

Directions: Please complete the following as soon as possible so we may continue our selection process. To ensure complete accuracy, proof is required for each question.

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

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

### Company Background and Stability

1. How long has your company been in business?
2. How many full-time employees do you currently have?
3. How many active clients do you service?
4. How many tickets do you handle on an average day?
5. What is your average response time for a ticket?
6. How many of your employees are dedicated to technical support?
7. Will you directly interact with all my third-party vendors to resolve issues, or is that my responsibility?
8. How many technical certifications have your team members earned in the last 12 months?
9. How many technical employees are involved in ongoing training?
10. How many hours per day are calls answered live?
11. What is the cost for after-hours support?

### Pricing

12. What is our price for your IT services?
13. How is your pricing model number designed? (block time, hourly, flat)
14. Is everything included in the above price?

### Data Backup and Disaster Recovery

15. What do you charge for backup and disaster recovery services?
16. What data backup and disaster recovery services do you offer?

### Cybersecurity Services

17. What do you charge for cyber security services?
18. What is included in your cyber security package?
19. Can you provide a redacted copy of a recent (within 30 days) security scan of one of your clients?

### Employee Training Services

20. What do you charge for employee training services?
21. What topics or technologies does your training cover?

### References

22. Provide proof of testimonials received in the last 30 days.

### IT Support

23. Describe how support concerns are organized.

### Account Management

24. Is our account manager also a tech?
25. How many times per year will our account manager meet with us not related to a service issue?

### Geographic Coverage

26. In the event of an emergency how quickly can you get a tech on-site to my location(s)? (Drive time)
27. Do you have techs stationed in all the locations where my business operates?
28. Is travel time included in the above pricing?

### Compliance and Regulatory

29. How do you ensure compliance with industry-specific regulations affecting my business?

### Customization and Integration

30. How do you handle custom requirements or integrations with my existing systems?

### Technology Partners and Vendors

31. What pricing advantages do you have to get us a better deal on hardware and software?
32. What would you do for us in the first 90 days?