**RFP # 25-79423, Auto Glass Service**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **General Requirements and Definitions**
       1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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* + - 1. Please provide details on how you plan to meet the State of Indiana’s needs. Describe details of inventory management, reporting, customer service, invoicing, resource management, sample documents, and any other resources you would use to complete the requirements.

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* + - 1. Please list any additional terms and definitions used by your company or industry that would be relevant to the State as it relates to this commodity/service to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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* + - 1. Please confirm your willingness to provide services to Other Governmental Bodies (OneIndiana) as defined in section 1.4.9 of the RFP.

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* + 1. **Response Time**
       1. Please confirm your understanding and ability to provide response times as outlined in RFP Section 1.4.2. Please provide details on the range of response options your company can provide in the event that current agreements, or lack of current agreements, do not stipulate a response time.

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* + - 1. Please confirm your understanding of the 7 A.M to 4 P.M., Monday through Friday replacement/repair request outlined in RFP Section 1.4.2. Please include your company’s metrics relative to average wait time, average call time, and replacement/repair time.

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* + - 1. Please provide details on how service call response time and end-user satisfaction with the service vendors will be monitored, reported and any issues addressed.

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* + 1. **Customer Service and Support**
       1. Please confirm your ability to meet or exceed the customer service requirements outlined in RFP Section 1.4.3. Please detail your operating hours and all available communication methods.

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* + - 1. Please describe in detail your company’s proposed account management team structure including names, contact information, and services each individual or group will perform.

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* + - 1. What is your company's performance model for customer satisfaction and after-sales support?

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* + 1. **Materials and Equipment**
       1. Please confirm and provide details of your ability to provide auto glass services for all categories outlined in RFP Section 1.4.4.

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* + - 1. What type of glass do you use for your windshields, and what are its durability and safety features?

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* + - 1. What is your process for installation, and do you offer any warranties or guarantees?

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* + - 1. How do you ensure quality control throughout the installation/service process?

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* + - 1. Are your windshields compliant with NAGS industry standards and regulations?

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Please confirm your ability to provide high-quality parts that are equivalent to or better than OEM windshields. Please provide details on your mitigation strategy in the event that lead times on parts exceeds the agreed upon response time.

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* + 1. **Safety and Compliance**
       1. What type of training is offered to your technicians to ensure that are able to keep up with ever evolving technology that is being added to windshield.

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* + 1. **Quality Assurance**
       1. What is your warranty on installation and manufacturer defects?

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* + - 1. **Reporting and Documentation**
      2. Please provide details regarding your ability to offer centralized and de-centralized billing based on the needs of specific State Entity Users as outlined in RFP 1.4.7.

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* + - 1. Please provide a listing of details included on your invoice and sample invoice.

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* + - 1. Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive new requests for information.

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