



**Information Technology Support Service Provider Fillable Response Form
(IT-10-2024)**

1. Executive Summary

Provide a brief summary of the firm's approach to the work associated with the requested services demonstrating an understanding of the scope of work required and unique or innovative approaches to be utilized in performing these services.



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2. Experience and Qualifications

a. Describe how long the respondent firm has been in business under the present name and structure. Provide any other names under which the firm has done business and the dates it operated under each name and the locations at which it operated under each name (750 character maximum).

b. Describe the respondent firm's experience in conducting comparable services, similar in scope to ACAM's requested services, during the most recent five-year period (1,250 characters maximum).



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- e. Describe how the company will respond to daily issues and maintain close, effective communications with the ACAM staff. Describe the structure of the company, number of employees and the coverage plan for changes or temporary limitations in your staffing. The respondent will state how they will carry out contract requirements in the event of an illness or other circumstance that may limit the Contractor's ability to complete the work requested in this RFP.



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- f. Other Relevant Information (optional). Proposer may include any additional information for consideration (1,250 character maximum).

3. Estimated Fees

Please state the proposed contract fee for providing services for ACAM in the chart. Any additional expenses, unless agreed upon by ACAM in writing, will be the sole responsibility of the firm above the set maximum agreed-upon fee.

The Contractor shall provide:

- 1) A cost per hour (hourly rate)

- 2) Any estimated in-kind or pro bono services

- 3) Net cost per hour (total cost less pro bono)