



CASE STUDY - RESEARCH AND DRAFTING

50-STATE REAL ESTATE TEMPLATE "KIT"

The Client:

This OSQS Client is a leading publishing company headquartered in New York, with business interests in all 50 states and the District of Columbia. The Client was interested in selling real estate "kits" in all of the retail markets where it conducts business. These kits were to consist of template commercial and residential leases and monthly rental agreements.

The Client's Need:

Client approached OSQS to research and draft real estate kits for all 50 states and the District of Columbia. In order to create and market these kits nationwide, the

Client's law department ("Client") needed to research the laws pertaining to such leases and rental agreements and then draft a set of 3 templates for each state (including the District of Columbia); this amounted to researching and drafting 153 templates and an equal number of Law Reference memoranda ("legal memo(s)") (discussed below). The Client emphasized the need for confidentiality and a sense of urgency. The Client also requested that they be involved in the process in order to remain apprised of the project's progress and to conduct their own periodic quality control reviews.

The Project's Challenges:

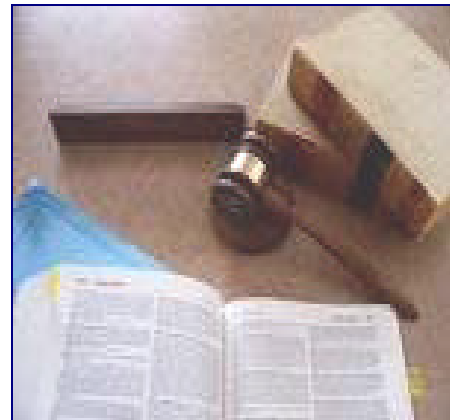
- A mid-sized, New York-based law firm estimated that this project would take approximately 16 weeks to complete, at a cost of more than \$250,000. Client was looking for a company with significant experience performing legal research and drafting real estate agreements, and with the resources and personnel to complete the project in less time and for a more reasonable price.

OSQS is a recognized leader in this burgeoning industry. Clients look to OSQS for customized off-shoring solutions that meet their needs for quality, efficiency and cost-savings. In addition, OSQS appreciates the concerns for integrity, security, trust and privacy and is committed to these values in our quest to provide truly uncompromising service. While we do not disclose our clients' names, we can share some information about them to show you the quality of the clients who turn to OSQS for their outsourcing needs.

- Client, not being a real estate or property management company or having any such affiliates or subsidiaries, had no experience in the real estate market or in the creation of kits of this type. As well, the Client could not provide any templates on which to base the leases/agreements.
- The templates needed to comply with the laws of each state and the District of Columbia, which required that they contain all the necessary general clauses and provisions as well as the specific terms and conditions applicable to that type of lease/agreement and the jurisdiction for which it would be used.

OSQS's Solution:

- OSQS put together a team of five (5) highly qualified attorneys with extensive experience in researching and drafting 50-state surveys and complex agreements, including real estate leases and sales documentation. This team included a supervising attorney who performed all quality control functions. In accordance with the Client's request, the supervising attorney was available to communicate with the Client on an as-needed basis.
- OSQS provided accelerated, project-specific training to its attorneys based on the Client's objectives and requirements and, to evaluate the complexity of the project, performed a pilot assessment.
- The pilot consisted of the OSQS team researching the law in one state and drafting legal memos containing the state's laws regarding the terms and conditions to be customized in each template, as well as the template leases/agreements for that state. These documents were submitted to the



Client for approval. The intention was to use these documents as the templates for the remainder of the leases/agreements, except for the modifications to account for jurisdiction-specific terms and conditions. Client approval was obtained and the project proceeded.

- The Client found the legal memos particularly helpful and requested that one be submitted for each template lease/agreement to be drafted. The OSQS team thereafter researched and drafted these legal memos and 3 templates for each state and the District of Columbia. These documents were then subjected to a rigorous quality control process in order to ensure accuracy, consistency and quality.
- These documents were submitted to the Client for feedback/approval. The team incorporated Client's feedback and continued working on the documents for the remainder of the jurisdictions.

- Throughout the project, the OSQS supervising attorney performed ongoing quality control reviews prior to submission of the documents to the Client.
- As per the Client's instructions, OSQS delivered the legal memos and leases/agreements in weekly installments; each deliverable contained a set of documents for six (6) to seven (7) states, consisting of a total of 36-42 memos and templates per week. All work-product was reviewed by Client for feedback/approval. When requested, modifications to the work-product were made and the project progressed as planned.
- The complete set of legal memos and template leases/agreements for each state and the District of Columbia was presented to Client after incorporating all feedback and meeting all of Client's requirements. Client's final approval was obtained shortly thereafter.

The Conclusion:



OSQS delivered the entire project in ten (10) weeks, two (2) weeks ahead of the deadline, and at a fixed cost that was approximately one-quarter the price quoted by the law firm. The Client expressed their satisfaction with the project results, thanking the company and the 5 attorneys directly for their "conscientious and efficient service, attention to detail and the affordability and high quality" of the work-product.
