

Request for Proposal

Applicant Tracking System

Sun Communities, Inc.

27777 Franklin Road
Suite 200
Southfield, MI 48034

Phone: (248) 208-2558

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April 2011



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Section I

Introduction

1.0 Description of Sun Communities, Inc.

Sun Communities, Inc. is one of the nation's leading Real Estate Investment Trusts (REIT) specializing in manufactured housing communities and RV resorts. Sun owns and operates 136 manufactured housing communities in eighteen states – concentrated in the Midwest and Southeast portions of the United States. Since going public in December 1993 with only 31 communities, Sun has assembled one of the largest portfolios of manufactured housing communities and RV resorts in the U.S. and will continue to grow through acquisition throughout 2011 and future years.

In addition, Sun Communities, through Sun Home Services, Inc., actively markets, sells, and leases new and pre-owned manufactured homes for placement in the properties.

Currently, Sun Communities and Sun Home Services together have approximately 800 employees. Its main office is headquartered in Southfield, Michigan. The majority of its team members are located at communities in the field.

Sun employs a large number of seasonal employees. It has a centralized human resources department with a corporate recruiting team who is responsible for hiring all salaried positions, base + commission sales and customer service positions, and hourly office coordinator positions. Field management is responsible for recruiting maintenance positions and all seasonal help. In 2010, the corporate recruiting team filled 88 openings. Field management hired approximately 100 maintenance employees and 325 seasonal employees.

Sun's homegrown system is currently used by corporate HRCs with read only access for senior managers. At this time, field management will continue to operate as they have. However, Sun's preferred vendor would have the capability to incorporate field recruiting/access to the system in the future. This would increase use by approximately 130 users.

1.1 Project Purpose

Sun Communities, Inc. is seeking proposals from qualified vendors for an Applicant Tracking System. The primary purpose of this project is to replace its current system with a user-friendly, efficient, highly automated, and configurable system. The ideal vendor is one who serves as a *partner* to its business.

1.2 Evaluation Process Schedule

Date	Milestone
April 6, 2011	Request for Proposal Sent to Vendors
April 22, 2011	Proposal Submission Deadline
April 25, 2011	Invitations for Formal Demos/Presentations
May 2-13, 2011	Vendor Presentations
May 20, 2011	Vendor of Choice Selection

**Subject to change*

1.3 Submission Requirements

Please submit 3 original copies and an electronic copy (via email) of your proposal, including all supporting documentation to:

Sun Communities, Inc.

Attn: Marc Farrugia / Human Resources

27777 Franklin Road, Suite 200

Southfield, Michigan 48034

Phone: (248) 208-2558

Fax: (888) 265-8742

Email: MFarrugia@suncommunities.com

Questions regarding this RFP should be directed to Marc Farrugia at the telephone number or email address above.

Sun Communities would appreciate notification in writing or via email should vendor choose not to submit a formal proposal. Proposals may be withdrawn or modified in writing prior to the proposal submission deadline.

1.4 Proposal Format

Proposal is to be submitted in the following format and include the following information:

1. Management summary – Provide an overview of your organization and its history including length of time providing the proposed system, organizational structure, financials to demonstrate long-term viability of the company, and any other information that will assist us in understanding/evaluating your organization.
2. Proposal Summary – Provide a description of the system you propose and how the proposed service and system meets the customization, implementation, training, and on-going service needs outlined in the Scope of Service. The proposal should also outline the technical requirements and capacity of the proposed service and system.
3. Corporate Experience and Capacity – Describe in detail your company's experience in implementing and operating an online recruitment and applicant tracking system. Describe your experience as an Applicant Tracking System provider with examples of current users. Identify clients in the property management industry and their sizes if possible.

4. Proposed timeline and deliverables - Describe a timeline to accomplish the implementation of the system and describe separately the Proposer's and Sun's role in that process.
5. Proposed system price - Provide the proposed pricing information for provision, installation, and setup of the system; including price schedule for the hosting, maintenance, and support services for the entire Contract Term.
 - Describe the on-going cost maintenance including system upgrades.
 - Describe any other cost applicable to provision, implementation, and operation of the system.
 - *All pricing in your proposal should be identified as one-time or recurring.* Include quantity discounts where applicable.
 - Your proposal should include the preferred payment method and payment schedule, including payment requirements, available discounts, and/or other invoicing details your company deems significant.
6. Proposed support price – Provide pricing information including but not limited to the cost for customization, implementation, initial training, and ongoing support and maintenance.
 - Provide cost for on-going services based on 5 human resources staff. Specify additional incremental cost for additional user access.
7. System requirements - Describe the technical requirements of the proposed.

The following are Sun's desktop and mainframe environments:

Desktop Environment: Windows XP/Windows 7
Browsers: Internet Explorer 7 and 8
Operating System: Windows 2003 and Windows 2008
Database: SQL

8. References – Please provide a list of both property management clients and other clients of similar size and structure to Sun, with whom your company has done work specific to this RFP. Include their name, title, and phone number. They should be able to speak to the ease of implementation, have an understanding for how their system works, and the services received from you and comment on their overall satisfaction. Please include a minimum of 3-5 references.

9. Additional Data/Information – Provide any additional information that will aid Sun Communities in the evaluation of your proposal.

1.5 Request(s) for Additional Information

Prior to the final selection, proposer may be required to submit additional information which Sun may deem necessary to further evaluate the proposer's qualifications.

1.6 Qualification Requirements

The proposer shall have proven abilities and experience in those activities as described in the scope of work. Specifically, the proposer must have:

- Access to and appropriate licensing for operating software that includes an applicant tracking system which meets the description outlined in the Scope of Services.
- Current experience operating an application and applicant tracking.
- Recent experience implementing an applicant tracking system for an organization of similar or larger size than Sun Communities.
- The organizational capacity to host an online recruitment and applicant tracking system, to provide the necessary implementation and customization required, to provide the necessary staff training, and to provide the help desk and user assistance support required.
- The technical capability to ensure access to the system 24 hours per day, 7 days per week, and to provide the necessary backups should a system failure occur.

1.7 Performance Guarantees

The proposer shall include a commitment to performance shall they be selected as Sun's new provider. Sun expects a guarantee that the system will meet the requirements of the contract including timely delivery, performance specifications, and warranty requirements.

1.8 Right of Negotiation

Sun Communities reserves the right to negotiate with the selected proposer the exact terms and conditions of the contract.

1.9 Proposal Evaluation Criteria

Sun will evaluate and select a vendor based on Sun's assessment of the vendor in the following areas:

- Timely and complete response to RFP
- Technical capability
- Software capability
- Functionality
- Vendor support, responsiveness and follow-up
- Ease of use
- Flexibility and ease of product implementation
- Implementation plan and support
- Pricing
- Vendor client references
- Results of requested demonstrations and presentations
- Vendor expertise
- Software integration ability with current/future systems

1.10 Right of Rejection and Clarification

Sun Communities reserves the right to reject any and all proposals and to request clarification of information from any proposer. Sun is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.

1.11 Confidentiality

Any information supplied to Sun by the vendor will be treated as confidential and will not be released to any third party. Sun is under no obligation to return any information presented as part of a Proposal.

This RFP and all materials submitted by Sun contains confidential and proprietary information about Sun, and may not be disclosed by vendor to any third parties without the prior written consent of Sun Communities, Inc. Sun understands that you may need a solution partner(s) to submit a Proposal. Sun expects any solution partner to adhere to the same confidentiality requirements as you, and this RFP may not be forwarded to a solution partner for evaluation or for any other purpose without the express written consent of Sun. Upon Sun's request, you will return to Sun all materials sent to you in connection with this RFP. When submitting confidential material to Sun you must clearly mark it as such.

Section II

Scope of Work

2.0 Purpose

Sun Communities will receive proposals for the provision, installation, and set-up of an automated recruitment and applicant tracking system and subsequent hosting of the system, including maintenance and off-site support for the contract term. The goals of the system are to:

- Decrease overall recruitment cycle time;
- Reduce unnecessary processing time by increasing efficiencies in the applicant data entry, tracking, and information retrieval;
- Improve the format of the information and data received from applicants to allow for more valid and effective evaluations of an applicant's training and experience by providing a mechanism for applicants to answer job specific questions regarding qualifications and to objectively score that information;
- Communicate with corporate website and other job boards to post positions automatically when an opening is entered into the system;
- Integrate with other vendors (candidate assessment tool, background screening, onboarding tool, payroll vendor);
- Have the ability to integrate with Sun's internal calendar system to schedule interviews, follow ups, etc.;
- Create requisitions for open positions;
- Display open positions to internal employees & provide them with a method to express interest in internal transfer opportunities (with a streamlined application process);
- Provide managers with read-only, limited access views of candidate resumes, Human Resource Consultant (HRC) notes, etc. to promote a paperless recruiting process and streamline communication between HRCs and hiring managers;
- Have the ability to create offer letters for selected candidates, communicate with non-selected candidates, maintain a pool of candidates, and continue communication with non-selected candidates (keeping them abreast of openings and our referral program);
- Create new hire packets, orientation packets for the new employees and hiring managers;
- Improve the ability to prepare reports regarding recruitment and applicant activity;
- Manage the amount of time it takes an applicant to apply.

Sun desires to implement an applicant tracking system by August 1, 2011. The proposer shall meet or exceed all requirements described in this RFP. If they are unable to meet the requested capabilities, they are to identify what areas they are unable to satisfy.

2.1 Background

Sun currently uses an internally developed Lotus Notes database to track applicant data. Sun will be discontinuing its use of Lotus Notes. As a result, this creates the need to find a replacement and provides Sun the opportunity to select a system which can create greater efficiencies

allowing the recruiting team to focus less on the administrative nature of the process and more time finding and evaluating quality candidates.

2.2 Contract Term

Upon selection, the vendor shall begin the implementation of the system. The contract term for the hosting, maintenance, and support services shall begin upon completion of the implementation of the system and shall continue for a period of twelve months (“initial contract term”). Upon review of satisfactory performance of the vendor, Sun may authorize continued operations of the vendor for four additional twelve month periods (Each period is referred to as “subsequent contract term”) under the terms set forth in the contract. Sun reserves the right to negotiate with the vendor subsequent extensions(s) of the contract on a year-by-year basis.

The contract may be cancelled at any time by Sun should the vendor fail to meet the deadline expectations during the implementation phase of the contract due to no fault of Sun Communities.

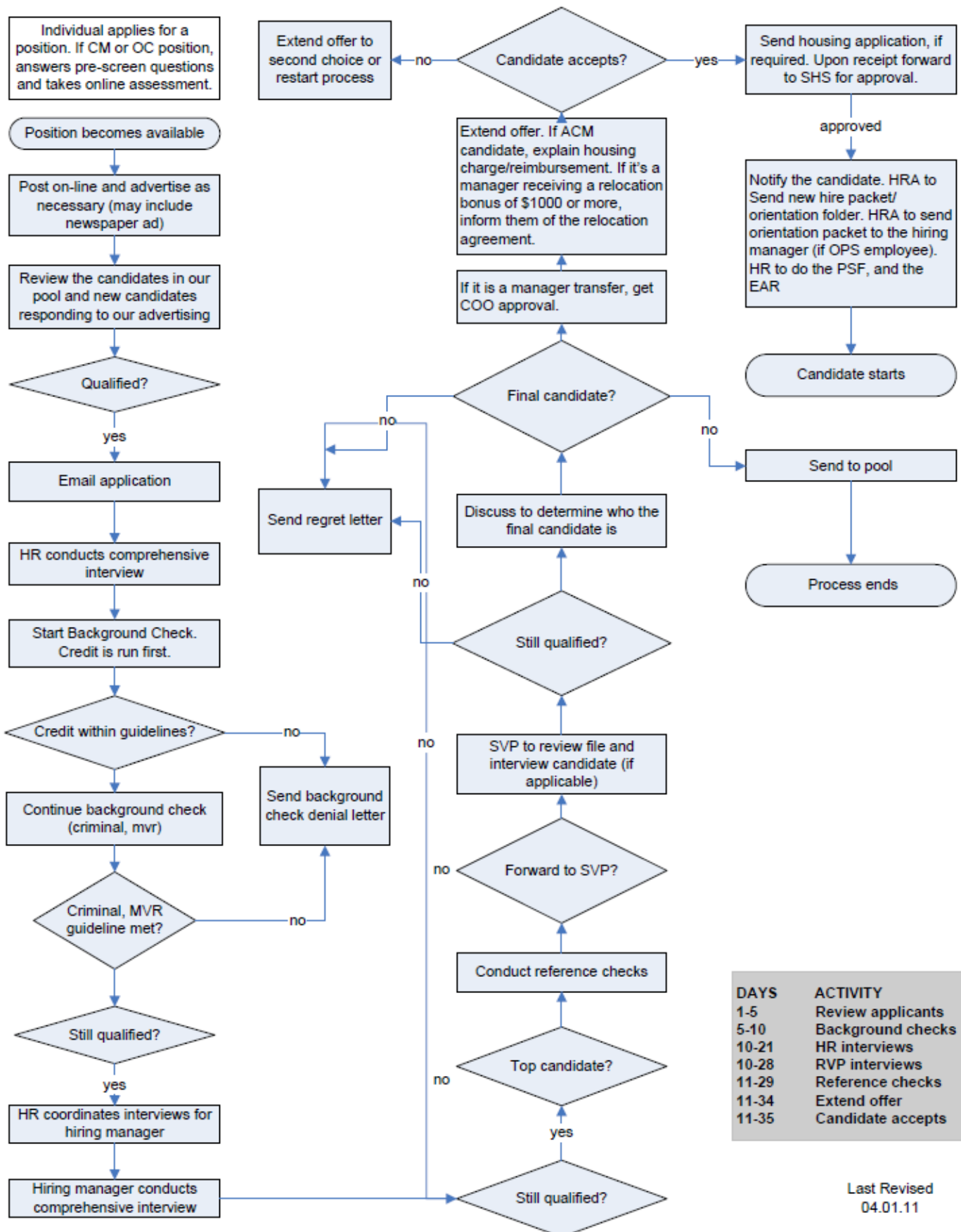
2.3 Current Process

The recruitment process for the corporate HRCs currently begins when they receive verbal or written notice of a resignation, a need to fill a vacancy, or the desire to add and staff a new position.

- a. Create an opening in the ATS.
- b. Create a posting on Sun’s corporate website through the use of a maintenance page.
- c. Create a posting on a job board (careerbuilder, hotjobs, hcareers, craigslist, etc.) by browsing directly to the vendor’s website & manually posting the opening.
- d. Applicants select a link or an “apply now” button from the external source; they are then directed to our corporate website’s posting for the job.
- e. Applicants select “submit a resume” or “email opening to a friend” from Sun’s corporate job posting site.
- f. If applicant is applying and a pre-employment assessment is necessary, they will be directed after clicking on the “submit a resume” button to Sun’s assessment vendor’s website (currently PeopleAnswers). They will create a log-in, identify themselves, answer 10-12 prescreen questions, and upload their resume. Lastly, they will take a 20 minute assessment.
 - 1) Sun’s ATS tracks when someone registers with the assessment vendor and when they complete the assessment.
 - 2) All resumes submitted are coded with a 5 letter job code and “dumped” into the ATS by job code for review. The screen will identify the position code, applicant name, source and the date/time submitted. If they have completed the assessment, the ATS will state “YES.” If not, the field is left blank. The HRCs can go to the

- assessment vendor's website to manually view a profile or invite an applicant to take the assessment.
- 3) The HRC manually types in candidate information if it is not formatted in a way for Lotus Notes to read the information being imported.
- g. If an assessment is not necessary, the applicant will not be directed to the assessment website. Instead, they provide personal information as requested on Sun's corporate website and are instructed to upload their resume.
- h. For those applicant's who completed a prescreen assessment, the HRC will review the responses and either "pass" or "fail" them. If the applicant "fails" (at this point or at any point), the HRC is given the opportunity to send an email indicating the applicant is no longer being considered for a position and why (continuing search, selected another candidate, assigned to our pool, etc.).
- i. If the HRC is interested in the applicant, they will click a button within the ATS to email an employment application and disclosure form in the form of a PDF. The applicant must either complete and scan/email/fax the application back.
- j. After reviewing the application and resume, the HRC may choose to conduct a phone interview.
- k. If the candidate passes the phone interview, a background check is performed based on the position. Generally Sun checks credit, national and county criminal and motor vehicle. This process is completely manual as each HRC visits our background check vendor's website to enter the candidate's personal information for screening (currently TrueScreen).
- l. If an applicant does not fail the credit guideline check, the HRC will note the outstanding collections\past due debt\bad debt in the system (we can report on it to determine the impact of changing our guidelines on the number of qualified applicants) and stop the process. They will "fail" the candidate. The applicant information will be listed in the "failed background" tab of the database and the Human Resources administrative assistant prints a letter and mails the appropriate backup as required by the FCRA to the applicant. Letters are mailed out weekly.
- m. If an applicant does fall within the credit guideline, the remainder of the background check is completed.
- n. If the applicant "passes" the interview & background check, the HRC will forward applicant information (resume & application, assessment report, and interview notes) to the hiring manager for review. If the hiring manager is interested in the information presented, the HRC will schedule an interview for the hiring manager.
- o. The hiring manager will interview the candidate and complete the remainder of the interview guide (as started by the HRC).

- p. Once a final applicant is identified, the HRC conducts reference checks by asking a set of standard questions to each reference. Notes are recorded on paper.
- q. Once the reference checks are completed, an applicant packet (resume, application, interview notes, reference checks, etc) will be provided to senior management for review. They have the option of conducting a brief interview or approving based on the information supplied to them.
- r. After everyone agrees on the applicant, the HRC extends an offer with an approved wage and start date.
- s. Verbal acceptance will initiate a housing background check to be conducted if the person will be living onsite or a lease contract to be signed if they are an Assistant Community Manager. In all cases, a confirmation letter is emailed to the hiring manager and a new hire packet/orientation folder (if applicable) is manually prepared and sent to the hiring manager from Human Resources.
 - i. Background checks are also conducted for any persons who will be living in the residence with a Community Manager and are over the age of 18.
- t. New hire information is provided via email to a group of individuals to notify them for system access, business cards, etc. New hires are manually entered into our HRIS/Payroll system (currently ADP).



2.4 Desired Process

The proposed system shall provide the following enhanced processes:

- Managers will have the ability to submit requests to open positions electronically.
- Openings will be placed directly on Sun's website and selected job boards.
- Applicants will be able to submit their resumes online.
- All pertinent identifying applicant data will be electronically captured and stored with then system.
- HRCs will be able to send or give access to a candidate to complete an online application for the positions they are recruiting for.
 - Make available an application on website for people without resumes to complete for maintenance positions and seasonal candidates.
- Resumes and applications will be electronically incorporated into the system and will be stored in the event an applicant wishes to apply for another position.
- Applications and pre-screen questionnaires will be scored to enable sorting of candidates for open positions.
 - The system will allow for automated scoring of applications and questionnaires.
- Applicants will be notified on screen and by email immediately and automatically that their resume/application had been submitted successfully.
- The system will integrate with PeopleAnswers (Sun's assessment vendor).
- Results will be exported from PeopleAnswers (the score (R, RQ, RR, NR) and the established report into the system).
- The system may enable HRCs to auto-dial their IP phones when reaching out to prospective candidates.
- The system will provide an internal posting page to facilitate internal transfers.
- Resumes, applications, prescreens, PeopleAnswer assessments, and interview notes can be reviewed by HRCs, hiring managers, and senior management. Information can be combined to create one interview/candidate packet for easy review of all information necessary for hiring manager and senior management review.
- The system will integrate with Sun's background check vendor (currently TrueScreen, however we are open to reviewing other vendors).
- HRC to determine final disposition of candidate (candidate withdrew, failed/passed prescreen, background, HR interview, hiring manager interview, senior management, interview, reassign to a different position) which can be noted in ATS.
- The system will create and deliver to candidate confirmation of offer, appropriate forms for the new hire packet, and appropriate forms for orientation.
- The system will E Verify candidates after they complete their I-9 forms.
- The system will generate and distribute communications with internal process for notifying appropriate parties to take action based on position hired.
- The system will offer the ability to export new hire information to payroll system.
- The system will allow the HRC to develop, track, and monitor recruitment and applicant statistics based on both standard and ad hoc reports generated from it.
- The system will have the ability to house information received from cold calling efforts with reporting capabilities.
- The system will enable positions to be assigned to specific HRCs.

- The system will enable HRCs to link candidates to specific locations or positions for future openings.
- The system will automatically notify candidates if they are not selected for an employment opportunity either after the screening process or as a result of a failed background check.
- The system will be supported M-F 7:00 am – 8:00 pm with live support.

2.5 Specific Requirements

1. The Posting Process

- (1) Enable managers to submit new hire requisitions for approval.
- (2) Allow openings to be posted directly on Sun's website.
- (3) Allow for openings to be automatically posted to other job boards as designated by Sun.
- (4) Allow postings to link to and require the launch of a pre-screening assessment on selected job openings.
- (5) Allow postings to be printed.
- (6) Provide ability for postings to auto-expire after their closing date and be automatically removed from websites.
- (7) Allow flexibility in posting periods and lengths.

2. The Resume/Application Process

- (1) Allow applicant to submit a resume, cover letter, references, and application information. Ideally, users will create accounts enabling them to upload/complete required information at their leisure and submit all of it in a bundled fashion when they're ready.
- (2) Provide each applicant the ability to respond to job specific questions developed from each opening in a job specific questionnaire which will identify necessary knowledge, skills, and abilities.
- (3) Allow the applicant to complete an online application and later retrieve the application for viewing, modification, or conversion to applications for additional openings.
- (4) Send an automatic notification to the applicant acknowledging receipt of an application both on screen and by e-mail.
- (5) Send an automatic notification to the applicant of the disposition of the application via email.
- (6) Allow processing of each application and any attachments as a single, complete document.
- (7) Customizable workflows for email alerts & applicant processing.

3. Applicant Screening & Onboarding

- (1) Allow for each opening to include a set of questions that will be generated by the HRC using a database maintained in the system. These questions must be able to be automatically loaded into the system and must include both multiple-choice and narrative formats.
- (2) Allow multiple hurdle scoring of applicants such as on minimum qualifications or minimum qualifications plus preferred. Multiple hurdle scoring may also include allowing some questions to be scored based upon a pass/fail basis (such as minimum qualifications) and other questions (such as preferred) to be scored through a compilation of scores based upon responses to a set of questions.

- (3) Allow for questions to be scored individually or aggregated into composite scores. The system must be able to score an individual item in combination with another item. For example, a position in which either 2 years of college plus 2 years experience or one year of college plus 3 years of experience is acceptable. The scoring methodology must reflect this.
- (4) The system may also automatically rate applicants by screening resumes for employment gaps, etc.
- (5) Allow for easy addition of status and interview notes to candidate files.
- (6) An ideal system will enable HRCs to automatically dial their IP phones when screening candidates at various contact numbers included in their profile.
- (7) Generate and electronically distribute new hire packet to candidates who accept offers including employment agreement, benefits enrollment forms, etc.
- (8) The system will enable us to conduct background checks for other person(s) who may not be employed by Sun, but will be residing on property and in the same residence as a Community Manager.

4. Data Management and Reporting

- (1) Capture and store with limited access the applicants' personal data including name, address, social security number (only gathered and used at the point of conducting a background check), demographics, EEO data, and positions applied for.
- (2) Provide the ability to customize data entry screens. These screens should consist of user-defined tables that include: hiring managers, classification codes, job titles, departments, SVPs, locations, salary ranges, bonus/commission opportunities, and names of HRCs.
- (3) Provide the ability to create a database of interview questions.
- (4) Include a full feature reporting capability with a SQL query tool so that recruitment/applicant data/statistics can be easily retrieved through both standard and ad hoc reports. Data should be available by individual position as well as aggregate statistics by department, HRC, hiring manager, SVP, occupation, total, etc.
- (5) Provide for the storage of at least two (2) years worth of applicant and recruitment data.
- (6) Provide the capability of migrating two (2) years worth of Lotus Notes data into the vendor's system in order to provide the capability of creating statistical reports and producing trend analysis.
- (7) Provide the capability of maintaining a database with cold calling information.
- (8) Provide the capability to send out mass emails to people notifying them of our openings and providing a way for uninterested parties to unsubscribe.
- (9) Provide the capability for notifications to be sent to internal teams when candidates accept offers so they can be setup on our systems, etc.

5. Training and User Assistance

- (1) Provide comprehensive training session for approximately six persons at Sun's main office in Southfield, MI. Additional training must be available as needed by Sun.
- (2) Provide user help desk services for HR staff (7:00 am – 7:00 pm) by telephone. Online assistance should be available 24 hours per day, 7 days per week.

6. Technical Requirements

- (1) No application software, other than an Internet browser, should be required on computers. Users should be able to major web browsers including Internet Explorer, Firefox, Safari, Google Chrome, etc.
- (2) Email notifications and alerts generated by the system shall be fully configurable (rich text/HTML preferred).
- (3) The proposal's system description shall include information regarding the minimum version required for these browsers.
- (4) The system shall provide prompt response time when accessed by Sun staff.
- (5) The proposal shall clearly state the guaranteed availability (percentage up-time) of the system as well as any restitution provided to Sun if this guarantee is not met.
- (6) The vendor should immediately notify Sun of any down time, equipment failure, or any other factor which affects the accessibility of the system.
- (7) The system should have redundant Internet connections and full documentation related to how these redundant connections operate.
- (8) The system shall provide applicants with an option to create user passwords that protect other applicants from viewing their data.
- (9) Current job openings, applicant profiles, and all other system data shall be backed-up on regular basis (at least daily).
 - (a) All back-ups shall be verified and recovery systems tested on a regular basis.
 - (b) The vendor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.
- (10) The system shall provide access to the raw data on an ad hoc basis in a standard format.
- (11) Sun shall be notified of any scheduled system outages at least two (2) working days prior the outage.
- (12) The vendor shall acknowledge any issues raised by Sun within 1 business day and resolve them according to a priority schedule to be determined.
- (13) The data shall be owned by Sun along with the ability to access the data by third party tools.
- (14) Sun will be upgrading other HRM applications in the near future. Additional interfaces for integration into other systems may be required.

7. Security

- (1) Customizable security roles/levels of access for various types of users: HRCs, hiring managers, senior management, HR leadership, & super users.
- (2) The system shall provide all required interfaces with Sun's resources without compromising the integrity of Sun's firewall and network security systems.
- (3) Vendor must use a secure, SAS70-certified Tier 4 data center.

2.6 **Response Matrix**

Please use the matrix below to respond to our requirements based on your system’s capabilities. It is important to respond to every requirement by placing a check mark in one of the boxes for each row. Should a box not be completed, it will be interpreted as "Not Available."

The following is a description of individual columns in the matrix:

- **Mandatory/Optional Element**
This indicates whether the element described is mandatory or an optional feature.
- **Basic Package (BP)**
A check mark in this column indicates the requirement is met by the product without any modification or setup.
- **Supported Customization (SC)**
A check mark in this column indicates the requirement can be met by the product although customization is required. This customization will be supported by the Proposer as if it were a standard capability of the product for the current and all future releases. Please indicate the estimated cost for the customization (non-binding at this stage of the process).
- **Unsupported Customization (UC)**
A check mark in this column indicates the requirement can be met by the product although customization is required. This customization is unique to Sun, and retention of this customization will require continual modifications to future releases of the product. Show the estimated cost for the customization (non-binding at this stage of the process).
- **N/A (Not Available)**
A check mark in this column indicates the system cannot meet the requirement at this time.
- **Comment**
Provide any additional information believed to be helpful in evaluating the response.

REQUIREMENT (Section 2.4, pgs. 14-16)	M/O	BP	SC	UC	N/A	Comment
Posting Process						
1.1 – Enable managers to submit new hire requisitions for approval.	M					
1.2 - Allow openings to be posted directly on Sun's website.	M					
1.3 - Allow for opening to be automatically posted to other job boards as designated by Sun.	M					
1.4 - Allow postings to link to and require the launch of a pre-screening assessment on selected job openings.	M					
1.5 - Allow postings to be printed.	O					
1.6 - Provide ability for postings to auto-expire after their closing date and be automatically removed from websites.	O					
1.7 - Allow flexibility in posting periods and lengths.	O					
Resume/Application Process						
2.1 – Allow applicant to submit a resume, cover letter, references, and application information. Ideally, users will create accounts enabling them to upload/complete required information at their leisure and submit all of it in a bundled fashion when they're ready.	M					
2.2 - Provide each applicant the ability to respond to job specific questions developed from each vacancy in a job specific questionnaire which will identify necessary knowledge, skills, and abilities.	O					
2.3 - Allow the applicant to complete an online application and later retrieve the application for viewing, modification, or conversion to applications for additional openings.	M					
2.4 - Send an automatic notification to the applicant acknowledging receipt of an application both on screen and by email.	M					
2.5- Send an automatic notification to the applicant of the disposition of the application via email.	M					
2.6 - Allow processing of each application and any attachments as a single, complete application.	O					
2.7 - Customizable workflows for email alerts & applicant processing.	M					

2.8 - The system will enable us to conduct background checks for other person(s) who may not be employed by Sun, but will be residing on property and in the same residence as a Community Manager.	O					
Applicant Screening & Onboarding						
3.1 - Allow for each opening to include a set of questions that will be generated by the HRC using a database maintained in the system. These questions must be able to be automatically loaded into the system and must include both multiple-choice and narrative formats.	O					
3.2 - Allow multiple hurdle scoring of applicants such as on minimum qualifications or minimum qualifications plus preferred. Multiple hurdle scoring may also include allowing some questions to be scored based upon a pass/fail basis (such as minimum qualifications) and other questions (such as preferred) to be scored through a compilation of scores based upon responses to a set of questions.	M					
3.3 - Allow for questions to be scored individually or aggregated into composite scores. The system must be able to score an individual item in combination with another item. For example, a position in which either 2 years of college plus 2 years experience or one year of college plus 3 years of experience is acceptable. The scoring methodology must reflect this.	M					
3.4 - Allow for easy addition of status and interview notes to candidate files.	M					
3.5 - The system may also automatically rate applicants by screening resumes for employment gaps, etc.	O					
3.6 - An ideal system will enable HRCs to automatically dial their IP phones when screening candidates at various contact numbers included in their profile.	O					
3.7 – Generate and electronically distribute new hire packet to candidates who accept offers including	M					

employment agreement, benefits enrollment forms, etc.						
Data Management & Reporting						
4.1 - Capture and store with limited access the applicants' personal data including name, address, social security number (only gathered and used at the point at the point of conducting a background check), demographics, EEO data, and positions applied for.	M					
4.2 - Provide the ability to customize data entry screens. These screens should consist of user-defined tables that include: hiring managers, classification codes, job titles, departments, SVPs, locations, salary ranges, bonus/commission opportunities, names of HRCs, etc.	M					
4.3 - Provide the ability to create a database of interview questions.	O					
4.4 - Include a full feature reporting capability with a SQL query tool so that recruitment/applicant data/statistics can be easily retrieved through both standard and ad hoc reports. Data should be available by individual position as well as aggregate statistics by department, HRC, hiring manager, SVP, occupation, total, etc.	M					
4.5 - Provide for the storage of at least two (2) years worth of applicant and recruitment data.	M					
4.6 - Provide the capability of migrating two (2) years worth of Lotus Notes data into the vendor's system in order to provide the capability of creating statistical reports and producing trend analysis.	O					
4.7 - Provide the capability of maintaining a database with cold calling information.	O					
4.8 - Provide the capability to send out mass emails to people notifying them of our openings and providing a way for uninterested parties to unsubscribe.	M					
4.9 - Provide the capability for notifications to be sent to internal teams when candidates accept offers so they can be setup on our systems, etc.	M					

Training & User Assistance						
5.1 - Provide comprehensive training session for approximately six persons at Sun's main office in Southfield, MI. Additional training must be available as needed by Sun.	M					
5.2 - Provide user help desk services for HR staff (7:00 am – 8:00 pm) by telephone. Online assistance should be available 24 hours per day, 7 days per week.	M					
Technical Requirements						
6.1 - No application software, other than an Internet browser, should be required on computers. Users should be able to major web browsers including Internet Explorer, Firefox, Safari, Google Chrome, etc.	M					
6.2 - Email notifications and alerts generated by the system shall be fully configurable (rich text/HTML preferred).	M					
6.3 - The proposal's system description shall include information regarding the minimum version required for these browsers.	M					
6.4 - The system shall provide prompt response time when accessed by Sun staff.	M					
6.5 - The proposal shall clearly state the guaranteed availability (percentage up-time) of the system as well as any restitution provided to Sun if this guarantee is not met.	M					
6.6 - The vendor should immediately notify Sun of any down time, equipment failure, or any other factor which affects the accessibility of the system.	M					
6.7 - The system should have redundant Internet connections and full documentation related to how these redundant connections operate.	M					
6.8 - The system shall provide applicants with an option to create user passwords that protect other applicants from viewing their data.	M					
6.9 - Current job openings, applicant profiles, and all other system data shall be backed-up on regular basis (at least	M					

daily).						
6.9 (a) - All back-ups shall be verified and recovery systems tested on a regular basis.	M					
6.9 (b) - The vendor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.	M					
6.10 - The system shall provide access to the raw data on an ad hoc basis in a standard format.	M					
6.11 - Sun shall be notified of any scheduled system outages at least two (2) working days prior the outage.	M					
6.12 - The vendor shall acknowledge any issues raised by Sun within 1 business day and resolve them according to a priority schedule to be determined.	M					
6.13 - The data shall be owned by Sun along with the ability to access the data by third party tools.	M					
6.14 - Sun will be upgrading other HRM applications in the near future. Additional interfaces for integration into other systems may be required.	M					
Security						
7.1 - Customizable security roles/levels of access for various types of users: HRCs, hiring managers, senior management, HR leadership, & super users.	M					
7.2 - The system shall provide all required interfaces with Sun's resources without compromising the integrity of Sun's firewall and network security systems.	M					
7.3 - Secure, SAS70-certified Tier 4 data center.	M					

2.7 Additional Questions

1. What is your average time to implement an ATS in an organization of our size and given similar requirements presented above?
2. How frequent are major software releases?
3. What is the most important factor for successful and timely implementation?
4. Please describe your account management/technical support structure for both implementation and ongoing support. Who is dedicated to our account at each point in the implantation and ongoing support process?
5. How do you differentiate your solution from your competitors?
6. What is your average drop-off rate?
7. How do you minimize the number of duplicate resumes received?
8. What key metrics can your system report on? Will it be easy for Sun to create custom reports without the use of technical resources?

9. Have you integrated with the following vendors in the past? If yes, please describe the ease of integration. If not, please discuss whether or not integration is possible, as well as any costs associated with doing so. Feel free to provide the names of any recommended vendors you have partnered with in the past for each area listed.

Pre-Screening Assessment: PeopleAnswers

Background Screening: TrueScreen

Payroll System: ADP

SECTION III

Fee Proposal

The fee proposal includes all fees for work as described in Section II, Scope of Work.

Consultation, Provision, Installation, and System Set-up	\$_____
Initial Training	\$_____
Hosting, Maintenance and Support	
Year 1	\$_____
Year 2	\$_____
Year 3	\$_____
Year 4	\$_____
Year 5	\$_____
Other <i>(Please describe below)</i>	\$_____
TOTAL	\$_____

COMPANY NAME:	_____		
SIGNED:	_____		
NAME (PRINT):	_____		
TITLE:	_____		
ADDRESS:	_____		
CITY:	_____	STATE: _____	ZIP: _____
TELEPHONE:	(_____)_____-_____		
FAX:	(_____)_____-_____		
EMAIL ADDRESS:	_____		