

**ATTACHMENT 15
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:	

Questionnaire

Instructions: Please provide a detailed response to the items below. Any incomplete technical proposal lacking a detailed response may be deemed non-responsive. The evaluation team will be evaluating all proposals submitted based on their ability to provide all products and services requested by the Court in this RFP. The vendor's ability to meet the requirements provided in **Section 2.0 Description of Services and Deliverables**.

Please attach a separate sheet with your responses.

1. What is your ability to provide services to the size of our organization?
2. Please describe the procedures that you have in place in order to deliver high quality customer service.
3. Please provide a Work Plan and Methodology for providing a Digital Evidence solution that satisfies the access and security, functionality, system data exchange and storage, and customer support needs for the functional areas specified in Section 2.0 of the solicitation.
 - a. Please provide a Work Plan and Methodology for providing a Digital Evidence Solution for the Small Claims functional area.
 - b. Please provide a separate Work Plan and Methodology for providing a Digital Evidence Solution to the rest of the Court's functional areas (Civil, Family Law, Juvenile, Probate, Records & Exhibits, Criminal, and Traffic).
4. What is your procedure for problem resolution, and do you have an escalation process? Please identify a point of contact for problem resolution and escalation process.
5. Can you please describe your company's training procedures?
6. How will you ensure compliance with the security policies, procedures, and work specifications of the Court?