SCOPE OF SERVICES: RFP: DHCR09262016

The contractor must provide credit reports with rapid turnaround times (less than 5 minutes in at least 95% of requests).

The contractor must provide the following:

A web-based internet portal allowing 24/7 access by DHCR users. No special equipment

or accommodations can be required for use. The service should be an “off the shelf”

(COTS) product. Users should only need secured website access (HTTPS or equivalent)

utilizing a standard internet browser from their computer and a login and password.

Results must be compliant with the Federal Credit Reporting Act (FCRA). A statement regarding FCRA compliancy must accompany the credit inquiry results.

Credit scores from one or all three credit reporting agencies as follows: Trans Union, Equifax and Experian.

 Address History and Social Security Number Verification

 Reports already run must be accessible ONLINE for a minimum of 30 days (ideally for a one-year period) for recall and reprint. A search feature must be available to find reports already generated, thereby eliminating duplication and its associated cost.

A mechanism indicating that a specific name/SSN has already been requested, thereby

eliminating duplication and its associated cost.

Ability for the DCHR to validate contractor’s products at no cost to insure that the required

specificity is provided. For example, using a pre-selected number (10) of test applicants,

the contractor must allow full processing to be run so that the information generated can

be reviewed. The controlled validation group will allow DHCR to evaluate the contractor’s

products using identical test applicants for equivalency.

A high degree of customer service and rapid response to any issues encountered. The contractor must provide response within 3 hours of notification that a problem exists