

ATTACHMENT 12 TECHNICAL PROPOSAL TEMPLATE

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 and reference the organization and numbering of all questions (e.g. Question 1 Response..., Question 2 Response...)**

1. Describe the award selection platform you are proposing, including how eligible employees access the platform and how eligibility is controlled.
2. Describe the initial setup and configuration process, including the estimated timeline from contract award to platform launch and the information required from the Court.
3. Describe how employee order data is stored, retained, and protected, including any data retention or deletion practices.
4. Describe the order processing workflow, including how order status and shipment tracking information are provided to the Court and, where applicable, to employees.
5. Describe how awards are packaged for individual employees, how recipients are identified, and how delivery timelines are met and managed.
6. Describe how returns, exchanges, and replacements are handled, including coordination of return shipping and replacement delivery.
7. Describe how Court staff can review award selections, order status, and program activity without employee intervention.
8. Describe the customer support resources available to support employees and Court staff, including expected response times.
9. Describe how award pricing, shipping costs, setup/configuration costs, and any additional fees are presented in your proposal.
10. Describe any proposed annual price increase including the applicable year(s) and the basis for the adjustment.
11. Describe award offerings and provide a catalog for review. Are there options for the Court to customize award offerings? Please provide samples and price list.