



## ATTACHMENT 13 TECHNICAL PROPOSAL

**Instructions:** Please provide a response to all questions below on a separate document. Prospective Bidder's response shall reference the organization and numbering of all questions (e.g. "Question 1 Response...; Question 2 Response...;"). All pages of the response shall be consecutively numbered from beginning (page 1) to end (page "x")

1. Are you able to meet the demands as described in RFP section 2.0?
2. Describe your process for work orders. (RFP sections 2.2 through 2.9)
3. Describe the level of customer service that will be provided. (RFP section 2.10)
4. How quickly will request for quotes be responded to? (RFP section 2.2)
5. Describe your ability to meet the delivery timing requirements as described in RFP section 2.9.
6. Are you able to re-band and/or repair stamps? (RFP section 2.5)
7. Are stamps and engravings done in house or outsourced?
8. Are you able to accept used stamps for recycling/disposal? (RFP section 2.14)