

## ATTACHMENT C COMPANY QUALIFICATIONS

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### GENERAL INSTRUCTIONS

This template must be used, including 10-point Arial font. Modifications to the format of this template (e.g., altering font size, altering font type, adding colors, adding pictures etc) may result in your entire proposal being found non-responsive.

Offeror must provide a concise summary of the Offeror Profile, Customer Service, and Technology in the spaces provided below. (per RFP Section 5.04 – Experience and Qualifications)

## COMPANY QUALIFICATIONS

### OFFEROR PROFILE

Provide the following information specific to your company.

**a. Describe your company ownership structure:**

**b. Number of Employees:**

**c. Website:**

**d. Sales contact team information:**

**e. A brief history of your company and the year it was founded.**

## CUSTOMER SERVICE

**a. What are your hours of operation?**

**b. Describe the method you will use to manage multiple accounts.**

**c. What are your policies and procedures for responding to customer complaints and service issues?**

**d. How do you assess customer satisfaction?**

**e. What are your company's quality assurance measures?**

## TECHNOLOGY

**a. Describe your methods for order submissions, including online system, if any, that purchasing entities would use to place orders and receive results.**

- b. Describe your ability and processes to support orders submitted from purchasing entities located in different regions throughout Alaska.**

- c. Describe your file format requirements.**