

Key Questions for Resource Requests

General

- What are the name, agency, and contact information for the person making the request?
- What do you need?
- How many do you need?
- What is the name and contact information for the person who will receive the resource?
- Can the resource be picked up or does it need to be delivered?
- What is the delivery/check-in location? E.g., address, lat/long, loading location, delivery instructions.
- What time is the resource needed? What is the 'not later than' time for delivery?
- How will the resource be paid for? Who has the authority to approve this purchase? Who will provide payment, credit card, or purchase order?
- Who will negotiate and enter into the service agreement or contract?
- Is there a maximum cost that we need to stay below?
- If we are unable to get the specific resource that you are looking for, will a comparable resource or other substitution be sufficient?

Personnel or Services

- What is the assignment?
- What qualifications are required?
- What skills and abilities are required?
- Are specific licenses, certifications, credentials, or languages required?
- What are the physical fitness requirements?
- How much experience do they need?
- What is the minimum age?
- What is the expected shift length?
- What is the expected length of the assignment?
- What is the frequency of service needed (for service agreements)?
- Is insurance/bonding required?
- Is overhead needed? Will you provide overhead (supervision, logistics, administration, etc.)?
- Will a supervisor/crew leader be required?
- Do they need to come with supplies and equipment such as personal protective equipment, and tools?
- Should they come with communications equipment? What radio types or frequencies are needed?
- Will you provide lodging?
- Will you provide food?
- Can volunteers be used for the assignment? What about previously un-affiliated volunteers?
- Can offender work crews be used for the assignment?

Equipment

- What capacity is needed?
- What size is needed?
- What type is needed?

- Should it come with an operator?
- Do you need fuel or maintenance service for the equipment?
- Will it need to be installed or will you arrange for the installation?
- Do you have a preferred brand, make/model, or vendor?
- Are specific connectors required? (e.g., power supply, hose, fittings, valve, etc)

Supplies

- What unit size do you need? E.g., what size box? How many boxes in a case?
- What type of container is preferred?
- Will you be able to offload the supplies and support other material handling? i.e., will pallet jacks, forklifts, hoses, etc. be needed?
- Are specific connectors required? (e.g., power supply, hose, fittings, valve, etc)

Food

- Do you want hot or cold meals?
- Do you want a buffet style meal with hot trays and plates?
- Do you want portable meals such as box or sack lunches?
- Do you need shelf-stable meals such as MREs?
- Do you need a mobile kitchen or Red Cross canteen service?
- For portable meals, do you want condiments in the meal or on the side?
- Is there a minimum calorie requirement? Is the food for administrative/office personnel or for field/operational personnel?
- Are there any special dietary needs? E.g., allergies, vegan/vegetarian, lactose free, gluten free, etc.
- Is a kitchen available? What preparation area is available?
- When can the vendor access the kitchen/preparation area? Are there any restrictions on the use of the kitchen/preparation area?
- Is any refrigeration available?
- Is there a suitable eating area? E.g., with tables, chairs, sanitation?
- Is basic tableware available? E.g., cutlery, plates, napkins, etc.
- Will you provide for sanitation such as hand washing facilities and garbage service?