

**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:	

Instructions: Please indicate YES or a NO if you can provide services and equipment (as listed in Section 1.3 and described in Section 2.0 of the RFP) to the Court locations listed below. A Prospective Bidder that can commit to providing services and equipment to ALL Court locations is mandatory.

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

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. For standard on-site maintenance requests and assessments of malfunctioning equipment, will you be able to respond within two (2) days of the request?
4. For emergency assistance and assessments of malfunctioning equipment will you be able to respond within four (4) standard business hours of the request?
5. 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.
6. Can you please describe your company's training procedures?
7. How will you ensure compliance with the security policies, procedures, and work specifications of the Court?
8. If awarded the contract, will you be able to comply with the Court's background check requirement process? (Attachment 2-General Terms and Conditions: Appendix C: Section 1.6, e, Conduct of Project Staff (iii)).