Proposer

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Response Instructions:**

1. A completed response to all items must be uploaded into Biznet by the Proposer by RFP due date. Proposer shall not alter the submittal requirements in this document.
2. Proposer shall enter responses in the **“Response by Proposer”** row.

3. Proposer may use additional documents to respond; Proposer shall title additional documents with the corresponding category **“Strategy for Managing Account”**.

**CATEGORY: STRATEGY FOR MANAGING ACCOUNT – ATTACHMENT 2**

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| A. | Provide the company’s proposed plan for staffing, include specific hours of service per employee and overall hours of staffing per month. Provide occupational titles, internal and external supervision and working supervisors. |
| **RESPONSE**  **BY PROPOSER** |  |

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| B. | Technical expertise and road crews: Describe the company’s proposed staffing resources in regards to on-demand tasks and describe technical expertise and road crews. How many road crews do you have and how many people are on each crew? Describe the training programs for technical expertise of road crews that will be assigned to this Facility. |
| **RESPONSE**  **BY PROPOSER** |  |

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| C. | 1. How do you evaluate customer satisfaction and how frequently? Is this information made available to Clients? 2. How have you changed your service in response to customer complaints and suggestions? 3. If you encounter issues or your client is not satisfied, what steps do you take to address the issue? |
| **RESPONSE**  **BY PROPOSER** |  |