**APPENDIX B – PROGRAM QUALIFICATIONS**

Bidders are required to submit a written Proposal that responds to the section and all prompts identified therein. The Proposal Section is as follows:

# **Section 1:** **(60 points possible)**

# **Section 2: (140 points possible)**

**Formatting Requirement: Bidders must submit responses** to this Appendix as a single Word/PDF file, using the naming convention **“RFQQ 2022-13 Appendix B – [Bidder Name]”.** Evaluators will not review content in any secondary file. If a Bidder wishes to add exhibits or attachments to one of their Proposal answers, those exhibits/attachments must be labeled to identify the specific section to which they correspond, and they must in included into the single Word/PDF file.

**Isolate Each Section Response:** Bidders are advised to clearly identify each numbered section before responding to that section in their proposals. Bidders who do not adequately identify where a section begins, and ends are more likely to receive lower scores for a given section. Evaluators should not have to guess as to which section the response applies. Such uncertainties will lower the Bidder’s overall score.

# Section 1: (60 points possible)

## **MANAGEMENT/EXPERIENCE/QUALIFICATIONS REQUIREMENTS**

Bidder’s Response to Section 1, must describe to the following requirements:

1. **Describe your business mission in meeting all client’s needs and demands?**

**(10 points possible)**

1. **Describe how your business manages quality control for transcription services?**

**(20 points possible)**

1. **Provide the number of Transcriptionists who are currently employed by your business? (10 points possible)**
2. **Describe how many years your business has been providing Transcription Services? (20 points possible)**

# Section 2: (140 points possible)

## **TECHNICAL QUALIFICATIONS REQUIREMENTS**

Bidder’s Response to Section 2, must describe to the following requirements:

1. **Describe the process of how your business manages data security on site?**

**(40 points possible)**

1. **Describe the process of how your business manages data security with subcontractors? (40 points possible)**
2. **Describe your business’ data storage practices? How is the data stored? How many backup systems does your business have? (40 points possible)**
3. **Describe how your business would manage an internal network outage? (Backup systems) (20 points possible)**

NOTE: All written materials for this Appendix should be included into a single Word/PDF file, and should be titled “RFQQ 2022-13 – Appendix B – [*Bidder Name]”*