

## EXHIBIT C QUESTIONNAIRE

**(RESPONDENT SHALL USE QUESTIONNAIRE NUMBERING IN ITS PROPOSAL)**

**To be considered responsive, a proposal must contain the following, prefaced by a table of contents, referenced by number, and in the order below.**

### **1. Company's Background and Experience**

- a. **Years in Business:** How many years has your company been providing document storage, shredding, and scanning services? Provide the location of all your warehouses and shredding facilities that will be used for storing and shredding LACERA documents.
- b. **Organizational Structure:** Provide an overview of your company's organizational structure. Please include details about key departments, leadership roles, and how your structure supports efficient project management and client communication. Provide the qualifications and experience of the key personnel who would be assigned to this project.
- c. **Industry Experience:** Describe your company's experience in serving public agencies or retirement pension systems similar to LACERA. Highlight any industry-specific projects or clients you have worked with and explain how your knowledge of industry requirements and compliance needs has benefited these clients.
- d. **Financial Documents:** Provide your most recent annual reports or similar documents, detailing your current profit and loss, assets, liabilities, and other relevant financial information.
- e. **Overall Quality and Level of Professionalism:** Describe how your company ensures the professionalism of its staff. List any training programs, certifications, or professional development initiatives in place.

### **2. Service Offerings and Contract Compliance**

- a. **Detailed Service Offerings:** Describe the services that your company offers based on each of the requirements from the Scope of Work section of this RFP and include information based on any additional instructions. Please be sure to label each section in your response so that it is easily identifiable.
- b. **Service Customization:** Describe how your company will ensure that the services provided are tailored to meet the specific needs of our organization.
- c. **LACERA Contract Requirements:** Provide a written acknowledgment of the acceptance of the Contracting Requirements set forth in Exhibit D. Specific terms may be reserved for future negotiation but must be clearly identified in the response and reasons for the reservation.
- d. **Contract Compliance:** How does your company ensure compliance with contractual obligations and industry standards?

- e. **Transparency and Accountability:** What measures does your company take to ensure transparency and accountability in contract compliance?

### 3. Security and Compliance

- a. **Data Protection:** Describe the measures you have in place to protect sensitive information during storage, shredding, and scanning.
- b. **Compliance:** Explain how your company ensures adherence to relevant regulations (e.g., HIPAA, GDPR) and industry standards.
- c. **Certifications:** What relevant certifications (e.g., NAID AAA Certification) does your company hold?
- d. **System and Organization Controls:** Complete and submit Exhibit E – IT Security Controls form, provide the latest System and Organization Controls (SOC-2) audit report, and recent systems penetration test results.
- e. **Business Continuity and Disaster Recovery:** Describe your company's approach to business continuity and disaster recovery for records storage and management services. How frequently are your business continuity and disaster recovery plans tested and updated?

### 4. Cost and Pricing Structure

- a. **Pricing:** Provide a detailed, itemized cost breakdown for the services outlined in this RFP, including any potential additional fees or charges.

### 5. Customer Service and Support

- a. **Responsiveness:** Describe the speed and quality of your customer support, including response times and availability.
- b. **Service Level Agreements (SLAs):** What guarantees and commitments regarding service levels are included in your Service Level Agreements?
- c. **Training and Support:** What training and ongoing support do you provide to ensure smooth operation?
- d. **References:** Provide three (3) references with contact information for clients with similar offsite storage and file scanning needs as LACERA. Include the name, title, physical and email addresses, and phone numbers of a contact person for each reference.