

ATTACHMENT 14 TECHNICAL PROPOSAL

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...)**

Customer Service

1. Please provide a point of contact for the Account Manager who will be responsible for the Court's account and will assist with inquiries and problem resolution. (RFP Section 2.7)
2. Please describe the procedures that you have in place in order to deliver high quality customer service and problem resolution.
3. Please describe your procedure for problem resolution. If applicable, please describe your escalation process.
4. Please describe your organization's approach to correct and manage any deficiencies identified by the Court in the performance of any task.

Location and Timeliness

1. Please indicate the location of your storage facility. (RFP Section 2.2 B)
2. Please describe your process to handle priority requests defined as within four (4) business hours?
3. Please describe your process to handle rush requests defined as within two (2) business hours?

Experience

1. Please describe at least three (3) similar projects you have completed within the past three (3) years. Similar projects should be compared with the Court's size and current volume of records. Include personal references with contact information for each in the Reference Check Form, **Attachment 13**.
2. Please describe your experience providing records management, storage, and retrieval services. Please include how long you have been providing these services for.

Records Transition and Retrieval Services

1. Please describe the transition process and timeline. What are the techniques, approaches, and methods you will use to complete the transition? If awarded the Contract, how soon will you be able to transfer the documents from our current storage facility to the new one? **(RFP Section 2.1)**
2. Please describe your process for records retrieval services. How are requests submitted, what do you provide for tracking workflow, and how do you ensure documents are secured and protected during transit? **(RFP Section 2.4)**

Shredding, Permanent Removal or Destruction Services

1. Please describe your process to handle the shredding, permanent removal, or certified destruction of non-confidential records as it pertains to **RFP Section 2.5 A i.**
2. Please describe your process to handle the shredding, permanent removal, or certified destruction of confidential records as it pertains to **RFP Section 2.5 A ii.**
3. Please describe your process to handle the shredding, permanent removal, or certified destruction of high-security records as it pertains to **RFP Section 2.5 A iii.**

Security, Risk Management, and Compliance

1. Please describe what security measures your organization uses to protect records with sensitive information held at your storage facility.
2. Please provide your security authorization procedures for accessing records. How will you ensure no Court records are accessed except in accordance with these procedures?
3. Please provide a contingency plan that addresses your ability to provide the services outlined in RFP Section 2.0 Description of Services and Deliverables in the event of, among other things, natural disasters, terrorist attacks, fires, and other “acts of god”. **(RFP Section 2.9 E)**
4. Please provide proof of regulatory compliance for your storage facility and describe your process for ensuring requirements are met. **(RFP Section 2.3 D)**

Reports

1. Please describe the reports that will be available to the Court, including the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report. Vendors are encouraged to include a sampling of common reports. **(RFP Section 2.8)**
2. If applicable, please describe your automated inventory tracking system for tracking storage, retrievals, and refiles. **(RFP Section 2.10 A)**