

## ATTACHMENT 15 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. Please provide an overview of your company and describe the company's experience in providing services to the public sector. Please describe your ability to support the locations listed within this RFP.
2. Describe how your company will manage the delivery, installation, configuration and training requirements for the new machines and how your company will meet the specifications outlined in this RFP.
3. Describe the service team that will be assigned to the Court. Describe their responsibilities and their experience. What are the qualifications of your service technicians that enable them to service the proposed equipment?
4. Why is your organization best qualified to provide copier equipment and maintenance service? What unique inventory management solutions can your company provide as part of your proposal?
5. Does your company provide real-time monitor usage reporting and automatic supply fulfillment and service dispatching?
6. Please describe how you plan to ensure that the Court receives high service levels, immediate responsiveness and prompt turnaround.
7. Describe your escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise.