

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.**

1. Please describe the procedures that you have in place in order to deliver high quality customer service and transcription services.
2. Please describe your procedure for problem resolution, and do you have an escalation process? Please identify a point of contact for this.
3. Please describe what security measures your organization uses to protect sensitive information.
4. Please describe your organization's approach to correct and manage any deficiencies identified by the Court in the performance of any task.
5. Please describe your proposed method to complete the work. What is your work plan to provide the services requested by the Court in this RFP?
6. Please describe your background on the Quality Assurance Department and your experience handling work orders for transcription services from clients with similar size and locations as the Court.