

APPENDIX C

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**RFA 36-21
Statewide Civil Legal Services Program**

Corporate Reference Questionnaire

Purpose of this Questionnaire:

To obtain feedback from the Applicant/Subcontractor Reference Contacts

This questionnaire is to be completed by:

The Applicant/Subcontractor's Corporate Reference Contacts who receive this questionnaire.

Definitions:

Applicant: The entity submitting an application in response to RFA 36-21

Subcontractor: An entity included in the Applicant's application to whom the Applicant intends to subcontract

Reference: The entity providing the reference information

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The Pennsylvania Department of Human Services appreciates your participation

Your specific responses and comments will be held in strictest confidence

Applicant/Subcontractor Organization about which this information is provided:

Reference Organization:

Reference Contact Name, Title & phone #:

Reference Contact Signature:

Date:

How long has the Applicant Organization had a Business Relationship with the Reference Organization? Provide names of individuals proposed to work on the DHS Project that worked in the Reference Organization's Program. Include the individual's role(s) & estimated hours each individual worked on the Reference Organization's Program. Describe the nature of the work the Offeror/Subcontractor completed for the Reference Organization as well as the total contract value and the time period in which the services were provided.

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Rating Guideline	
Rating	Description
10, 9	Excellent
8, 7	Very Good
6, 5	Good
4, 3	Fair
2, 1	Poor

Please Rate the Applicant/Subcontractor's Performance in the Following Areas

Circle the Applicable Rating

Please explain ratings of 1, 2, or N/A in the Comments section below.

Area	Rating	
1. If applicable, how successful was the Applicant at selecting capable Subcontractors who were able to provide value in support of the contract performance?	10 9 8 7 6 5 4 3 2 1	N/A
2. If applicable, how successful was the Applicant/Subcontractor in picking up the contract/project responsibilities during transition to the Applicant/Subcontractor from your staff to other contractor(s)?	10 9 8 7 6 5 4 3 2 1	N/A
3. How successful was the Applicant/Subcontractor in meeting contract requirements?	10 9 8 7 6 5 4 3 2 1	N/A
4. How successful was the Applicant/Subcontractor in delivering services without waiver or extensions?	10 9 8 7 6 5 4 3 2 1	N/A
5. How successful was the Applicant/Subcontractor in managing project scope?	10 9 8 7 6 5 4 3 2 1	N/A
6. How successful was the Applicant/Subcontractor in providing services according to the established timelines?	10 9 8 7 6 5 4 3 2 1	N/A
7. How successful was the Applicant/Subcontractor in managing the project within the original project budget?	10 9 8 7 6 5 4 3 2 1	N/A
8. Rate the Applicant/Subcontractor's use of subject matter experts to assist your organization in using their product.	10 9 8 7 6 5 4 3 2 1	N/A
9. Rate the professionalism and the necessary experience/skill of Applicant/Subcontractor's personnel.	10 9 8 7 6 5 4 3 2 1	N/A
10. Rate the Applicant/Subcontractor's cooperation and communication with your in-house staff, other contractors, subcontractors and customers.	10 9 8 7 6 5 4 3 2 1	N/A
11. Rate Applicant/Subcontractor's ability to handle personnel issues (e.g. conflicts, turnover, providing experienced/skilled replacements).	10 9 8 7 6 5 4 3 2 1	N/A

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Area	Rating	
12. Rate the Applicant/Subcontractor's responsiveness in taking corrective action to address problems (issues) that arose during the project.	10 9 8 7 6 5 4 3 2 1	N/A
13. Rate the Applicant/Subcontractor's customer service skills.	10 9 8 7 6 5 4 3 2 1	N/A
14. Rate the Applicant/Subcontractor's technical skills and knowledge.	10 9 8 7 6 5 4 3 2 1	N/A
15. Would you recommend this Applicant/Subcontractor to another agency or company? (10 = absolutely would; 1 = absolutely would not)	10 9 8 7 6 5 4 3 2 1	N/A
16. Would you use this Applicant/Subcontractor in the future? (10 = absolutely would; 1 = absolutely would not)	10 9 8 7 6 5 4 3 2 1	N/A
17. Rate the Applicant's overall quality of work and contract/project deliverables.	10 9 8 7 6 5 4 3 2 1	N/A

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1) Please explain ratings of 1, 2 or N/A (Indicate the number of each of the areas on which you are commenting):

2) Any Other Comments: