

**ATTACHMENT 13
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 and pick up daily to the Court locations listed below. A Prospective Bidder that can commit to providing digital imaging, data entry, and data processing services for Court documents (Traffic Citations) to ALL Court locations is mandatory.

Court Locations		
Able to Service? (YES or NO)	Location	Address
	East County Hall of Justice	5151 Gleason Drive Dublin, California 94568
	Fremont Hall of Justice	39439 Paseo Padre Parkway Fremont, California 94538
	Wiley W. Manuel Courthouse	661 Washington Street Oakland, California 94607

Are you capable of furnishing all labor, supervision, equipment, supplies, administrative support, and travel necessary to provide digital imaging, data entry, and data processing services for Court documents (Traffic Citations) as required?

Please indicate **YES** or **NO** in the checkbox provided below.

YES	
NO	

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 and reference the organization and numbering of all questions (e.g. Question 1 Response...).

1. What is the proposed method to complete the work as described in RFP section 2.0.
2. Describe the procedures that you have in place to deliver high quality customer service.
3. Describe your organization's approach to correcting and managing any deficiencies identified by the Court in the performance of any task.
4. What is your experience providing similar services to other Courts?
5. If emergency services are requested, how quickly will you be able to respond?
6. What is the timeline for implementation and go-live?