**ANNEX B**

**BID RESPONSE FORM**

Submitted by (Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The undersigned hereby submits the following bid for the

CRS Acknowledgment Program project.

**See next page for a snip of the Annex B. *Bid Response Worksheet* for each component. An editable Excel worksheet will be provided as a separate attachment.**

**Note Instructions:**

* Insert the ‘Unit Cost’ ONLY. The ‘Price’ and ‘Total’ will automatically calculate.
* Insert your company name at the bottom of the worksheet, [Vendor Name].

**ANNEX C**

**Acknowledgment of CRS Contract TERMS and CONDITIONS**

 I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in representation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby accept and agree

 (**authorized name) (company name)**

to the terms and conditions of the Agreement for the CRS Acknowledgment Program project to be carried out for Catholic Relief Service, located in Baltimore, Maryland, if awarded the contract.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ANNEX D**

**CERTIFICATIONS**

Submitted by (Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Documents to submit (if applicable):

Please separately attach all applicable documents and label them as “Annex D. Certificate of Insurance,” “Annex D. Quality Certifications,” “Annex D. Industry Certifications,” and “Annex D. Safety Certifications,” respectively.

Please check **(**[x] **)** the boxes below for documents you are including with this bid.

[ ]  Certificate of Insurance (Mandatory)

[ ]  Quality Certifications (Optional)

[ ]  Industry Certifications (Optional)

[ ]  Safety Certifications (Optional)

**ANNEX E**

**FINANCIAL STATEMENTS**

**&**

**TOTAL NUMBER OF EMPLOYEES**

Submitted by (Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

1. Documents to submit for the last annual period or fiscal year (Please submit all the requested documents).

[ ]  Income Statement or Profit & Loss Statement

[ ]  Cash flow Statement

[ ]  Balance Sheet

[ ]  Bank Letter (indicating years as a client, type of accounts)

1. Number of employees in the company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ANNEX F**

**BUSINESS CLIENT REFERENCES**

Submitted by (Name): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

List three references

* Two clients where a similar scope of services is/was provided.
* One client whom you recently lost.

**Client 1**

Name:

Phone:

Email:

Mailing Address:

**Client 2**

Name:

Phone:

Email:

Mailing Address:

**Lost Client**

Name:

Phone:

Email:

Mailing Address:

**ANNEX G**

**BACKGROUND and PERFORMANCE**

Submitted by (Name):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bidder Response

|  |  |
| --- | --- |
| Company Name |  |
| Address |  |
| City, State, Zip |  |
| Phone |  |
| Email |  |
| Website |  |
| Business Structure (i.e. LLC, S corp, C corp) |  |

Bidder Response: (Please insert your responses within questions A through E below. The pages will expand as needed to fit your responses.)

1. **Prior Experience/Brief Background:** Provide brief background of the company and indicate the prior experience of the company. (Explanation should contain 250 to 500 words.)
2. **Successful Performance:** Please describe a successful performance for a client. (Explanation should contain approximately 250 words.)
3. **Unsuccessful Performance:** Please describe an unsuccessful performance for a client. (Explanation should contain approximately 250 words.)
4. **Quality Assurance/Customer Service:** How do you verify staff does the work adequately for delivery of the service? How do you evaluate performance and corrective actions? What is your plan for addressing complaints and achieving customer satisfaction?
5. **Work Plan:** Provide a detailed plan on how you intend to service the contract regarding the following:
	1. Implementation Phase: What will be the initial setup to start providing the service?
	2. Contingency Phase: What are your contingency plans and how do you plan to carry them out if any unforeseen circumstance arise that can cause disruption in the service (e.g., employee absence, equipment failure, supply shortage, weather conditions, pandemic)?

**Annex H**

**Exceptions or Requested Alternative Contract Provisions/Form. (optional).**