

Compliance Services, LLC
REQUEST FOR PROPOSALS

Tenant Screening
Services

Issue Date: Monday, August 10, 2009
Intent to Respond Deadline: Monday, August 17, 2009 5:00 PM PDT
Vendor Teleconference: Tuesday, August 18, 2009 10:00 AM PDT
Question Deadline: Friday, August 28, 2009 5:00 PM PDT
RFP Response Due Date: Friday, September 4, 2009 5:00 PM PDT

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1 STATEMENT OF PURPOSE

Compliance Services, LLC, an affiliate of the U.S. Communities, issues this Request for Proposals (RFP) from qualified vendors who can provide a variety of comprehensive screening and verification services for its membership, which includes multi-family affordable housing communities throughout the State of California.

For this RFP, our membership consists of more than 650 multi-family affordable housing communities that provide more than 65,000 rental units in the State of California. Approximately 10% to 15% of these units become available for new occupancy annually. Provided that an acceptable proposal is received, Compliance Services, LLC expects to enter into a multi-year purchasing contract on behalf of its membership with a single vendor for these services. Ideally, the contract will not exceed three years in length, and will offer up to two, one-year optional extensions.

Compliance Services, LLC also seeks the flexibility to extend screening and verification services to new member communities in the State of California and potentially to other affordable multi-family housing communities that may be located outside the State of California. ***At present, only members within the State of California will use these services.***

2 ABOUT COMPLIANCE SERVICES, LLC

Compliance Services, LLC provides supportive services to housing developers, governmental agencies and multi-family property management organizations that provide affordable housing assistance to qualified residents.

Our supportive services include training; the delivery of monitoring, management and reporting systems that enable our members to comply with federal, state and local regulations that govern access to affordable housing, and manage multi-family property records; improving and streamlining the process of making rental decisions; and reducing the cost of affordable housing compliance.

Compliance Services, LLC provides an easy venue for contract purchasing, by issuing an RFP on behalf of our membership, streamlining the compliance assurance process, improving the safety and quality of life within affordable housing communities, and reducing the cost of compliance to our membership.

You may find more information about our organizations at:

<http://www.housingcompliance.org/>

3 ADMINISTRATIVE REQUIREMENTS

3.1 RFP PROCESS

3.1.1 INTENT TO RESPOND FORM

All prospective vendors that plan to participate in this RFP must complete and return an Intent To Respond (ITR) Form (included with this RFP) no later than **Monday, August 17, 2009** at 5:00 PM PDT. ITR forms may be faxed back to Compliance Services, LLC, sent as an email attachment, or mailed via US mail. It is the sole responsibility of the vendor to verify that the vendor's ITR form has been received.

3.1.2 RFP CONTACT

The sole direct contact at Compliance Services, LLC for this RFP is:

Lorna Henri

Compliance Director

2033 North Main Street, Suite 700

Walnut Creek, California 94596

info@housingcompliance.org

Lorna Henri may designate another representative or agent of Compliance Services, LLC to respond to questions or provide additional information to vendors, however direct contact with any person or agent of Compliance Services, LLC other than Lorna Henri with regard to this RFP is expressly prohibited, except under the limited circumstances described above. Failure to observe this requirement may result in the disqualification of the prospective vendor's proposal.

3.1.3 RFP SCHEDULE

Compliance Services, LLC will observe the following schedule with regard to this RFP.

Issue Date: Monday, August 10, 2009

Intent to Respond Deadline: Monday, August 17, 2009 5:00 PM PDT

Vendor Teleconference: Tuesday, August 18, 2009 10:00 AM PDT

Question Deadline: Friday, August 28, 2009 5:00 PM PDT

RFP Response Due Date: Friday, September 4, 2009 5:00 PM PDT

3.1.4 LATE PROPOSALS

Prospective vendors must submit their proposals no later than the date and time specified on the front cover of this RFP. **LATE PROPOSALS WILL NOT BE CONSIDERED.** The committee reserves the right to reject all late and non-conforming proposals without any consideration. The review committee is under no obligation to permit corrections, additions, or modifications to a proposal once the submission deadline has passed. Timely delivery of the prospective vendor's proposal is the sole responsibility of the submitter.

3.1.5 QUESTIONS AND CLARIFICATIONS

Prospective vendors may contact Lorna Henri **in writing** via e-mail with questions or to request clarifications on any requirements of this RFP prior to **Friday, August 28, 2009 5:00 PM PDT**. Questions will not be accepted after the deadline nor responded to after **Tuesday, September 1, 2009**, except at the sole discretion of Compliance Services, LLC.

Written requests for clarification of the RFP will be accepted at **info@housingcompliance.org**. Questions must be submitted in the following format.

RFP Line Number
Text of passage in question
Question

Lorna Henri or her designated agent will respond to questions in writing. Questions and answers will be distributed to all vendors who have received the RFP and who filed an ITR (described in the previous section). All questions will be anonymized prior to republication. Vendors are responsible for reviewing questions and answers, document revisions, clarifications and schedule changes prior to submitting their responses.

Oral communications will not be accepted, nor should prospective vendors rely on any oral statements by any officer or agent of Compliance Services, LLC or Compliance Services, LLC regarding this RFP.

3.1.6 VENDOR TELECONFERENCE

Compliance Services, LLC will host **one** vendor teleconference via GoToMeeting for the purpose of providing clarifications, answering questions and providing additional information about the RFP. Members of the review committee, Compliance Services, LLC officers, and agents responsible for drafting the RFP will attend the teleconference. The teleconference will take place on **Tuesday, August 18, at 10:00 AM PDT** and will continue until all questions have been answered.

Responding vendors are not required to attend the teleconference, but participation is strongly encouraged. Likewise, vendors are strongly encouraged to read the RFP in its entirety and develop questions before the pre-proposal teleconference.

Prospective vendors should use the following call –in information:

213-286-1200

Access Code: 772-404-234

3.1.7 COST OF RESPONSE

Compliance Services, LLC assumes no responsibility for the cost of preparing a response to this proposal. The entire cost of response is borne solely by the respondent with no exceptions.

3.1.8 RESPONSE FORMAT

This RFP is being provided in the form of an editable .PDF file. All proposal responses must be entered into the PDF form provided by Compliance Services, LLC. **Respondents are strongly cautioned against modifying the PDF document itself or password protecting the finished response.** Doing so may invalidate the scoring for your response. .

To complete the RFP response form, you must use a PDF reader, such as Adobe Acrobat or Preview. These programs are available at no cost. The response form will allow you to save responses. You may also return to a partially completed form to add, modify or delete responses.

Additional supportive materials may be included as attachments to your response in a separate file, but **MUST BE CLEARLY LABELED TO REFLECT THE PROPOSAL SECTION TO WHICH THEY REFER.** Inclusions, addenda and supportive materials that are not clearly labeled will render the proposal incomplete, and therefore ineligible for consideration by the review committee. A sample attachment is included in the Appendix.

All forms included in the RFP document must be completed and signed in blue ink with an original signature. For the purpose of this RFP, *electronic signatures of corporate officers will not be accepted.* Please submit one original signed proposal clearly marked "Original" and two (2) individually bound duplicate copies of the proposal clearly marked "Copy", along with a CD that contains only a .pdf file of the vendor's complete proposed response, and electronic versions of all supporting documentation and attachments no later than **5:00 PM PDT Friday September 4, 2009** to:

Lorna Henri
Compliance Director
Compliance Services, LLC
2033 North Main Street, Suite 700
Walnut Creek, California 94596

NOTE: On the outside of your RFP response package, please indicate clearly that the package contains your organization's RFP response.

Supporting documentation may be included in one or more .pdf files on the CD, provided that each separate file is **clearly labeled** as to its contents. Proposals may be delivered in person, by regular mail, or by courier, but proposals that are not physically in the Compliance Services, LLC offices on or before the response deadline will not be considered.

3.1.9 COVER LETTER REQUIREMENTS

Each proposal shall be accompanied by an original cover letter manually signed by an officer of the company who is authorized to commit the prospective vendor to a contract. The cover letter shall serve as a letter of transmittal and shall indicate that the prospective vendor:

- has read and understands the requirements of the RFP
- accepts the terms and conditions of the RFP, and
- commits itself to providing the products and services at the prices stated in the proposal

Space for the cover letter is not included in the PDF response form and should be provided as a separate attachment to the proposal.

3.1.10 EXECUTIVE SUMMARY REQUIREMENTS

Each conforming response will contain an executive summary of not more than two pages in length. The executive summary should briefly introduce the prospective vendor; describe the major features and benefits of the prospective vendor's proposal; provide a generalized pricing summary (detailed pricing will be required in the cost proposal); a brief explanation of how pricing for the proposal was arrived at; and any pricing constraints applied to the vendor's proposal.

Space for the executive summary is not included in the PDF response form and should be provided as a separate attachment to the proposal.

3.1.11 VENDOR PROFILE

All prospective vendors are required to submit a completed vendor profile included with this RFP. Failure to complete the Vendor profile may result in the disqualification of the vendor's response. The Vendor Profile is found in Section 6 of the RFP Response Form.

3.1.12 CUSTOMER REFERENCES

All prospective vendors are required to complete all portions of the Customer Reference section on the forms included with this RFP. Failure to complete the customer references as requested may result in the disqualification of the vendor's response.

The Customer Reference Section is found in Section 7 of the RFP Response Form.

One member of the Evaluation Committee or a designated agent of Compliance Services, LLC will contact the supplied references as part of the evaluation process. Vendors are strongly encouraged to verify reference contact information prior to submitting a proposal.

3.1.13 INCORPORATED REFERENCES

Please write out all responses in full. Do not "incorporate" brochure or product literature references, direct the reader to Web pages, or refer to other third-party documentation in this response. Clearly label all supporting material. Include the line/section numbers to which the supportive material refers. Responses will be evaluated exactly as written, except in the narrow circumstances noted in this RFP. Proposal responses that do not conform to this provision may be deemed incomplete and eliminated from further consideration.

3.2 TERMS AND CONDITIONS

3.2.1 IDENTIFICATION OF SUBCONTRACTORS

If the responding vendor does not provide all services required by this RFP, services performed by subcontractors must be clearly identified in the proposal. Subcontractors that perform services under the vendor's proposal must be identified. Performance of the service designated in the RFP and management of the subcontractors(s) are the sole responsibility of the primary vendor.

3.2.2 MOST FAVORABLE PRICING, STATE/REGIONAL VARIATIONS

The successful vendor is expected to extend its most favorable pricing to Compliance Services, LLC and its membership at all times during the contract period, including negotiated extensions.

Compliance Services, LLC acknowledges, in some cases, regional pricing variations may exist. Since Compliance Services, LLC may elect to extend these services to members outside the State of California, if costs or discounts vary by location, state or region, vendors must indicate the costs and discounts for each location where pricing variations apply. Vendors will not have an opportunity to add additional costs or fees after the proposal is accepted.

3.2.3 RESPONSE REJECTIONS

Compliance Services, LLC shall reserve the right to reject any or all bids, bids not accompanied by data required by this RFP, bids that are submitted improperly according to the terms of this RFP, late bids and those that contain incomplete or irregular responses.

3.2.4 ERRORS AND OMISSIONS IN PROPOSALS

Proposals may not be withdrawn or altered after the RFP response deadline. Inaccurate or erroneous proposals may be withdrawn and resubmitted prior to the RFP deadline. Neither Compliance Services, LLC nor its members will be responsible for errors or omissions in prospective vendor proposals.

At its option, Compliance Services, LLC may request clarification for any apparent mathematical errors. Significant mathematical errors may render a proposal subject to disqualification. Alternately, Compliance Services, LLC reserves the right to require a prospective vendor to recalculate the erroneous information and resubmit it for the purpose of evaluation.

3.2.5 SERVICE AGREEMENT

Following the evaluation of the RFP responses, it is the intention of Compliance Services, LLC to select a single vendor and enter a volume-purchasing contract for its membership. Our membership changes over time, and it is our expectation that new members will be eligible to use these services under the service agreement between Compliance Services, LLC and the successful vendor.

The services purchased under this contract will be delivered for the benefit of our membership, and will not be used by Compliance Services, LLC directly.

Compliance Services, LLC anticipates entering into a multi-year agreement with the successful vendor. The original multi-year agreement will not exceed three years, but Compliance Services, LLC seeks as many as two one-year optional extensions to the initial agreement.

3.2.6 REVENUE SHARING

Compliance Services, LLC will provide tenant-screening services to its membership as a means to generate revenue for the organization. Vendors should anticipate that a portion of the revenue generated from each search will be returned to Compliance Services, LLC and should identify the revenue, either in terms of a dollar amount or a percentage that will be returned to Compliance Services, LLC as part of the proposed agreement.

3.3 PROPOSAL EVALUATION

3.3.1 EVALUATION CRITERIA

The RFP Evaluation Committee will:

- Award evaluation points for all proposals based on adherence to technical, administrative and managerial requirements
- Ask for clarifications, demonstrations or presentations to inform the committee's decision-making
- Evaluate vendor performance via customer referrals and member experiences
- Evaluate the financial stability of prospective vendors and their subcontractors
- Make acceptance recommendations of the proposal that represents the best overall value for Compliance Services, LLC and its members.

Proposals will be evaluated according to the following criteria, in order of their importance. Of all elements on which proposals will be evaluated, pricing carries the primary weight in proposal evaluation. At the same time Compliance Services, LLC members may be interested in various price-quality combinations. Therefore, we encourage vendors to respond with solutions that fulfill the technical requirements of the proposal, and also offer a variety of attractive price-quality combinations.

Each element of the RFP will be evaluated. Consideration will be given to the proposals as follows:

30% - Cost Proposal and Revenue Share

25% - Response to the Technical Requirements

20% - Administrative Requirements, Vendor Profile, Customer References

15% - Response to the Managerial Requirements

10% - Product Demonstration

The decisions of the Evaluation Committee are final. As a condition of responding to the RFP, the vendor understands and agrees that it is required to accept the decision of Compliance Services, LLC/Compliance Service as final, has no appeal there from, and expressly waives any potential challenges.

3.3.2 SOLUTION DEMONSTRATION

As part of the evaluation process, the vendor will demonstrate the operation of the proposed solution, and certifies that the demonstrated system is substantially similar to the vendor's proposed solution for Compliance Services, LLC. The committee will evaluate the solution based upon the information provided by the vendor.

The demonstration is a mandatory element of the RFP. Vendors who do not provide the Evaluation Committee with full access to a functional solution that is substantially similar to their proposed solution will be eliminated from consideration.

4 TECHNICAL REQUIREMENTS

4.1 MINIMUM REQUIREMENTS FOR PROPOSAL CONSIDERATION

To be considered, proposals must meet the following requirements. Minimally, proposals that do not provide these services as described will neither be considered nor adopted by Compliance Services, LLC.

Following the description of these requirements are questions that will help Compliance Services, LLC understand and compare proposed solutions. In some cases, these questions are presented as Yes/No questions. To respond, simply click on the radio button that represents the appropriate answer. On page 14, you will be given additional space to clarify and expand your responses, if desired.

With regard to the following questions:

"Yes" is interpreted to mean that the feature is available in the core solution and at no additional cost.

"No" is interpreted to mean that the feature is not available in the core solution.

"Option" is interpreted to mean that the feature is not available in the core solution but is available at an additional cost.

In all cases where questions are presented in this format, "No" is the default answer.

4.1.1 Tenant Screening Services

For every adult member of every prospective applicant household, the successful vendor must be able to provide tenant screening and verification services that include:

- A complete background check
- A complete credit history
- A complete criminal background check
- An eviction history

	Background Checks	Yes	No	Option
4.1.1 [A]	Does the proposed solution identify individuals who have previously been sued for rental debt?	☐	☒	☐
4.1.1 [B]	Does the proposed solution provide information about civil court filings against the prospective tenant?	☐	☒	☐
4.1.1 [C]	Does the proposed solution provide information about adverse civil court judgments against the tenant?	☐	☒	☐
4.1.1 [D]	Does the proposed solution identify civil court case types?	☐	☒	☐
4.1.1 [E]	Does the proposed solution identify the subject as a defendant in civil actions?	☐	☒	☐
4.1.1 [F]	Does the proposed solution identify the subject as a co-defendant in civil actions?	☐	☒	☐
4.1.1 [G]	Does the proposed solution link aliases with a search subject?	☐	☒	☐
4.1.1 [H]	Does the proposed solution link former legal names with a subject?	☐	☒	☐
4.1.1 [I]	Does the proposed solution provide a comprehensive list of former known addresses for each search subject?	☐	☒	☐
4.1.1.[J]	Can the searcher define or select the search criteria?	☐	☒	☐

4.1.1 [K] What information is required to start a search?

	Credit History Checks	Yes	No	Option
4.1.1 [L]	Is the proposed solution fully compliant with the Fair Credit Reporting Act?	☐	☒	☐
4.1.1 [M]	Identify the credit bureau(s) that the proposed solution uses:			
	Equifax	☐		
	Experian	☐		
	Trans Union	☐		
	Other:			
4.1.1 [N]	Is the credit-reporting bureau user-selectable?	☐	☒	☐
4.1.1 [O]	Does the proposed solution verify applicant income?	☐	☒	☐
4.1.1 [P]	Does the proposed solution verify applicant employment?	☐	☒	☐
4.1.1 [Q]	Does the proposed solution identify outstanding debts owed to former landlords?	☐	☒	☐
4.1.1 [R]	Does the proposed solution identify unpaid utility debts?	☐	☒	☐
4.1.1 [S]	Does the proposed solution validate Social Security Numbers?	☐	☒	☐

	Criminal Background Checks	Yes	No	Option
4.1.1 [T]	Does the proposed solution provide a criminal background check?	☐	☒	☐
4.1.1 [U]	Can a criminal background check assess criminal records from selected cities?	☐	☒	☐
4.1.1 [V]	Does a criminal background check assess criminal records in <u>single</u> California counties?	☐	☒	☐
4.1.1 [W]	Does one criminal background check assess criminal records in <u>multiple</u> California counties?	☐	☒	☐
4.1.1 [X]	Does one criminal background check assess criminal records throughout the State of California?	☐	☒	☐
4.1.1 [Y]	Does one criminal background check examine criminal records from all 50 states?	☐	☒	☐
4.1.1 [Z]	Does the proposed solution consult state sex offender registries in all states in which such registries are available?	☐	☒	☐
4.1.1 [AA]	Does the proposed solution provide information on federal convictions?	☐	☒	☐
4.1.1 [AB]	Does the proposed solution discover outstanding warrants?	☐	☒	☐

	Eviction History	Yes	No	Option
4.1.1[AC]	Does the proposed solution verify the applicant's rental history?	☐	☒	☐
4.1.1[AD]	Does the proposed solution provide a comprehensive eviction history?	☐	☒	☐
4.1.1[AE]	Does the solution detect out-of-state evictions?	☐	☒	☐
4.1.1[AF]	Does the proposed solution enable members to contribute data on residents?	☐	☒	☐

4.1.1 [AG] Please use this space to clarify or expand upon your answers to the questions on pages 11-13. The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.1 [AG] Attachment** and append it to your response.

Because rental decisions will be made based largely upon this information, the following criteria are also considered essential:

4.1.2 Accuracy

With regard to this requirement, accuracy includes the correctness, completeness and recency of the information provided. The information must be derived from reputable sources, and the sources of the information must be identifiable in the event that a negative report is disputed.

	Accuracy	Yes	No	Option
4.1.2[A]	When reporting search results, is the source of the information clearly identified?	☐	☒	☐
4.1.2[B]	Is criminal record information verified by a person before it is forwarded to the requestor?	☐	☒	☐
4.1.2[C]	Is the reported information cross-referenced to the search subject by:			
1	Legal name	☐		
2	Date of birth	☐		
3	Social Security Number	☐		
4	Former legal name or alias	☐		
5	Other			
4.1.2[D]	Does the vendor conduct periodic audits on information it reports from third-party sources for accuracy?	☐	☒	☐
4.1.2 [E]	Does the proposed solution use proprietary information sources?	☐	☒	☐

4.1.2 [F] Please use this space to clarify your answers regarding the accuracy, correctness, completeness and recency of the information the proposed solution provides. Identify the major sources of information the proposed solution draws upon. Discuss any limitations of the information sources and their effects on the accuracy of the reported information.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.2 [F] Attachment** and append it to your response.

4.1.3 Auditing and Accounting

Search information should be provided and results should be delivered in a secure manner that complies with all established norms for handling sensitive data. The service should be available only to authorized users.

The proposed solution should provide a clear periodic accounting of service usage that enables Compliance Services, LLC to monitor revenue accurately for tenant screening services.

The proposed solution should be able to bill each Compliance Services, LLC user separately.

	Auditing and Accounting	Yes	No	Option
4.1.3[A]	Does the proposed solution provide itemized accounting data of service usage by requestor, such that Compliance Services, LLC could use the data to monitor its tenant screening revenue?	☐	☒	☐
4.1.3 [B]	Can the proposed solution provide separate accounting for individual users under the Compliance Services, LLC purchasing contract?	☐	☒	☐
4.1.3 [C]	Does the proposed solution provide a monthly statement to each participating property, in addition to an invoice for each requested report?	☐	☒	☐

4.1.3 [D] Please use this space to clarify and expand your answers regarding the auditing, accounting and security features of the proposed solution. Please describe the way in which accounting data will be shared with Compliance Services, LLC. Please identify the format in which the data will be provided. If possible please provide sample accounting data.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.3 [D] Attachment** and append it to your response.

4.1.4 Availability

The screening service should be highly available. All of the prospective users are located in the Pacific Time Zone, but members should be able to submit screening requests at any time.

	Availability	Yes	No	Option
4.4.1[A]	Is the proposed solution available 24 hours a day?	☐	☒	☐
4.4.1 [B]	Does the vendor provide notice of system unavailability for regular or emergency maintenance?	☐	☒	☐
4.4.1 [C]	What is the measured availability (uptime) of the proposed solution?	☐	☒	☐
4.4.1[D]	What is the measured average length of downtime during periods of system unavailability?	☐	☒	☐

4.1.4 [E] Please use this space to clarify and expand your answers regarding the availability of the proposed solution. Please identify the physical location (city and state) of the server(s) our members will connect to. Please identify the peak usage hours (e.g., 10:00 AM -2:00 PM PDT) for your service. Please discuss the ways in which the vendor manages potential delays or response latency during peak usage hours.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.4 [E] Attachment** and append it to your response.

4.1.5 Ease of Use

The proposed solution should be easy to use and should allow users to initiate a search in a readily understandable way. Members should be able to access the system after they have logged into the Compliance Services, LLC Web site, located at

<http://www.housingcompliance.org/>

The search should not require the use of specialized client software or hardware and should rely on a secure, standards-compliant method of information exchange.

	Ease of Use	Yes	No	Option
4.1.5[A]	Does the proposed solution require proprietary client software?	☐	☒	☐
4.1.5[B]	Does the proposed solution require proprietary hardware?	☐	☒	☐
4.1.5[C]	Does the user access the service using a Web browser?	☐	☒	☐
4.1.5[D]	If yes, does the proposed solution require a specific Web browser? (If yes, use the space following this section to identify all compatible browsers.)	☐	☒	☐
4.1.5 [E]	Can the system be accessed via a secure link from the Compliance Services, LLC Web site?	☐	☒	☐
4.1.5 [F]	Does the proposed solution use a standards-compliant method of information exchange?	☐	☒	☐
4.1.5[G]	Can the proposed solution be offered as a "private label" product that bears the Compliance Services, LLC/Compliance Service logo?	☐	☒	☐
4.1.5[H]	Can the proposed solution be integrated "seamlessly" into the Compliance Services, LLC Web site, giving the visual impression that the user is still on the Compliance Services, LLC site?	☐	☒	☐

4.1.5 [I] Please use this space to identify special hardware or software requirements of the proposed solution. If the proposed solution uses a Web browser to access the search service, **list all known compatible Web browsers.**

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.5 [I] Attachment** and append it to your response.

4.1.6 Optional Services

The successful vendor may offer optional services that exceed the technical requirements of this proposal but that may be of interest or value to our membership, as long as the proposal also meets the basic requirements of this RFP. All optional services that are not included in the base cost of the proposed solution must be clearly identified as options. The cost of these options may be presented in the Cost Proposal.

Please use this space to identify optional services available with the proposed solution. Identify whether the optional service is available at no additional cost, or at additional cost. (Costs for optional services will be described in the Cost Proposal in Section 5 of this RFP.) Identify any dependencies required by the optional service(s) (e.g., other services that must also be present). For Optional Services, you may include product literature as an attachment to your response.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.6 Attachment** and append it to your response.

4.1.7 Quality of Service

A highly accurate, highly available tenant screening service that is easy-to-use and produces easily understandable reports is important. Equally important are the overall perception of value, the availability of support and the speed with which problems with the service are identified and resolved. This perception can be established by communication regarding service unavailability and maintenance windows, generous customer service hours, problem reporting and tracking, and the availability of self-help and self-training tools.

	Quality of Service	Yes	No	Option
4.1.7[A]	Does the vendor offer a toll-free support number?	☐	☒	☐
4.1.7 [B]	Can individual Compliance Services, LLC members use the vendor's technical support services?	☐	☒	☐
4.1.7 [C]	Does the vendor track calls for help?	☐	☒	☐
4.1.7[D]	Does the vendor offer training related to the proposed solution?	☐	☒	☐
4.1.7 [E]	Is training included in the purchase price of the solution?	☐	☒	☐
4.1.7 [F]	Does the vendor offer self-help materials (e.g., online tutorials, online help manuals, FAQs) for novice users?	☐	☒	☐
4.1.7[G]	Is the primary technical support center located within the United States?	☐	☒	☐
4.1.7[H]	If yes, are all technical support calls handled from the primary technical support center?	☐	☒	☐
4.1.7 [I]	Is online help available?	☐	☒	☐
4.1.7 [J]	Are technical support services available in Spanish?	☐	☒	☐

4.1.7 [K] Please identify your normal customer/technical support hours, including the time zone for the customer support center. Describe the technical support process and the ways in which technical support can be activated. Describe any escalation procedures the vendor uses to resolve ongoing issues.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.7 [K] Attachment** and append it to your response.

4.1.8 Readability of Reports

The ability to read and understand reports is essential. Alerts, warnings and negative information should be easy to locate and understand in the search results. Reports must be presented in a printable format.

- ☐ Please provide a sample background check report. Discuss the way in which negative information is displayed on the report. Label this as **Attachment 4.1.8 [A]**
- ☐ Please provide a sample criminal background check report. Discuss the way in which criminal history is displayed on the report. Label this as **Attachment 4.1.8 [B]**
- ☐ Please provide a sample credit history report. Discuss the way in which negative information is identified on the report. Label this as **Attachment 4.1.8 [C]**
- ☐ Please provide a sample eviction history report. Discuss the way in which negative eviction history is identified on the report. Label this as **Attachment 4.1.8 [D]**

4.1.9 Timeliness Of Response

Timeliness of a request for information is important. For most requests, results should be reported at the time the request is made. For requests that require additional time, a response should be delivered to the requestor in no more than 24 hours.

	Timeliness	Yes	No	Option
4.1.9[A]	Are background checks returned at the time the check is requested?	☐	☒	☐
4.1.9[B]	Are credit histories returned at the time the check is requested?	☐	☒	☐
4.1.9[C]	Are criminal background checks returned at the time the check is requested?	☐	☒	☐
4.1.9[D]	Are eviction histories returned at the time the check is requested.	☐	☒	☐

4.1.9 [E] For each "No" answer to questions on page 26 please identify the standard or anticipated turnaround for such reports. For reports that are not provided immediately, please identify the way in which these reports are delivered to the requestor.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **4.1.9 [E] Attachment** and append it to your response.

4.2 PRODUCT DEMONSTRATION

No response is required for this section. Respondents will be invited to demonstrate their products during the evaluation period.

5 MANAGERIAL REQUIREMENTS

In this section of the RFP, prospective vendors are asked to describe the implementation schedule, site preparation requirements, staffing requirements, delivery, testing, maintenance and support, training, and documentation for the project. Complete responses are expected.

5.1 PLANNING

The following sections cover pre-implementation planning, scheduling and preparation.

5.1.1 Project Plan

Describe the Vendor's plan to implement the proposed solution. Minimally describe the major tasks that must be accomplished before the solution can be implemented. Indicate responsibility for each major task in the project plan.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.1.1 Attachment** and append it to your response.

5.1.2 Project Schedule

Include a written estimate of the time required from the point of award to the successful implementation of the system. The estimate should identify all major milestones and when Compliance Services, LLC can expect these milestones to occur.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.1.2 Attachment** and append it to your response.

5.1.3 Site Preparation Requirements

Describe the preparation requirements the Vendor must make, or requires Compliance Services, LLC to provide prior to implementation. Indicate the technical competencies required to complete the site preparation and indicate which organization will provide these.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.1.3 Attachment** and append it to your response.

5.2 STAFFING AND RESPONSIBILITIES

This section seeks information on required staffing, and the division of responsibilities for pre-implementation and implementation work.

5.2.1 Project Staffing

Describe the staffing that the Vendor will assign to provide the proposed solution. Will the vendor assign a project manager to this account? Will the vendor assign technical personnel to this account. Will the vendor assign an account manager to this account to handle the ongoing customer relationship? Describe the staff that must be available from Compliance Services, LLC to complete the implementation of the proposed solution.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.1 Attachment** and append it to your response.

5.2.2 Roles and Responsibilities

Based upon the specific tasks indicated in your response to Section 5.1.1 on page 31 (the Project Plan), please indicate who (either the vendor or Compliance Services, LLC) will be responsible for each task.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.2 Attachment** and append it to your response.

5.2.3 Implementation

Compliance Services, LLC seeks a 30-day acceptance-testing period during which the service will be active and available for our members, but where real usage may reveal problems not seen during the pre-release testing phase. The successful vendor will be expected to resolve problems discovered at this stage at no additional cost to Compliance Services, LLC.

Please describe the process for implementing the proposed solution. Include information regarding installation/activation of service, pre-release testing, and acceptance testing.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.3 Attachment** and append it to your response.

5.2.4 System Maintenance, Support and Upgrades

Please discuss the maintenance, support and upgrade plans the vendor will apply to the proposed solution. Identify required ongoing support or maintenance costs. (The actual costs may be quoted in the Cost Proposal in Section 6 of this document.) Discuss how upgrades and/or improvements are introduced within the solution. Discuss all support plans. Provide a copy of any applicable Service Level Agreements as an attachment to your response.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.4 Attachment** and append it to your response.

5.2.5 Training and Documentation

Please describe the training that the vendor provides in conjunction with the proposed solution. Identify eligible training participants, as well as the location of the training. Identify any printed materials that are available for training or distribution to Compliance Services, LLC members. Identify documentation that is available for the proposed solution. This could include manuals, FAQs, online self-help or knowledge-base resources. Indicate who is eligible to use the documentation.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.5 Attachment** and append it to your response.

5.2.6 Vendor Concerns

Please indicate any concerns you may have regarding this project or its requirements.

The visible portion of this text box is limited to one page, but there is no limit to the amount of text that can be included here. If you wish to use additional space for your response, please create an attachment labeled **5.2.6 Attachment** and append it to your response.

6 COST PROPOSAL

This section requires a complete description of all costs associated with the implementation and support of the proposed solution. The cost of the proposal and the potential revenue the service will generate for Compliance Services, LLC are the primary evaluation criteria for this section.

6.1 REQUIRED SERVICES

6.1.1 Discounts

The response must identify any and all discounts offered to Compliance Services, LLC for the base solution in relation to its list price. The vendor must also identify the formula used to determine a percentage discount. If the discount is based on volume of use rather than a percentage of the list price, the description should include volume levels at which discounts will apply and the value of the discount at each volume level.

6.1.2 Revenue

The response must identify the percentage or fixed dollar (or fractional dollar) amount the Vendor will return to Compliance Services, LLC. This description should also include the formula or process used to derive this amount.

6.1.3 Base Solution Cost

The response must identify all up-front, one-time and ongoing costs of the base tenant screening solution. Compliance Services, LLC will not accept base solutions that do not minimally provide the following:

- Background check
- Criminal Background Check
- Credit History
- Eviction History

This section must identify all set-up fees, integration costs, installation costs, training, ongoing support costs, hardware costs, software licensing costs, maintenance costs, documentation costs, and any and all other costs that are required to receive the base solution but that are not included in the base cost.

Compliance Services, LLC will not accept costs that are not specifically described in this section if your proposal is successful.

6.1.4 Terms

The response must disclose all payment terms, as well as discounts or incentives for on-time payments. Please provide a **sample purchase agreement** that accurately represents all terms associated with the purchase of the proposed solution.

6.2 OPTIONAL SERVICES

Fully describe the costs associated with any optional services discussed in Section 4.1.6 on page 23 of your response that are not considered part of the base solution, but may provide enhanced services to Compliance Services, LLC. These costs should include all set-up fees, integration costs, installation costs, training, ongoing support costs, hardware costs, software licensing costs, maintenance costs, documentation costs, and any and all other costs for each optional service.

7 VENDOR PROFILE

The Vendor Profile will describe the vendor, subsidiary or division that will provide Tenant Screening services as part of this RFP. Please provide complete, concise responses for all sections of the profile. Include additional information that highlights the vendor's competitive advantages and expertise. Vendors should provide a brief rationale for non-responses. The Evaluation Committee reserves the right to verify profile information through a Clarification Request or other means as necessary.

Company Profile:

Company: _____ Year Founded: _____

Operates as: ☐ Privately-Held ☐ Partnership ☐ Corporation / Incorporated in State Of: _____

Street Address: _____ Mail Stop/PO Box: _____

City: _____ State: _____ Zip: _____

URL: _____

Company Dun & Bradstreet Number: _____ Year Joined: _____

Total number of employees as of **June 30, 2009**: _____ Full-Time _____ Part-Time

Total number of customers as of **June 30, 2009** _____ Percent growth over previous year: _____%

Company has offered Tenant Screening for a minimum of five (5) years: ☐ Yes ☐ No

If no, specify the number of years Company has been offering Tenant Screening services: _____

Attach an organizational chart that depicts responding vendor's reporting structure.

Parent Company (If Applicable)

Parent Company: _____ Year Founded: _____

Total number of employees as of **June 30, 2009**: _____ Full-Time _____ Part-Time

Headquarters Located In - City: _____ State: _____

Business Background:

Market Share:

Identify or estimate the vendor's market share in Tenant Screening services: _____

This estimate applies to the market in: _____ California _____ US

Vendor Affiliations:

Identify any current strategic partnerships or alliances that may benefit the Members and any resulting RFP agreements, date joined, and whether the relationship is current or expired:

Partner / Affiliation Name	Membership Date	Current/Expired

8 REFERENCES

New Customer References

Reflects Tenant Screening services awarded and begun after July 1, 2008:

Customer Name 1:

City: _____ State: _____ Zip: _____

Contract Start Date: _____ Completion Date: _____

Users: _____ Project Estimated Dollar Value: \$_____

May Compliance Services, LLC contact customer directly: ____Yes ____No

Customer Contact: _____ Title: _____

Telephone: (____) _____ x_____ Fax: (____) _____

E-Mail Address: _____ URL: _____

Customer Technical Contact: _____ Title: _____

Telephone: (____) _____ x_____ E-Mail: _____

Reflects Tenant Screening services awarded and begun after July 1, 2008:

Customer Name 2:

City: _____ State: _____ Zip: _____

Contract Start Date: _____ Completion Date: _____

Users: _____ Project Estimated Dollar Value: \$_____

May Compliance Services, LLC contact customer directly: ____Yes ____No

Customer Contact: _____ Title: _____

Telephone: (____) _____ x_____ Fax: (____) _____

E-Mail Address: _____ URL: _____

Customer Technical Contact: _____ Title: _____

Telephone: (____) _____ x_____ E-Mail: _____

Reflects Tenant Screening services awarded and begun after July 1, 2008:

Customer Name 3:

City: _____ State: _____ Zip: _____

Contract Start Date: _____ Completion Date: _____

Users: _____ Project Estimated Dollar Value: \$ _____

May Compliance Services, LLC contact customer directly: ☐ Yes ☐ No

Customer Contact: _____ **Title:** _____

Telephone: (____) _____ x_____ Fax: (____) _____

E-Mail Address: _____ URL: _____

Customer Technical Contact: _____ **Title:** _____

Telephone: (____) _____ x_____ E-Mail: _____

In addition to the references listed above, please provide a list of current clients who use the proposed solution.

Existing Customer References

Two references from customers who have used the proposed service for at least 24-months. References can be current or former customers. References should be customers with a program developed similar in nature, size, and scope to that of Compliance Services, LLC.

The Evaluation Committee reserves the right to contact any or all of the references listed. If a signed release is required prior to the committee contacting references, Vendor is required to attach a copy of their completed and signed release document as part of the RFP response.

Reflects Tenant Screening services awarded and begun prior to June 2007:

Customer Name 1:

City: _____ State: _____ Zip: _____

Contract Start Date: _____ Completion Date: _____

Users: _____ Project Estimated Dollar Value: \$ _____

May Compliance Services, LLC contact customer directly: ☐ Yes ☐ No

Customer Contact: _____ **Title:** _____

Telephone: (____) _____ x _____ Fax: (____) _____

E-Mail Address: _____ URL: _____

Customer Technical Contact: _____ **Title:** _____

Telephone: (____) _____ x _____ E-Mail: _____

Reflects Tenant Screening services awarded and begun prior to June 2007:

Customer Name 2:

City: _____ State: _____ Zip: _____

Contract Start Date: _____ Completion Date: _____

Users: _____ Project Estimated Dollar Value: \$ _____

May Compliance Services, LLC contact customer directly: ☐ Yes ☐ No

Customer Contact: _____ **Title:** _____

Telephone: (____) _____ x_____ Fax: (____) _____

E-Mail Address: _____ URL: _____

Customer Technical Contact: _____ **Title:** _____

Telephone: (____) _____ x_____ E-Mail: _____

Banking References

Vendors are required to provide a list of their banking references. Compliance Services, LLC reserves the right to contact all references during the reference verification process. The resulting verification scores will become part of the final evaluation criteria process. If a signed release is required to contact the banking references, Vendor is required to attach a copy of the signed release document as part of the RFP response.

Bank Name 1:

Contact Name: _____ Title: _____
Telephone: (____) _____ x _____ Fax: (____) _____
E-Mail Address: _____ URL: _____
Bank Address: _____ PO Box: _____
City: _____ State: _____ Zip: _____
Services: _____ Checking Account _____ Savings Account _____ Line of Credit
Loans: _____ Secured and/or _____ Unsecured _____ Property Mortgage

Bank Name 2:

Contact Name: _____ Title: _____
Telephone: (____) _____ x _____ Fax: (____) _____
E-Mail Address: _____ URL: _____
Bank Address: _____ PO Box: _____
City: _____ State: _____ Zip: _____
Services: _____ Checking Account _____ Savings Account _____ Line of Credit
Loans: _____ Secured and/or _____ Unsecured _____ Property Mortgage

Bank Name 3:

Contact Name: _____ Title: _____
Telephone: (____) _____ x _____ Fax: (____) _____
E-Mail Address: _____ URL: _____
Bank Address: _____ PO Box: _____
City: _____ State: _____ Zip: _____
Services: _____ Checking Account _____ Savings Account _____ Line of Credit
Loans: _____ Secured and/or _____ Unsecured _____ Property Mortgage

Audited Financial Statements and Disclosures

Last three (3) fiscal years audited financial reports, which must include Income Statements and Balance Sheets, with certification by an independent auditor. Alternately, the Vendor may provide copies of the Vendor's published Annual Report for 2006, 2007 and 2008. Vendor's Form 10K is not an acceptable substitute for the requested financial reports.

In addition, the respondent must disclose any adverse court actions currently in process that are related to Tenant Screening services, Federal bankruptcy proceedings and planned mergers, acquisitions or buyouts that could materially affect the vendor's ability to complete a contract, if awarded.

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9 SAMPLE ATTACHMENT

Attachment 5.1.2 - Project Schedule

Page 32

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10 INTENT TO RESPOND

This Intent To Respond form is being submitted on behalf of

_____ (company name),
which has reviewed the Compliance Services, LLC Request For Proposal for Tenant
Screening Services, and is interested in submitting a proposal response:

Compliance Services, LLC will host a Vendor teleconference on Tuesday, August 18, at
10:00 AM PDT. Vendor questions that arise from this RFP will be addressed at that
time. Complete participation information is included in Section 3.1.6 of this RFP.

Vendor will assign representatives to attend the Pre-Proposal Conference: _____ Yes _____ No

Authorized Agent 1: _____ Title: _____

Telephone: (____) _____ x _____ Fax: (____) _____

E-Mail Address: _____

Signature: _____ Date: _____

Authorized Agent 2: _____ Title: _____

Telephone: (____) _____ x _____ Fax: (____) _____

E-Mail Address: _____

Signature: _____ Date: _____

ITR DUE DATE:

Only those vendors who submit an ITR form will be provided RFP revisions, addenda,
responses to all written questions, and e-mail updates on the RFP process.

Required Response Date: 5:00 PM, EDT, Monday, August 17, 2009

Return the completed and signed ITR form to:

Lorna Henri, Compliance Director

Compliance Services, LLC

2033 North Main Street, Suite 700

Walnut Creek, CA, 94596

E-Mail: info@housingcompliance.org

Fax: (925) 933-8457