© 2020 Sterling | www.sterlingcheck.com

Sterling's Response to Request for Proposal

Beaufort County School District

23-001| Visitor, Volunteer and Employee Screening and Management Solution(s)

Presented By:

Kim Johnson
Client Success Partner

[redacted]

Sterling
1 State Street Plaza, 24th Floor
New York, New York 10004
United States
sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Kaylee Yinger

Procurement Officer
Beaufort County School Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

Dear Kaylee,

We are excited to respond to the opportunity for the Beaufort County School District RFP 23-001 – Visitor, Volunteer and Employee Screening and Management Solution(s). We have valued our partnership with Beaufort County School District over the last year and would be honored to continue our partnership.

During the last year, we believe that Sterling has successfully demonstrated our ability to service the employment and volunteer screening needs of BCSD, particularly in the volunteer area. While we are certain we can successfully provide an effective and efficient screening process in other areas of the RFP, we believe we are absolutely the best fit for volunteer screening. No other screening organization has a business, platform and service delivery model built specifically for volunteers and the organizations they serve. Should Beaufort County School District determine that the best approach is to have multiple providers, Sterling would be honored to continue our partnership in a manner that supports BCSD.

By continuing your background screening partnership with Sterling, BCSD will benefit from the scale, accuracy, and efficiency of the industry's leading provider of background and identity services. With four decades of experience, including intimate knowledge of your program, we are uniquely positioned to provide:

- **K-12 District Track-Record.** Sterling brings over four decades of background screening experience to support the compliance needs of BCSD as well as a vertical focused on the education and volunteer sectors.
- **Integration expertise:** Sterling has over 50 integrations with employment and volunteer/visitor management platforms. Our partnership and integration with IDK have allowed us to deliver as required on the volunteer side. We remain committed to integrating with other providers chosen by BCSD.
- **The industry's highest "hit rates" and fastest turnaround times with the highest quality results.** We integrate directly into the courts with over 2,400 jurisdictions to automate 85% of our US criminal record searches, with 66% closing within 1 hour to deliver the best turnaround times.
- **Peace of mind in keeping up with highly complex, rapidly changing regulatory requirements.** We will ensure you are always in line with today's requirements and best practices. We will also invite you to attend our Education Roundtable and Volunteer webinars/events to share ideas and learn best practices.
- **Dedicated support and fulfillment personnel.** Every person interacting with the Beaufort County School District account will be part of our Sterling Government, Education and Volunteers Vertical business unit.
- **Cost Savings.** With Sterling's ability to leverage our resources and experience in government and education, we can devise a program that meets your objectives, drives efficiency through our automation and saves time with your teams, thereby reducing your costs.
- **Volunteer Screening Expertise.** Sterling conducts volunteer screening across the globe, including educational institutions with the same needs as Beaufort County School District. We have experience in customizing screening packages, reducing costs, and enhancing communication and monthly reporting needs of our clients.

We built our reputation on delivering efficient, high-quality solutions while cultivating strong relationships. We look forward to continuing our partnership with Beaufort County School District —and expanding our offerings to you for the coming term.

Warm regards,

Katy Zwetzig

Executive Director

[redacted]

© 2020 Sterling | www.sterlingcheck.com

Contents

Narrative on the approach to the Scope of Work: 1
Offeror's Experience 5
Personnel Staffing 6
Section 8 – Attachments to this solicitation 8
Attachments 8
3.0 SCOPE OF WORK: 6
3.1 DETAILED EXPECTATIONS OF SOLUTION – EMPLOYEE SCREENING 6
3.2 DETAILSED EXPECTATIONS OF SOLUTION-VOLUNTEER SCREENING
3.4 DETAILED EXPECTATIONS OF SOLUTION – VENDOR SCREENING
3.5 VOLUNTEER ENGAGEMENT
3.6 VISITOR MANAGEMENT
3.7 STUDENTS
5.1 QUALIFICATIONS: 20

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Narrative on the approach to the Scope of Work:

Briefly state your firm's understanding of the work to be done and make positive commitment to perform the work.

Sterling's goal is to assist Beaufort County School District in their employee screening, volunteer screening, and vendor screening needs. With over 45 years of experience, Sterling has continuously pushed to put the client first and fulfill their screening needs. With the evolving world, Sterling's technology and products and services have made us a leader in the industry, and we would be proud to continue our partnership with BCSD to help streamline your screening process and commit to perform the work proposed.

Describe your system in detail and how it meets the needs of BCSD.

[redacted]

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com



Offeror's Experience

Describe the firm's experience with other School Districts or other governmental organizations.

Background screening services are the core of what we do and who we are. Founded in 1975 to test, monitor, and verify employee integrity using polygraphs and in-store and other investigative techniques, Sterling is one of the country's oldest and most experienced employment screening firms.

Thanks to the meaningful relationships we have developed with our clients over the years, we are a market leader. Client feedback, combined with our market research, has allowed us to become pioneers in the background screening field. We lead the way with our flexible technology solutions, such as:

- SmartData, automating the criminal record fulfillment process and allowing us to complete checks more quickly and accurately
- Mobile Candidate Hub, giving candidates the power to complete their screening tasks through their mobile device
- Monitoring, ensuring the candidate you hired remains the employee/volunteer you trust
- Enhanced reporting dashboard, providing BCSD with the insight and data you need to manage, streamline, and optimize your screening program

We are proud to provide industry specific support to over 30,000 clients globally, including over 70 school districts and dozens of other educational institutions. By taking an industry- specific approach, we provide customized screening programs designed to fit your needs.

Academic settings, from pre-schools to universities, are unique communities where personal relationships are important. Inviting full-time, part-time or contract employees into your classrooms or campus involves specialized requirements to maintain a safe environment and gain your community's confidence.

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Through a combination of background screening and monitoring solutions, governments and leading educational institutions have long-standing relationships with Sterling to help maintain safety and public confidence across campuses.

Personnel Staffing

Identify the individuals who will work on the engagement or will be the dedicated account manager.

BCSD will have a multi-touch support system. For communication during the bid, you will have a Sales Executive as well as a Client Success Partner on the Sterling Volunteers team.



During implementation and after setup BCSD will be supported by a Client Success Team dedicated to BCSD. Using our experience with similar clients, this team will understand your unique challenges and resolve your inquiries faster.

Your assigned team will include a Client Success Partner and a Client Success Associate:

Client Success Partner: Kim Johnson	Client Success Associate: Bernadette Carlos
▪ Primary contact for questions about program strategy and goals ▪ Holds regular strategy meetings with the Program Owner(s) and Sr. Leader(s) to review program performance, trends, and provides benchmarking for your industry ▪ Advises BCSD about new products and services that can help mitigate risk for your program	▪ Manages day-to-day questions and provides support for your end users ▪ Assists on on-going training efforts for new and existing users ▪ Works in partnership with your Client Success Partner to identify areas of improvement for your program

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Client Success Partner Kim Johnson	Client Success Associate: Bernadette Carlos
▪ Your gateway to Sterling's internal network of subject matter experts ▪ Proactively monitors program to identify trends and areas of improvement	

Your management team is supported and monitored by our Client Success Leader and Head of Client Success, providing additional support for your direct team.

General Manager, Volunteers, Katie Zwetzig
▪ Executive Sponsor for the Vertical ▪ Reports to President of Sterling ▪ Partners with key areas of business to develop, enhance and deliver key solutions for business

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Section 8 – Attachments to this solicitation

Attachments

Exhibit A – Sterling Certificate of Business Authority – Proof of Doing Business

Exhibit B – US Sterling Certificate of Insurance

Exhibit C – W-9

Exhibit D – Electronic Disclosure Authorization Forms

Exhibit E – US Sample Agreement and Business Services

Exhibit F – Sterling Vendor Diversity Plan

Exhibit G – Business Utilization Report and Statement of Intent

All objections, exceptions and observations regarding the specified Services and requirements collated in a separate document with regards to specific Section to which the offeror objects, takes exception(s), or provide(s) observation

3.1 SCOPE OF WORK:

3.2 : DETAILED EXPECTATIONS OF SOLUTION – EMPLOYEE SCREENING:

3.2a Integration with our current hiring system, Frontline Central, required.

Sterling does not have a pre-built integration with Frontline but has hired an outside technology firm to begin the integration. Completion requires engagement by Frontline.

3.2b Electronic signature

Confirmed.

3.2c South Carolina and Nationwide criminal background search

Criminal Record Check – Primary Source

We perform direct searches of county and state court records for both misdemeanor and felony criminal cases. Criminal record searches include the status or final outcome depending on state-specific legislation and FCRA requirements. Sterling's County Criminal Record Check is based on the last 7 years of the candidates address history as derived by the SSN trace results.

Enhanced Nationwide

Sterling's Enhanced Nationwide searches state, county, and corrections criminal record databases to locate additional jurisdictions where a candidate may have committed a crime. To keep Beaufort County School District in compliance, possible felony and misdemeanor convictions and pending cases are

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

verified against the primary source record before they are reported.

3.2d Address History for an individual

SSN Trace

Sterling identifies address history associated with a Social Security number (SSN) using an extensive database of 10,000+ sources. The results broaden the scope of a background check to include jurisdictions (and names, if requested) beyond what the candidate has disclosed. Alias names may also be identified upon request.

3.2e Sex Offender Registry Search

Sterling offers the Department of Justice (DOJ) 50-State Sex Offender Search, the most comprehensive and up-to-date sex offender search available today.

The DOJ search includes the listings of registered sex offenders for all 50 states (except Nevada), US territories, the District of Columbia, and participating Indian tribes. (Nevada currently has an injunction in place that restricts employers from using this information for employment purposes.)

Many organizations rely on a simple database search to fulfill sex offender searches, sacrificing accuracy and integrity. We recommend this sex offender search due to the inaccuracies found in other searches.

3.2f Capability of the system to automatically generate a background check once an applicant has been placed in the "Hired" status.

This option is available within an integration and would need pre-built rules to place a candidate directly into a background check after being marked as "Hired." Outside of an integration, the administrator, either at the centralized office or at a school, can trigger the invitation to a candidate to begin the screening process.

3.2g Capability of the system to automatically generate a background check once an application has been cleared for review by Human Resources.

This option is also available within an integration and would need pre-built rules to function in this way.

3.2h Capability of the system to post results in the new employee's Frontline Central electronic file and to notify Human Resources when the background check results have been received.

This option is only available within an integration and would need pre-built rules to function in this way. However, Sterling's platform will send a notification email to the user when a background check is complete. Outside of an integration, this process would work within Sterling's dashboard.

3.2i Notification of clearance automatic (not manual)

Notifications for Recruiters

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Our notifications are very customizable. The system can notify the recruiter at multiple points during the background process, such as:

- When electronic consent forms are completed
- When the candidate is missing information
- When the candidate has provided invalid information
- When there are alerts on results
- When an ETA on a search has changed and the reason for the delay

Beaufort County School District can also specify email addresses that are always notified in certain situations, such as when a user manually scores an order. This feature keeps managers apprised of time-sensitive issues.

On top of order-specific notifications, Beaufort County School District users will see notices of upcoming or immediate delays from an Alerts feed in the Client Hub dashboard. Sterling proactively posts these notices to provide transparency into fulfillment.



3.2j Notification of adverse selection (FCRA) through selected organization

Sterling offers managed, electronic adverse action to help Beaufort County School District remain compliant and consistent with federal regulations, as well as local regulations such as in New York and Los Angeles.

With electronic fulfillment, adverse action notices are emailed to the candidate by default. This ensures that notices are sent to candidates faster than by postal mail, and it improves your transparency into the

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

adverse action process.



The process for electronic adverse action is as follows:

1. Sterling sends the candidate a Pre-Adverse Action Notice, a copy of the completed background check, and a Summary of Rights under the FCRA.
2. The Pre-Adverse Action Notice gives the applicant 5 business days to contact Sterling if they wish to dispute any aspect of the background check.
3. If the candidate contacts Sterling to dispute information contained in a completed background check, we conduct a reinvestigation. We work with both the applicant and the courts to resolve any dispute. Fair Chance support is automatically provided in applicable jurisdictions.
4. If the applicant does not contact Sterling to dispute the report after the specified time period, Sterling sends the final letter of Adverse Action.

With electronic adverse action, Pre-Adverse Action and Adverse Action notices are uploaded to the candidate record for reference. Fair Chance documents are also uploaded in applicable jurisdictions.

3.2k Record dispute resolution through selected organization

Confirmed.

We provide a fully FCRA compliant dispute resolution process as outlined below:

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

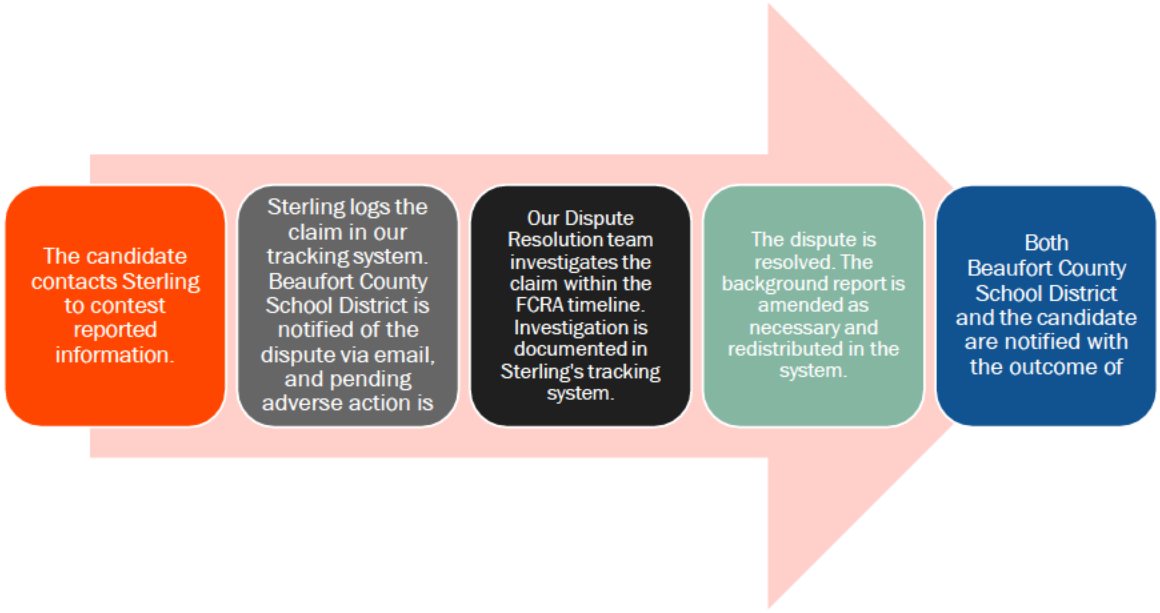

Figure 2. Sterling's dispute resolution process. *Our Dispute Resolution team resolves disputes in just 5 calendar days on average so Beaufort County School District can resume the hiring process quickly.*

Our team will validate any supporting documents provided by the candidate with the issuing authority. Candidates can also request an explanation of Sterling investigative procedures.

Our average turnaround time for disputes is **just 5 calendar days**, so your team can resume the hiring process as quickly as possible.

3.2l Continuous arrest monitoring

Confirmed.

Sterling provides real-time monitoring of criminal activity across your employee base. Our Monitoring platform searches 2,000+ booking and incarceration sources to identify arrests within 24 hours. Alert notifications are emailed immediately to designated recipients or distribution lists when there are new results. Additionally, the system automatically emails a monthly program summary report that provides an overview and list of enrolled subjects.

Our Monitoring tool includes easy upload of employee lists through SFTP to keep monitored employees synchronized. Additionally, you can create flexible post-hire profiles to run multiple monitoring programs for different employee groups.

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com



3.2m Verification of Social Security Number

Confirmed.

Sterling identifies address history associated with a Social Security number (SSN) using an extensive database of 10,000+ sources. The results broaden the scope of a background check to include jurisdictions (and names, if requested) beyond what the candidate has disclosed. Alias names may also be identified upon request.

If BCSD requires verification of an SSN to be tied to a specific candidate, our CBSV product can accommodate the request.

3.2n Driving Records/MVR checks

Confirmed.

Sterling can run Driving Records in all 50 states.

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

3.3 DETAILED EXPECTATIONS OF SOLUTION – VOLUNTEER SCREENING:

3.3.a Direct, one-step online application for volunteers

Ident-A-Kid and Sterling have a seamless integration to ensure Beaufort County School District can quickly and efficiently screen your volunteers with high-quality, secure background checks. With our easy-to-use integration, you can increase your productivity, create a safter environment and focus on making a greater impact.

Sterling also has an easy-to-use API that can be integrated with any volunteer or visitor management partner you choose.

How the integration works:

Step 1: The volunteer completes the registration process, or they can be pre-registered by the Beaufort County School district within Ident-A-Kid. Sterling will then send them a link via email to submit their background check.

Step 2: Sterling runs the background check (most are completed in less than 24 hrs.) and provides status updates to Ident-A-Kid.

Step 3: Once the background check is completed the results can be reviewed from the Sterling dashboard.

Volunteers receive a digital badge and printed ID cards are also available.

3.3.b Electronic Signature

Confirmed.

Sterling's allows for a fully electronic process.

3.3.c South Carolina and Nationwide criminal background search

Confirmed.

Criminal Record Searches – 7 years

County Criminal Record Check – Primary Source

We perform direct searches of county court records for both misdemeanor and felony criminal cases. Criminal record searches include the status or final outcome depending on state-specific legislation and FCRA requirements. Sterling's County Criminal Record Check is based on the last 7 years of the candidates address history as derived by the SSN trace results. Our product can also include all county access fees, and validator fees.

Enhanced Nationwide

Sterling's Enhanced Nationwide searches state, county, and corrections criminal record databases to locate additional jurisdictions where a candidate may have committed a crime. To keep Beaufort County School District in compliance, possible felony and misdemeanor convictions and pending cases are verified against the primary source record before they are reported.

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

3.3d Address history for an individual

Confirmed.

3.3e Sex offender registry search

Sex Offender Search

Sterling offers the Department of Justice (DOJ) 50-State Sex Offender Search, the most comprehensive and up-to-date sex offender search available today.

The DOJ search includes the listings of registered sex offenders for all 50 states (except Nevada), US territories, the District of Columbia, and participating Indian tribes. (Nevada currently has an injunction in place that restricts employers from using this information for employment purposes.)

Many companies rely on a simple database search to fulfill sex offender searches, sacrificing accuracy and integrity. We recommend this sex offender search due to the inaccuracies found in other searches.

3.3f ID Card for volunteers with expiration

Confirmed.

This would be done through Ident-A-Kid who Sterling integrates with.

3.3g On-line volunteer management system with the ability to manage/screen volunteers on-line at each school site.

Confirmed.

Sterling has a direct integration with Ident-A-Kid. Please see section 3.3.1 for additional detail

3.3h Notification of clearance automatic (not manual)

Confirmed.

3.3i Notification of adverse selection (FCRA) through selected organization

Confirmed.

3.3j Record dispute resolution through selected organization

Sterling will manage the entire pre-adverse / adverse action process**.**

3.3k Propose a secure solution to run background checks on prospective volunteers without social security numbers.

Confirmed. Depending on the package, our secure system does not require SSN numbers

3.3l Dedicated Account Manager

Confirmed.

Sterling will provide a stateside dedicated account manager. Additionally, Sterling provides a team of Advocates to assist with all Volunteer related questions and needs. The Advocates are

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

available via chat, email, or phone for the volunteers to utilize should they need assistance at any time with their background checks.

3.3m Social Security Number Verification

Sterling identifies address history associated with a Social Security number (SSN) using an extensive database of 10,000+ sources. The results broaden the scope of a background check to include jurisdictions (and names, if requested) beyond what the candidate has disclosed. Alias names may also be identified upon request.

3.4 DETAILED EXPECTATIONS OF SOLUTION – VENDOR SCREENING:

3.4a Electronic Signature

Confirmed.

Sterling's candidate hub allows for a fully electronic process.

3.4b South Carolina and Nationwide criminal background search

Confirmed.

Criminal Record Searches – 7 years

County Criminal Record Check – Primary Source

We perform direct searches of county court records for both misdemeanor and felony criminal cases. Criminal record searches include the status or final outcome depending on state-specific legislation and FCRA requirements. Sterling's County Criminal Record Check is based on the last 7 years of the candidates address history as derived by the SSN trace results. Our product can also include all county access fees, and validator fees.

Enhanced Nationwide

Sterling's Enhanced Nationwide searches state, county, and corrections criminal record databases to locate additional jurisdictions where a candidate may have committed a crime. To keep Beaufort County School District in compliance, possible felony and misdemeanor convictions and pending cases are verified against the primary source record before they are reported.

3.4c Address history for an individual

Confirmed.

3.4d Sex offender registry search

Sex Offender Search

Sterling offers the Department of Justice (DOJ) 50-State Sex Offender Search, the most comprehensive and up-to-date sex offender search available today.

The DOJ search includes the listings of registered sex offenders for all 50 states (except Nevada), US territories, the District of Columbia, and participating Indian tribes. (Nevada currently has an injunction in place that restricts employers from using this information for employment purposes.)

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

Many companies rely on a simple database search to fulfill sex offender searches, sacrificing accuracy and integrity. We recommend this sex offender search due to the inaccuracies found in other searches.

3.4e ID Card for vendors with expiration

Confirmed.

This would be done through Ident-A-Kid who Sterling integrates with.

3.4f On-line vendor management system with the ability to manage/screen vendors on-line

Confirmed.

The Sterling team will work directly with your vendor companies to check that they screen their employees before arriving at your job site.

Our in-house team will create a customized landing page where your various vendors companies will learn more about your contractor screening program, provide basic information, and access key documents like contracts and end-user agreements.

3.4f i Notification of clearance automatic (not manual)

Confirmed.

3.4f ii Notification of adverse selection (FCRA) through selected organization

Confirmed.

3.4 iii Record dispute resolution through selected organization

Confirmed.

3.4 iv Propose a secure solution to run background checks on prospective vendors without social security numbers.

Confirmed.

3.4 v Dedicated Account Manager

Confirmed.

Sterling will provide a stateside dedicated account manager. Additionally, Sterling provides a team of Advocates to assist with all Volunteer related questions and needs. The Advocates are available via chat, email, or phone for the volunteers to utilize should they need assistance at any time with their background checks.

3.4 vi Social Security number verification

Confirmed.

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

3.5 Volunteer Engagement

Sterling Volunteers is in a unique position to help BCSD with volunteer engagement! We are the only screening company specifically focused on the unique needs of volunteer organizations and the volunteers that serve them. Our partnerships with multiple Volunteer Management Systems would allow BCSD to post opportunities and draw volunteers from our partner networks. Monthly updates and alerts are included in all our volunteer packages for the first year, keeping the background screen updated and allowing a unique ability to have volunteers "on deck." Additionally, our volunteer platform allows for volunteers to share their background check with other organizations, allowing the organization to determine the fitness of the volunteer. This could result in free checks of vetted volunteers coming to BCSD.

3.6 Visitor Management

3.6a Screen all visitors against the sex offender registry

Confirmed through the integration with IDK and Sterling also has this capability

3.6b Custom registry to bar visitors without access

The Sterling Volunteers dashboard would allow you to determine the eligibility of your volunteers and build this custom registry. The integration with IDK (or another VMS) would allow barring the visitors. The school administrator, front office staff, or SRO has the ability to review the visitor information, compare it to the potential match or reasons/documents for being restricted and approve or deny the check-in. The alert will contain the visitor's information, the location they checked into, and a link to review the potential match, since there will be possibly more than one match found to review

3.6c Visitor identification cards or equivalent

Confirmed. This can be done through the integration with IDK.

3.7 Students

3.7a Preferred existing integration with PowerSchool

Sterling's partner, Ident-A-Kid is a preferred partner with PowerSchool SIS and has a Seamless Data Exchange badge, which means PowerSchool has approved of our integration for both reading and writeback of student and attendance information. Ident-A-Kid understands the importance of integrating with multiple platforms across the district to seamlessly share data and continues to look to customers for needed interoperability. Ident-A-Kid strives and continues to be the leader in integrations for Visitor Management.

3.7b Track student tardiness and early dismissals

Sterling's system does not have the ability to track, but our partner Ident-A-Kid has this system functionality

3.8 Other Services Offered

Sterling offers a range of other products that would enhance your screening program.

© 2020 Sterling | www.sterlingcheck.com

International Criminal Records

Through Interational criminal record searches in 195 countries and countless jurisdictions worldwide, BCSD can ensure that you are making faster and more accurate decisions when onboarding your applicants.

- Comprehensive International Criminal (CIC)
- Police Clearance Authentication (PCA)
- Financial Industry Regulatory Authority (FINRA)
- Federal Deposit Insurance Corporation (FDIC)
- New York Stock Exchange (NYSE)
- Office of Foreign Assets Control (OFAC)
- FBI Extended Global Sanctions
- Terrorist Watch Lists

Identity Verification

Sterling Identity collects and manages biometric and identity verification data. Start every background screen with verified identity to reduce errors, deter fraud and speed up the onboarding process.

5.0 QUALIFICATIONS:

5.1. QUALIFICATIONS – REQUIRED INFORMATION

b) The general history and experience of the business in providing work of equivalent size and scope. Five (5) year minimum.

Confirmed.

Providing screening services is the core of what we do and who we are. Founded in 1975 to test, monitor and verify employee integrity using polygraphs as well as in-store and other investigative techniques, Sterling is one of the country's oldest and most experienced employment screening firms.

Client feedback combined with our market research has allowed us to become pioneers in the background screening field. We lead the way with our flexible technology solutions, such as:

- SmartData, automating the criminal record fulfillment process and allowing us to complete checks more quickly and accurately
- Mobile Candidate Hub, giving candidates the power to complete their screening tasks through their mobile device

© 2020 Sterling | www.sterlingcheck.com

- Workforce monitoring, ensuring the candidate you hired remains the employee you trust
- Enhanced reporting dashboard, providing HCS the insight and data you need to manage, streamline, and optimize your screening program

We are proud to provide industry specific support to over 30,000 clients globally. By taking an industry-specific approach, we provide customized pre-employment screening programs designed to fit your needs.

Academic settings, from pre-schools to universities, are unique communities where personal relationships are important. Inviting full-time, part-time or contract employees into your classrooms or campus involves specialized requirements to maintain a safe environment and gain your community's confidence.

Through a combination of pre-employment background screening and workforce monitoring solutions, governments and leading educational institutions have long-standing relationships with Sterling to help maintain safety and public confidence across campuses.

c) Information reflecting the current financial position. Include the most current audited financial statement and audited financial statements for the last three (3) fiscal years.

Sterling is in a solid financial position. We have supportive equity sponsors and a credit facility of B- with a stable outlook from S&P. Our management and equity partners believe in maintaining low debt to EBITDA leverage, which is why our credit rating is better than some of our competitors. Our revenue remains strong despite the COVID-19 pandemic, and we are encouraged and optimistic about our financial position for the years to come.

In order to provide financial statements from the last three (3) fiscal years, we would require a NDA.

d) A detailed, narrative statement listing the three (3) most recent, comparable contracts (including contact information) which have been performed.

Please reference question i) of section 5.0 QUALIFICATIONS.

e) A list of similar projects for which Offeror has performed, at any time during the past three (3) years, services substantially similar to those sought with this solicitation. Err on the side of inclusion; by submitting an Offer, Offeror represents that the list is complete. School District experience is desired.

Please reference question i) of section 5.0 QUALIFITICATIONS.

f) Must have a clear understanding of industry standards and best practices.

Confirmed.

© 2020 Sterling | www.sterlingcheck.com

As your partner, we stay at the forefront of the background screening industry and related best practices. With this knowledge, we will provide Beaufort County School District with the industry-specific guidance you need to drive a successful screening program.

We stay up to date with HR and Industry trends in the following ways:

1. **Newsletters**

   We subscribe to external HR industry newsletters through sites such as HR.com. These sites are monitored by our industry marketing leaders.

2. **Certified with the Society for Human Resource Management (SHRM)**

   SHRM provides access to tools and resources that enable us to stay current with workplace news and trends. Such trends include talent acquisition, inclusive workplaces, global gig economy, global HR, and employment law.

   By participating in local SHRM Chapters, we also help our clients remain informed about local trends.

3. **External Counsel**

   We strategically partner with leading national and international employment law firms help us develop policies and procedures. As a result, we help clients reduce their liability and keep candidate information secure.

4. **Client Advisory Board**

   Our Client Advisory Board consists of company executives and leaders from several of our most strategic customers. They meet regularly to exchange ideas and best practices. The Client Advisory Board also discusses strategy, product development, global market conditions, compliance, risk mitigation, brand protection, and customer loyalty.

5. **Industry-Focused Round Table Discussions**

   Clients attend round table group sessions to share best practices and provide product feedback. Leading industry experts discuss perspectives in our clients' various industries and how they apply to background screening.

Additionally, we ensure our Sterling staff stay up to date on HR and industry trends through ongoing training and learning opportunities. We also send employees regular email updates and provide access to industry- focused solution sheets.

We are happy to discuss these trends during our business reviews with Beaufort County School District

© 2020 Sterling | www.sterlingcheck.com

g) Offeror shall provide with their proposal copies of all appropriate certifications, licenses and permits, as well as evidence to support the documentation.

[redacted]

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

[redacted]

To achieve accreditation, screeners must meet the standards of the Background Screening Agency Accreditation Program (BSAAP), which includes:

- Legal and Compliance
- Information Security
- Client Education
- Researcher and Data Standards
- Verification Services Standards

© 2020 Sterling | www.sterlingcheck.com

- Business Practices

Beaufort County School District can learn more about BSAAP standards on the PBSA website.

Fewer than 20% of companies in our industry gain PBSA accreditation and we are proud to be one of the largest background check organizations to achieve this distinction.

h) Must have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state, and local laws, statutes, ordinances, rules, and regulations. All laws of the State of South Carolina, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the District shall be followed with respect to the contract.

Confirmed.

Sterling's commitment to legal compliance with regards to pre-employment screening is of paramount importance. Sterling continuously improves our processes and products to help ensure compliance with federal, state, and international laws including the following:

- Fair Credit Reporting Act (FCRA)
- Fair and Accurate Credit Transactions Act (FACT Act)
- Driver's Privacy and Protection Act (DPPA)
- Equal Employment Opportunity Commission (EEOC)
- Americans with Disabilities Act (ADA)
- Personal Information Protection and Electronic Documents Act (PIPEDA)
- Dissemination of Criminal Record Information

Sterling is compliant with Directive 95/46/EC, as well as many other domestic and international regulations that deal specifically with the handling and/or disposal of Personally Identifiable Information (PII). Sterling is also EU-US Privacy Shield certified.

Methodology

We ensure compliance with employment screening law by forming strategic partnerships with leading national and international employment law firms. Sterling works to improve standards for the background screening community by being an active and accredited member of the Professional Background Screening Association (PBSA*). Our commitment to operating at the highest ethical standards is what motivated us to join other screening companies in the PBSA. Participation in the PBSA allows us to discuss and influence the most important employee screening issues surrounding our clients

© 2020 Sterling | www.sterlingcheck.com

today. This involvement directly benefits Beaufort County School District as we keep you up to date about the newest regulatory debates and laws surrounding pre-employment screening.

By helping you stay aware of changing employment compliance regulations we help you to reduce your risk and increase the protection of candidate privacy. Our dedicated privacy team works to understand the laws surrounding pre-employment screening. They help Sterling and our clients be prepared for any forecasted changes, ensuring continued compliance.

**PBSA was formerly known as the National Association of Professional Background Screeners (NAPBS), having rebranded as a global organization in 2019.*

Value

Throughout our business interactions Beaufort County School District will benefit from the value we place on integrity, privacy, and compliance. Your Client Success Partner will work directly with you to understand your business and the regulations that impact your processes. By consulting industry experts, Sterling builds compliance into our technologies and practices as we bring compliance to all aspects of background screening.

i) List of failed projects, suspensions, debarments, and significant litigation.

In connection with our performance of millions of background checks annually, Sterling is the subject of litigation from time to time, none of which has been material to our financial health or will impact service delivery. Such litigation is generally dismissed or settled without judicial findings. Sterling is continually evaluating and improving our processes in response to litigation trends, regulatory pronouncements, and statutory changes.

j) List of at least five (5) references of similar projects for these services.

[redacted]

REFERENCE #2

© 2020 Sterling | www.sterlingcheck.com

© 2020 Sterling | www.sterlingcheck.com

[redacted]

REFERENCE #3

[redacted]

REFERENCE #4

[redacted]

© 2020 Sterling | www.sterlingcheck.com

- [redacted]
- [redacted]

REFERENCE #5

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

k)Pictures showing implementation of vendor's equipment/solution.

Our goal is to make sure you have the easiest transition possible with Sterling. To do this, our Professional Services Group brings a structured, consultative approach to client rollouts. They are focused on understanding your business needs and trends and creating a comprehensive screening program.

You can expect the team to guide you through the four phases of implementation: Kick off, Discover, Build and Execute, Training and Post Training Support, Launch and Monitor.



We also take several steps to ensure a smooth transition from implementation to ongoing support. Early in each implementation project, we identify your Client Success team, including your designated Client

© 2020 Sterling | www.sterlingcheck.com

Success Partner. The Client Success Partner will attend implementation calls with Beaufort County School District, so they understand your needs from the start.

During implementation, we store any Beaufort County School District specific documents and notes to our Customer Relationship Management (CRM) system. This way, Sterling support teams can access your preference, providing a seamless transition for Beaufort County School District.

5.2 SUBCONTRACTOR INDEMNIFICATION:

If you intend to subcontract with another business for any portion of the work and that portion exceeds 10% of your price, your offer must identify that business and the portion of work that they are to perform. Identify potential Subcontractors by providing the business' name, address, phone, taxpayer identification number, and point of contact. In determining your responsibility, the BCSD may evaluate your proposed Subcontractors

© 2020 Sterling | www.sterlingcheck.com