

## ATTACHMENT 13 TECHNICAL PROPOSAL

**Instructions:** Please complete all sections of this template.

<b>Prospective Bidder's Basic Information</b>	
<b>Prospective Bidder's Name:</b> (As shown on most recent W-9)	
<b>Business Address:</b> (Include mailing address if different)	
<b>Telephone Number:</b>	
<b>Fax Number:</b>	
<b>Email Address:</b>	
<b>Federal Tax Identification Number:</b> 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.	

<b>Prospective Bidder's Designated Representative</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Email Address:</b>	

## **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 describe the procedures that you have in place in order to deliver high quality customer service and problem resolution.
2. Please describe your procedure for problem resolution, and do you have an escalation process? Please identify a point of contact for problem resolution and escalation process.
3. Please describe the initial set up process and timeline. If awarded the Contract, how soon will your organization be able to offer Services?
4. Please describe any training required (initial and ongoing).
5. Please describe your process to handle back ordered or out-of-stock products.
6. Please describe how your team handles the required printing and mailing turnaround time of two (2) business days from receipt of the file transfer from the Court.
7. Please describe the software and computer systems that will be used to provide services under this RFP, including purchased and leased software as well as systems developed or modified in-house.
8. Please describe what security measures your organization uses to protect sensitive information. (i.e. The Court's perspective juror information.)
9. Please describe the reports that will be available to the Court, including the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report. Vendors are encouraged to include a sampling of common reports.
10. Please describe your organization's approach to correct and manage any deficiencies identified by the Court in the performance of any task.
11. Please describe how quickly you will be able to respond, if emergency services are requested.