

State: MI

Zip Code: 48084

The Officers and Directors of the Corporation:

Title	Name	Address
PRESIDENT	WILLIE J. MONTGOMERY	3155 W. BIG BEAVER RD TROY, MI 48084 USA
TREASURER	WILLIE MONTGOMERY	3155 W. BIG BEAVER RD TROY, MI 48084 USA
SECRETARY	WILLIE J. MONTGOMERY	3155 W. BIG BEAVER RD TROY, MI 48084 USA
DIRECTOR	WILLIE MONTGOMERY	3155 W. BIG BEAVER RD TROY, MI 48084 USA

Act Formed Under: 284-1972 Business Corporation Act

Total Authorized Shares: 60,000

☐ Written Consent

5.4. Appendix D – Third-Party Passthrough Fee Examples

5.4.1. Statewide Criminal Reporting

State	Average TAT	Access Fee	Search Details
Alabama	24-48 hours	\$1.00	Felony & Misdemeanor
Alaska	24 hours	\$0.00	Felony & Misdemeanor
Arizona- Not Available			Alternate Search Recommendation: County Criminal
Arkansas	48-72 hours	\$7.00	Felony & Misdemeanor at the Circuit Court level. Not all lower level misdemeanor charges are reported.
California- Not Available			Alternate Search Recommendation: County Criminal
Colorado	24-48 hours	\$2.40	Felony & Misdemeanor
Connecticut	24-48 hours	\$0.00	Felony & Misdemeanor
Delaware	24-48 hours	\$0.00	Felony & Misdemeanor
Florida	24-48 hours	\$25.00	Felony & Misdemeanor
Georgia	48-72 hours	\$1.00	Felony & Misdemeanor; Special GCIC authorization release form is required
Hawaii	24-48 hours	\$6.00	Felony & Misdemeanor; Open or pending information may not be reported
Idaho	24-48 hours	\$2.00	Felony & Misdemeanor
Illinois	24-48 hours	\$10.00	Felony & Misdemeanor; Not all lower level misdemeanor charges are reported. Average TAT for clears is 24 hours, searches that require additional research may take up to 30 days and may require a fingerprint card.
Indiana	24-48 hours	\$15.00	Felony & Misdemeanor; Not all lower level misdemeanor charges are reported. Pending or open cases less than a year old are not reported.
Iowa	24-48 hours	\$15.00	Felony & Major Misdemeanor; Open and pending cases are not reported. Gender is required to perform search. Searches that require additional research may take 3 – 5 days.
Kansas	24-48 hours	\$30.00	Felony & Misdemeanor
Kentucky	24-48 hours	\$25.00	Felony & Misdemeanor; Open or pending information are not reported.
Louisiana- Not Available			Alternate Search Recommendation: County Criminal
Maine	24-48 hours	\$31.00	Felony & Misdemeanor; Open, pending, or diversion records are not reported
Maryland	24-48 hours	\$0.00	Felony & Misdemeanor
Massachusetts- Not Available			Alternate Search Recommendation: County Criminal
Michigan	24-48 hours	\$10.00	Felony & Misdemeanor; Not all local misdemeanors are reported. Open or pending information are not reported. Gender is required to perform search.
Minnesota	24-48 hours	\$0.00	Felony & Misdemeanor; Not all petty misdemeanor are reported. Open cases are not reported.
Mississippi	48-72 hours	\$15.00	Felony & Misdemeanor available from Upper Court; Misdemeanor cases only reported if the charge was a Felony reduced to a misdemeanor.
Missouri	72-96 hours	\$15.00	Felony & Misdemeanor; searches that require additional research can take 3-5 days to complete. Occasionally fingerprints may be requested and this may take up to 30 days after receipt of fingerprint card.
Montana	24-48 hours	\$20.00	Felony & Misdemeanor; Warrants not reported
Nebraska	24-48 hours	\$15.50	Felony records; Misdemeanor records are not required to be reported to the state. Cases where the subject has not been fingerprinted are not reported. Recommend County Criminal as an alternate search.
Nevada- Not Available			Alternate Search Recommendation: County Criminal
New Hampshire- Not Available			Alternate Search Recommendation: County Criminal
New Jersey	24-48 hours	\$5.00	Felony; Not all misdemeanors are reported. Recommend County Criminal as an alternate search.
New Mexico	24-48 hours	\$0.00	Felony & Misdemeanor
New York	24-48 hours	\$95.00	Felony & Misdemeanor
North Carolina	24 hours	\$0.00	Felony & Misdemeanor
North Dakota	24-48 hours	\$2.00	Felony & Misdemeanor
Ohio	24-48 hours	\$9.00	Felony & Felony reduced to Misdemeanor and upper level Misdemeanor; Not all misdemeanors are reported. DUI's are not reported in statewide.
Oklahoma	24-48 hours	\$15.00	Felony & upper level Misdemeanors; Cases where the subject has not been fingerprinted are not reported.
Oregon	24-48 hours	\$1.00	Felony & Misdemeanor
Pennsylvania	24-48 hours	\$0.00	Felony & Misdemeanor
Rhode Island	24-48 hours	\$0.00	Felony & Misdemeanor
South Carolina	24-48 hours	\$26.00	Felony & Misdemeanor
South Dakota	24-48 hours	\$20.00	Felony & Misdemeanor; Gender is required to perform search
Tennessee	24-48 hours	\$29.00	Felony & Misdemeanor
Texas	24-48 hours	\$3.00	Felony & Misdemeanor; Convictions below a Class B Misdemeanor are not reported
Utah	24-48 hours	\$1.00	Felony & Misdemeanor
Vermont	24-48 hours	\$30.00	Felony & Misdemeanor
Virginia- Not Available			Alternate Search Recommendation: County Criminal
Washington	24-48 hours	\$11.00	Felony & Misdemeanor
West Virginia- Not Available			Alternate Search Recommendation: County Criminal
Wisconsin	24-48 hours	\$0.00	Felony & Misdemeanor
Wyoming- Not Available			Alternate Search Recommendation: County Criminal

Turnaround is based on past experience, but is subject to change depending on the State Repository process. Turnaround Times are based on the average for the given jurisdiction and may vary by search. Access Fees are subject to change. Current as of 03/10/2025.



5.4.2. Driving Records by State

State	Years Reported	State/Data Fee	Instant	Overnight and Batch Orders Cut-Off Time (EST)
Alabama	3	\$10.00	Yes	8:00 PM
Alaska	3	\$10.00	Yes	6:45 PM
Arizona	5	\$8.00	Yes	6:30 PM
Arkansas	3	\$12.70	Yes	5:00 PM
California	3	\$2.00	Yes	6:45 PM
Colorado	3	\$6.00	Yes	11:00 PM
Connecticut	3	\$18.00	Yes	11:00 PM
Delaware	3	\$25.00	Yes	11:00 PM
District of Columbia	7	\$13.00	Yes	11:00 PM
Florida	7	\$10.10	Yes	11:00 PM
Georgia	7	\$8.00	Yes	11:00 PM
Hawaii	3	\$23.00	2 hours	11:30 PM
Idaho	3	\$10.00	Yes	11:00 PM
Illinois	3	\$20.00	Yes	7:00 PM
Indiana	3	\$10.00	Yes	11:00 PM
Iowa	3	\$10.30	Yes	11:00 PM
Kansas	3	16.70	Yes	11:00 PM
Kentucky	3	\$6.00	Yes	11:00 PM
Louisiana	3	\$18.00	Yes	11:00 PM
Maine	7	\$12.00	Yes	11:00 PM
Maryland	3	\$15.00	Yes	11:00 PM
Massachusetts	3	\$8.00	Yes	11:00 PM
Michigan	3	\$15.00	Yes	7:15 PM
Minnesota	3	\$5.00	Yes	11:00 PM
Mississippi	3	\$14.00	Yes	11:00 PM
Missouri	3	\$5.88	Yes	7:45 PM
Montana	3	\$7.87	Yes	11:00 PM
Nebraska	3	\$7.50	Yes	11:00 PM
Nevada	3	\$7.00	Yes	11:00 PM
New Hampshire	3	\$17.00	Yes	*Special NH MVR Form Required
New Jersey	3	\$12.00	Yes	11:00 PM
New Mexico	3	\$6.50	Yes	11:00 PM
New York	3	\$7.00	Yes	11:00 PM
North Carolina	7	\$12.75	Yes	11:00 PM
North Dakota	3	\$3.00	Yes	11:00 PM
Ohio	3	\$5.00	1 Hour	6:30 PM
Oklahoma	3	\$27.50	Yes	5:30 PM
Oregon	3	\$13.99	Yes	11:00 PM
Pennsylvania	3	\$14.00	1 Day	*Special PA MVR Form Required
Rhode Island	3	\$21.00	Yes	11:00 PM
South Carolina	7	\$7.25	Yes	11:00 PM
South Dakota	3	\$5.00	Yes	11:00 PM
Tennessee	3	\$7.50	Yes	11:00 PM
Texas	3	\$6.50	Yes	7:45 PM
Utah	3	\$11.00	Yes	11:00 PM
Vermont	3	\$21.00	Yes	11:00 PM
Virginia	3	\$8.00	Yes	11:00 PM
Washington	3	\$15.00	Yes	*Special WA MVR Form Required
West Virginia	3	\$12.50	Yes	11:00 PM
Wisconsin	3	\$7.00	Yes	11:00 PM
Wyoming	3	\$10.00	Yes	11:00 PM

Report turnaround is based on past experience and is subject to change by State Motor Vehicle Departments and delays due to communications and/or processing times. MVR State Fee and Connection Fees are subject to change. Current as of 03.10.2025