

FAMILY DOLLAR
POTENTIAL CONTRACTOR QUESTIONNAIRE

Types of services offered: () Air Conditioning Repairs () Carpentry () Electrical () Flooring () Heating

() Painting () Plumbing () Other (Please specify): _____

Business Name: _____

Mailing Address: _____

Physical Address: _____

Telephone #: _____ - _____ - _____ Fax #: _____ - _____ - _____ Email address: _____

Can and will you adhere to the requirements noted in the attached *Family Dollar Major Contractor List of Instructions & Service Level Expectations* form? _____ If not, advise which one(s) and why:

Do you have the ability to accept service requests 24/7 by phone, email, and fax? _____

Do you offer 24-hour emergency service? _____ If applicable, please note your after hours/emergency telephone number and note if this number is an answering service or cell phone, etc.

What are your normal working hours and days of business? _____

During your normal business hours, is there always a person in the office answering the phone? _____

Additional General Company Information

Item	Response
Overall company growth plans and business objectives.	
Does your company self-perform 100% of the services provided?	
Does your company sub-contract some of the work?	
If yes, in what markets do you self-perform?	
If yes, what percentage of work is sub-contracted?	
Who is your largest retail customer in terms of complexity, annual revenue and number of locations you service.	
Who is your smallest retail account customer in terms of complexity, annual revenue and number of locations you service.	
Describe the key differentiating points between yourself and your competitors.	
Are you currently providing any services to Family Dollar? If so, what is the annual revenue and transaction volume?	
Family Dollar values companies with a structured Continuous Improvement policy. Please describe any programs you currently have in place that may benefit Family Dollar (initial and ongoing cost reductions – total cost of ownership).	
Are you a minority or woman-owned business?	
Are you able to provide a \$5 million minimum level of general liability insurance coverage?	
Are you able to meet the full worker's compensation insurance coverage level required by each and all of the states in which you perform services?	
Are you able to provide a \$1 million minimum level of auto insurance coverage?	
Can you agree and comply to hold Family Dollar harmless and indemnify Family Dollar for any and all claims and/or losses arising out of the work performed by your employees and of your contractors?	
Will you sign a Non-disclosure agreement?	
Do you agree to be fully responsible for all payroll taxes, unemployment insurance taxes, and social security benefits?	
If you responded no to the above question, please explain.	
Do you require employment eligibility verification (Form I-9) from each of your employees, including all contract employees?	

Financial Information

Item	Response
How many years have you been in business?	
What are your annual sales (in dollars)?	
What is your annual sales growth each of the past 5 years?	
What is the Officer ownership percentage or ownership structure?	
Who is the primary owner (investment group, public, closely held, family owned, etc)?	
What is your Dunn & Bradstreet number and rating?	
What is your Corporate Credit Rating?	

Disaster Recovery

Family Dollar is seeking a brief description on the processes and plan for backing up our confidential data, as well as your company's ability to provide continuous service in the event of a natural disaster or emergency.

Implementation Planning	
Item	Response
Do you have a disaster recovery plan?	
Explain your disaster recovery program plan in regards to backing up and securing confidential Family Dollar data.	
Explain your disaster recovery program plan in regards to being able to provide service to Family Dollar stores.	

Please attach a list of business references, preferably other retailers that you currently are doing work for. Include the company name, contact name, as well as that contact's title and telephone number...

Account Support Services

Item	Response
Describe your approach to national account service capabilities.	
Will your account team meet with Family Dollar Stakeholders semi-annually for an account status update?	
Please list any areas within the continental United States that you cannot support from a service perspective.	
Describe your selection criteria used to qualify service technicians and sub-contractors to perform services on behalf of your company.	
Do you require your service technicians and sub-contractors to have specific certifications?	
If yes, what certifications?	
Do you require your service technicians and sub-contractors to have completed specific training (i.e., safety, etc.)?	
If yes, what type of training?	
List the number of repair technicians and trucks your company utilizes.	
Attach a visual map or chart noting the physical location of your service crews.	
Explain how a service call is dispatched to your service technicians and sub-contractors.	
What is your process to determine when and for how long a service tech or sub-contractor was at a location?	
How does your company use technology to drive performance (i.e., IVR, CMMS, etc)?	
What is your standard process for monitoring on-site service performance?	
Do you require crews to take digital photos of their work while on-site?	
Do you conduct on-site quality control audits?	
If yes, do you review these results with store/corporate management?	
If yes to the above two questions, please describe the processes.	
Do you have the ability to perform 24/7 emergency services?	
If yes, what is your standard response time to this type of call?	

Item	Response
List examples of Key Performance Indicators you may implement to measure individual program activities and the overall success of a partnership with Family Dollar.	

Billing, Invoicing, and Reporting

Item	Response
Do you conduct telephone surveys to ask customer service-related questions?	
If yes, please explain this process.	
Do supervisors perform on-site technical spot checks to ensure work was performed properly (per Family Dollar's requirements)?	
If yes, please explain this process.	
If yes to either of the above-related questions, in what format are the surveys/audit results recorded (Excel, etc)?	
How does your company gauge and record customer satisfaction?	
Do you have e-commerce or EDI capabilities?	
Will you provide one monthly, consolidated invoice?	
Are you able to provide copies of material invoices and service tickets signed/stamped by stores on request?	
What is your standard response time on this type of request?	
D14. What is your process for invoicing for materials used on each job?	