

EXHIBIT H
CLIENT REFERENCE SURVEY

CLIENT REFERENCE SURVEY INSTRUCTIONS

The Pennsylvania Department of Transportation (PennDOT) is developing a statewide contract for Traffic Engineering Data Count Services. Applications have been received from Contractors and your company was listed as a client reference. PennDOT will use your evaluations to help qualify the Contractor(s) who used your company as a client reference. The Contractors have been asked to provide each of their client reference companies with this survey form, with instructions, for you to complete. The Client Reference Survey form is attached for your use.

It is requested that your **organization's manager or the individual responsible for the referenced Traffic Engineering Data Count Services** complete the Client Reference Survey form, without consultation with the Contractor who provided the service(s). The same individual who fills out the form must sign and date the completed form, where indicated. For all Contractors that qualify for the Traffic Engineering Data Count Services, the contents of the Client Reference Surveys will be considered public information and cannot be kept confidential.

Traffic Engineering Data Count Services being evaluated must have occurred within the past five (5) years.

The Client Reference Surveys should be completed independently from the Contractors submitting proposals. An original copy of the completed survey should be returned to the Contractor in a separate, sealed envelope.

CLIENT REFERENCE SURVEY

If additional space is needed for your responses, please attach additional sheets as necessary.

1. How would you describe the quality of the Contractor's work performed?

Comments:

2. Was the work completed in a satisfactory manner (timely, within budget, Contractor receptive to changes/direction)?

Comments:

3. If you had to identify a weakness or shortfall in the Contractor, what would it be?

Comments:

4. Have you worked with other Contractors on similar projects? If so, who were they? How did their work compare to this Contractor?

Comments:

5. Would you hire this Contractor again?

Comments:

6. Would you like to offer any other comments?

Comments:

Name of Preparer (please print): _____

Company: _____ **Title:** _____

Signature: _____ **Date:** _____