

DH-24-0001 Attachment 1

Minimum Vendor Qualifications

1. Demonstrated ability to comply and maintain continued compliance of all Scope of Work elements.
2. Demonstrated ability to adjust, revise, change processes rapidly (72 hours) when required as determined by change of law or agency request.
3. Demonstrated ability to implement train the trainer methodology for program and registry system.
4. Demonstrated multifaceted Quality Assurance process to include all phone calls preserved.
5. Demonstrated minimum 3 years' experience processing applications and handling customer service calls and emails
6. Agree to implement all contract terms within 30 days of ALC ratification of contract award
7. Must perform all services within the United States. Must be able to ensure that no ADH medical marijuana information is sent, processed, or stored offshore.