

**ATTACHMENT 14
TECHNICAL PROPOSAL**

Instructions: Please complete all sections of this template.

Prospective Bidder's Basic Information	
Prospective Bidder's Name: (As shown on most recent W-9)	
Business Address: (Include mailing address if different)	
Telephone Number:	
Fax Number:	
Email Address:	
Federal Tax Identification Number: Note: if the Prospective Bidder is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.	

Prospective Bidder's Designated Representative	
Name:	
Title:	
Address:	
Telephone Number:	
Email Address:	

Instructions: Please indicate YES or a NO if you can deliver on the Court locations listed below. A Prospective Bidder that can commit to providing janitorial services to ALL Court locations is favorable.

Court Locations being incorporated into the Janitorial Services RFP		
Able to Service? (YES or NO)	Location	Address
	<u>Alameda - George E. McDonald Hall of Justice</u>	2233 Shoreline Drive Alameda, California 94501
	<u>Berkeley Courthouse</u>	2120 Martin Luther King Jr. Way Berkeley, California 94704
	<u>Dublin - East County Hall of Justice</u>	5151 Gleason Drive Dublin, California 94568
	<u>Fremont Hall of Justice</u>	39439 Paseo Padre Parkway Fremont, California 94538
	<u>Hayward Hall of Justice</u>	24405 Amador Street Hayward, CA 94544
	<u>Oakland - René C. Davidson Courthouse</u>	1225 Fallon Street Oakland, California 94612
	<u>Oakland - Wiley W. Manuel Courthouse</u>	661 Washington Street Oakland, California 94607
	<u>Oakland - Administration Building</u>	1221 Oak Street, 2 nd , 3 rd , and 4 th Floors, Oakland, California 94612
	<u>San Leandro - Juvenile Justice Center</u>	2500 Fairmont Drive, Suite C3013, San Leandro, CA 94578

Are you capable of furnishing all labor, supervision, equipment, supplies, administrative support, and travel necessary to properly perform the janitorial services as required? Please indicate **YES** or **NO** in the checkbox provided below.

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

Questionnaire

Instructions: Please provide a detailed response to the items below. Any incomplete technical proposal lacking a detailed response may be deemed non-responsive. **Please attach a separate sheet with your responses.**

1. Please provide an overview of your organizational structure, history, services, market position, unique qualifications, and strategic initiatives.
2. Please provide a description of all necessary business licenses, professional certifications, or other credentials your organization holds to perform the professional cleaning and janitorial services.
3. Please describe your organization's enhanced cleaning procedures and any steps taken to eliminate the spread of infectious diseases and viruses.
4. Please explain how the on-site janitorial team will communicate and coordinate in order to provide the services requested by the Court.
5. Please describe the procedures that you have in place in order to deliver high quality customer service and problem resolution.
6. Describe your organization's approach to correct and manage any deficiencies identified by the Court in the performance of any task.
7. Please provide a minimum of three specific examples describing your experience completing previous professional cleaning and janitorial services. Be sure to detail previous work for organizations with multiple facilities. Include project valuation and duration.
8. If awarded the contract, please describe the training procedures that will be provided for the employees assigned to the Court.
9. How will you ensure compliance with the security policies, procedures, and work specifications of the Court?
10. If emergency services are requested, how quickly will you be able to respond?
11. If awarded the Contract, how soon will your organization be able to offer Services?