



**REQUEST FOR PROPOSAL ("RFP")
PROPERTY INSPECTION AND PRESERVATION SERVICES**

**Cuyahoga County Land Reutilization Corporation
323 W. Lakeside Avenue, Suite 160
Cleveland, OH 44113**

**Final Responses Due:
August 17, 2009**

SECTION ONE: CCLRC Operational Overview

The Cuyahoga County Land Reutilization Corporation ("CCLRC") was established pursuant to S.B. 353. by the Ohio Legislature in December, 2008 and signed by the Governor of Ohio on January 6, 2009. The bill became effective on April 7, 2009.

The CCLRC was conceived by Cuyahoga County Treasurer James Rokakis in 2007 to address the ill effects of the foreclosure crises upon Cuyahoga County's real estate tax base and neighborhoods. Among its core purposes, the CCLRC can receive residential properties from foreclosures, banks, government sponsored enterprises (HUD, Freddie Mac, Fannie Mae, etc) and voluntary transfers. Both prior to and after the CCLRC receives properties, the CCLRC will make qualitative decisions on whether to demolish, responsibly mothball or rehabilitate and resell such properties. The properties that the CCLRC does not demolish must be secured, stabilized and otherwise maintained pending future rehabilitation, occupancy and/or resale.

SECTION TWO: Decision Process Overview

Your response should be mailed to the physical address or sent electronically in PDF, Microsoft Word or Excel format to the contact information provided below. If you are not able to bid on the entire list of services we have specified, bid on the items you can supply.

Questions can be submitted at anytime up to **4:30 p.m. on July 27, 2009**; however, you must submit such questions in writing or via email, using the contact information provided below.

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Confidentiality of Proposals

The vendor's proposal shall become the sole and exclusive property of the CCLRC. CCLRC reserves the right to modify, reject or use without limitation any or all of the ideas from the proposals. The CCLRC will not disclose a vendor's Confidential Information, including the proposal, to any party other than the CCLRC's employees, attorneys, representatives, auditors, regulators or consultants in connection with the evaluation of such proposal, except as may be otherwise required by law or regulation, or permitted by the Confidentiality and Non-Disclosure Agreement.

Schedule for the RFP Process

The schedule set forth below gives you critical deadlines and expresses our intended implementation schedule. All references to time in this document are Eastern Standard Time, United States. The first step in our evaluation will be to review your written response to this RFP. Should you have questions regarding either technical or business needs stated in this document, we may accommodate a conference call where we will assemble the appropriate parties to answer your questions. After the CCLRC has reviewed written proposals submitted by each prospective vendor, the CCLRC will contact each prospective vendor whom we believe is best qualified to assist us in meeting our business objectives. The CCLRC's review of the proposals will focus on, but is not limited to:

- The vendor's relevant experience with pricing
- Soundness and completeness of the solution proposed
- Financial stability of the company
- Customer service/complaint system management
- Service levels as demonstrated in agreements by customer references
- How personnel management, process engineering, technology, quality standards and controls are addressed
- Total cost to implement and structure of compensation for services rendered

Once the CCLRC's evaluation is complete, we will notify the finalists. If requested by the CCLRC, the finalists may be asked to provide tours of their respective operational sites to the CCLRC personnel during normal business hours. The CCLRC may also request a finalist presentation on an individual basis so that staff may ask any further questions. The final prospective vendor(s) will be selected after the site visits (if deemed necessary) are complete. Our contract negotiations will begin promptly upon notification of the selected vendors.

The following time line is an estimate of the staff's best efforts at establishing dates for completion of the evaluation. The CCLRC reserves the right to amend this schedule.

July 22, 2009	Release of Request For Proposal to prospective vendors
July 22-27, 2009	Submission of questions should be in writing or via e-mail using the contact information within RFP (Responses to RFP questions will be posted daily on the website)
August 3, 2009	Bid Conference - Beginning at 1:00 p.m. at the offices of Cuyahoga County Land Reutilization Corporation, 323 W. Lakeside Avenue, in the <u>1st Floor Conference Room 140</u> , Cleveland, OH 44113
August 17, 2009	Deadline for submission of proposals (Proposals received after 4:30 p.m. on this date will not be considered)
August 24-31, 2009	Site Visit(s), as deemed necessary
September 14, 2009	Finalist selected

Terms and Conditions

Distribution of RFP

The CCLRC is providing this RFP to prospective vendors on a non-exclusive basis. The CCLRC has the right to provide this or any other RFP to any vendor and to discuss or negotiate with any person or entity, or consider any proposals or inquiries, relating to the subject matter of this RFP. The CCLRC reserves the right to eliminate any goods, products or services currently identified in this RFP from the process described herein and to modify or eliminate the RFP, and its related processes, in its sole and absolute discretion. This RFP is not an offer of any sort, including an offer to purchase or contract, and nothing herein shall be deemed to be an offer or acceptance by the CCLRC.

Amendments to RFP

The CCLRC reserves the right to amend, modify, withdraw, cancel or terminate this RFP at any time. If the CCLRC amends or modifies the RFP, the CCLRC will do so in writing.

Treatment of Proposals Submitted

Any proposal submitted by a vendor is subject to review and negotiation by the CCLRC, including its employees, attorneys, advisors, consultants and representatives. The CCLRC reserves the right, in its sole discretion and for any reason whatsoever, to reject or terminate consideration at any time of any or all proposals without explanation. The CCLRC specifically reserves the right to negotiate and reach agreement with any vendor that does or does not offer the lowest prices, negotiate the locations and target areas in which the vendor might work and enter into more than one contract for the services requested in this RFP.

No Contractual Relationship

NOTHING CONTAINED IN THIS RFP CREATES, NOR SHALL BE CONSTRUED TO CREATE, ANY CONTRACTUAL RELATIONSHIP BETWEEN THE CCLRC AND ANY VENDORS. THE CCLRC MAKES NO COMMITMENT IN OR BY VIRTUE OF THIS RFP TO PURCHASE ANY SERVICES OR SUPPLIES FROM ANY VENDOR, NOR DOES RECEIPT OF ANY VENDOR'S PROPOSAL PLACE THE CCLRC UNDER ANY OBLIGATION TO ENTER INTO AN AGREEMENT TO PURCHASE SUPPLIES, PRODUCTS OR SERVICES WITH THAT VENDOR OR ANY OTHER VENDOR. NO AGREEMENT SHALL BE VALID UNLESS SIGNED BY AN AUTHORIZED CORPORATE REPRESENTATIVES OF BOTH PARTIES.

SECTION THREE: Scope of Services

The CCLRC requires a countywide presence with trained staff and the capability to manage/maintain a monthly volume of at least 250 properties per month, although this should not be construed as a guarantee that such an amount will be awarded. Rather, this RFP envisions a requirements contract that may result in more or less than 250 properties per month.

1. Inspection results must comply with all agency and insurer requirements, including:
 - Occupancy status with substantiated comments (owner, tenant, unknown, vacant, abandoned). If occupied, name of occupant
 - Property type
 - Property condition with explanations if the condition is "fair" or "poor"
 - Is the property locked and secured?
 - Is the house winterized? (prepared for the winter with water turned off etc.)
 - Is there personal property in the house?
 - Is there evidence of any pending condemnation or municipal violations?
 - Include multiple before-and-after photograph(s) of the interior and exterior of the property (front, rear, kitchen, bath(s), living/dining rooms, windows)
2. Vendor should be able to provide relevant inspection/property condition reporting timely and accurately.
3. If properties are determined to be vacant or abandoned, vendor to show capability of complying with CCLRC requirements that the property be secured and winterized within 5 days of the order being placed with before-and-after (interior and exterior) photos.
4. Vendor should be able to manage pre-sale property inspections and preservation as per CCLRC requirements.
5. Vendor should be willing to conform to the CCLRC's technology and be willing and able to export data to the CCLRC's database software. The vendor should provide the resources to assist in any technology upgrades or conversion.
6. Vendor should be capable of invoicing through CCLRC's designated software application.
7. Vendor should be able to manage and be compliant with vacant property registration requirements, if applicable, as established by multiple municipalities.

8. Vendor should demonstrate willingness to manage the resolution of problems that may arise due to change in orders and other miscellaneous problems within five business days or less.
9. Vendor will be responsible for maintaining licenses and/or certifications for each inspector/subcontractor utilized and shall make them available to CCLRC upon request.

SECTION FOUR: Vendor's Background, Financial Stability and Services

Company Background and History

1. Provide company background and strategy.
 - a. The history and background of your company
 - b. Background of parent company, if applicable
 - c. A list of primary shareholders (with percentage of ownership)
2. Provide the following information about your company:
 - a. Corporate vision statement
 - b. Length of time in this line of business
 - c. Organization size (number of employees, etc.)
 - d. Annual report
 - e. Physical address and phone number
3. How long have you provided this product or equivalent services? How long has your company been operating in NE Ohio?
4. How does your company differ from other potential comparative vendors with regard to the CCLRC's requirements?
5. What do you consider your core competencies?
6. Do you plan to outsource any services in the next 12 months?
7. Describe your client support services. Do you track client requests, complaints and issues? Do you assign dedicated client support representatives?

Experience

1. How many clients does your company currently provide the above-mentioned services to?
2. What is your client retention rate since your company was founded?
3. Is there any single client responsible for more than 25% of your revenue stream or earnings?
4. Please provide a list of client references that we can contact to discuss your services (including at least three current clients of scale).
5. Have you lost any clients in the last 2 years? If so, please explain the reason and provide the client contact information.
6. How do you communicate new products, services and procedural changes to your clients (i.e., customer advisory meetings, newsletters, etc.)?
7. Please provide an organization chart for your company.

Regulatory

1. Has your company, or have any of your clients, had any lawsuits relating to the services proposed, or do you have any pending or threatened litigation relative to the kinds of services proposed? If yes, briefly explain.
2. Has your company been subject to any enforcement or regulatory (government) actions relating to any of the services proposed? If yes, please explain.
3. To what extent does your company provide any compliance guarantees and/or any type of indemnification for clients against your company's negligence or for litigation arising out of or in connection with your services?
4. Do you provide your clients with the opportunity to conduct a formal annual or quarterly review and audit of your services?
5. Is your company willing to provide the CCLRC with full indemnification on issues related to:
 - a. Injury caused by vendor, or vendor's subcontractor, employees and agents as a result of failure to adhere to policy, or any repairs or the services proposed?
 - b. Inappropriate customer contact?
 - c. Premature lockout and/or removal of personal property?

SECTION FIVE: Application Development and Project Implementation

Vendor Development/Implementation Support

1. Describe your use of subcontractors for any aspect of the services provided or if you do not use subcontractors, describe your use of direct employees for the services proposed.
2. Whether you use subcontractors or direct employees for the proposed services, describe in detail what training, quality control and supervision you require and the methodology of their work.
3. Describe the proposed implementation outline (Provide a general timeframe of dates for implementation of the work as described in this RFP).

SECTION SIX: Operations Management and Facilities

Senior Management

1. Please provide brief bios of your management team (job responsibilities, tenure, previous work experience, etc.).
2. Please indicate which managers would be responsible for the CCLRC and why they were chosen.

Performance Management

1. Do you have any tools that you use for performance monitoring? If so, what are they and how are they utilized?
2. Do you have web-based reporting capabilities for viewing results (including pictures)? Please describe.
3. Do you have web-based "real-time" reporting capabilities (i.e., a mechanism to track orders in progress)? Please describe.
4. How would you enable real-time performance monitoring and quality control?
5. How would the CCLRC access these tools?

Quality Indicators and Standards

1. Are you certified for any quality standards?
2. What did you do to earn these certifications?
3. Explain your quality control process as it relates to the following items:
 - a. Managing accurate inspection results and timely completion
 - b. Managing securing and winterization
 - c. Avoiding errant pre-foreclosure lockout
 - d. Managing property preservation issues
 - e. Compliance with governmental guidelines and requirements.

4. Are you open to contractual reward and penalties for meeting or missing mutually agreed-upon standards?
5. What processes do you have in place to continually improve the quality of your work product?

Facilities

1. Please list all your facilities including a description of its features and locations in Cuyahoga County.
2. Please describe any other important infrastructure related to your facilities.
3. Describe the security protocols of your facility including but not limited to cameras, security codes, and access cards, etc.
4. Do you currently have the capacity to handle our volume of business, or will you need to make personnel, system, equipment and/or facility adjustments.

Business Continuity, Confidentiality and Security

1. Do you have a business continuity recovery site that you could use in the event of an emergency/disaster?
2. What agreements do you have with third party telecommunications providers in the event of an outage?

SECTION SEVEN: Services Evaluation, Capabilities and Configuration

1. Please explain your electronic data transfer capabilities. The expectation is that the vendor will adhere to current file/data transfer routine formats. Additionally, files will also be requested in support of property preservation with transfer and format yet to be determined.
2. Explain your ability and experience with customized inspections (i.e., provide detail on how the protocol for initial site visits is established and the methodology employed to reduce vandalism and secure the property against destruction).
3. Please describe any unique services provided by your company that supplement the inspection and preservation business.
4. Describe the background verification process you complete on prospective employees or subcontractors.

SECTION EIGHT: Financial Analysis and Pricing

1. What is your ala carte pricing structure?
2. If the CCLRC requires flat-rate pricing (interior and exterior), would your pricing be based on an average number of inspections per month? And what is that price?
3. Are there volume-pricing considerations that allow for additional savings with additional business? If so, please elaborate.
4. What is your pricing structure for emergency contracts?
5. If the CCLRC experiences a loss as a direct result of the work you or one of your subcontractor employees performs, will you accept full liability?
6. Do you have errors and omissions and general liability insurance coverage? Please provide specifics, including carrier, limits, deductibles and coverage amounts. Please also provide a complete copy of the insurance policy reflecting this coverage. Is it on an "all risk" or "named peril" form and breakout "exclusions" from coverage on any such forms.
7. Do you charge any other fees of any type? Please describe, if applicable.