

## **Attachment J. 14**

### **PROJECT APPROACH NARRATIVE (TAB D)**

Describe in narrative form your technical plan for accomplishing the work detailed in this RFP relating to armored car services. Use the Work Statement located in Section C of the RFP as your reference point. Use this space to provide a detailed project approach including but not limited to:

1. Roles of all involved parties clearly identified
2. Proposed communication process (Identify Project manager and point of contact)
3. If your firm cannot provide service on the days or times listed for the following locations, please list alternative times when this service can be provided.
4. What is your firm's policy regarding late and missed days?
5. What is your firm's policy regarding damaged or lost deposits?
6. The Contractor must provide the following in their proposal:
  - a. Details on how the Contractor would provide daily pick up services at the various locations?
  - b. Details and examples of the type of documentation the Contractor would provide at each of the Courts' staff when monies are picked up to indicate receipt of the armored car service pick-up?
  - c. When monies picked up arrive at the Courts designated bank and custody changed from the Contractor to the Courts designated bank, please detail the type of documentation used?
  - d. What type of documentation does the Contractor expect to receive from the Courts designated bank to indicate that the bank has assumed custody of the money bags?
7. Upon request, the Contractor shall provide Change Order Services at the locations specified to replenish its change fund to provide change to customers. Within the proposal:
  - a. The Contractor detail their change order services?
  - b. The Contractor shall provide pricing for providing service at the various pick-up locations.
  - c. The Contractor detail their process for providing change order delivery for a Court Division that operates at multiple locations?

8. The Courts require a smooth transition plan to a new armored car services provider. Within the proposal:

The Contractor shall detail their plan to ensure a smooth transition from the Courts current armored car service provider to their services. This detailed plan should include at a minimum: (i.) the provider point of contact, (ii.) any cost associated with supplies, products, or services and (iii.) timetable for the transition

9. **DEPOSIT PICK-UP PROCEDURE**

The Contractor shall describe their pick-up procedures.

10. **DEPOSIT DROP-OFF PROCEDURE**

- a. The Contractor shall detail their deposit drop-off procedures and provide examples of any reports provided to their Clients detailing deposit pick-up.

11. **PICK-UP FAILURES OR DELAYS**

- a. The Contractor shall detail their pick-up wait time along with their process for communicating delays to the Courts.
- b. The Contractor shall detail their method (ie. Email or formal notice) and process of communicating non-pick-up services to the Courts.
- c. The Contractor should detail their policy related to resolving issues/problems with its clients and/or the banking institutions regarding the following:
- Money not picked up as scheduled,
  - Late arrival at the client's location or at the bank,
  - Customer service complaints, what's the Contractor response timeframe for addressing or correcting complaints, and
  - Credit adjustments to monthly invoices.

12. **TRACKING**

- a. The Contractor shall detail their tracking procedures of daily armor car services.

13. **ADDITIONS/DELETIONS AND CHANGES OF SERVICES**

- a. The Contractor shall detail their preferred communication method (i.e. formal email or formal notice) of addition and deletion of established armor car services. As well as the Contractor's timeframe requirement of notice.
- b. Identify/recognize critical or unique issues specific to the project and successful critical or unique approaches used elsewhere