

## ATTACHMENT 13 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 a brief background of your company and describe the company's experience in providing services to the public sector.
2. Please describe your ability to support the locations listed in this RFP and include the personnel experience, the number of vehicles, materials, equipment and tools proposed to successfully execute the moves.
3. Please describe how you plan to ensure that the Court receives high service levels, immediate responsiveness and prompt turnaround.
4. Describe your escalation process and response times (for emergency and non-emergency requests), staffing levels, staff expertise.
5. How will you ensure compliance with the security policies, procedures, and work specifications of the Court?
6. Please include any legal claims against your company that are either currently in process or have occurred within the last five years.
7. Describe your procedures for complaint resolution and problem escalation.
8. Please provide your firm's approach to scheduling. How does your firm handle last-minute requests for move services?