

APPENDIX K

APPENDIX K CORPORATE REFERENCE QUESTIONNAIRE

**RFP 01-16: PENNSYLVANIA STATE COLLECTION & DISBURSEMENT UNIT
(PA SCDU)**

Corporate Reference Questionnaire

Purpose of this Questionnaire:

To obtain feedback from the Offeror/Subcontractor Reference Contacts

This questionnaire is to be completed by:

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

Definitions:

Offeror: The entity submitting a proposal in response to RFP 01-16.

Subcontractor: An entity included in the Offeror's proposal to whom the Offeror 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

Offeror/Subcontractor Organization about which this information is provided:

Reference Organization:

Reference Contact Name, Title & phone #:

Reference Contact Signature:

Date:

How long has the Offeror/Subcontractor 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. Also, provide information regarding the success of the verification and benefits realized by implementing the verification services; including cost savings.

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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 Offeror/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 Offeror 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 Offeror/Subcontractor in picking up the contract/project responsibilities during transition to the Offeror/Subcontractor from your staff or other contractor(s)?	10 9 8 7 6 5 4 3 2 1	N/A
3. How successful was the Offeror/Subcontractor in meeting contract requirements?	10 9 8 7 6 5 4 3 2 1	N/A
4. How successful was the Offeror/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 Offeror/Subcontractor in managing project scope?	10 9 8 7 6 5 4 3 2 1	N/A
6. How successful was the Offeror/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 Offeror/Subcontractor in managing the project within the original project budget?	10 9 8 7 6 5 4 3 2 1	N/A
8. Rate Offeror/Subcontractor's ability to adequately train staff on the verification results and use in your business process	10 9 8 7 6 5 4 3 2 1	N/A
9. Rate Offeror/Subcontractor's ability to monitor transactions and proactively address any issues/problems	10 9 8 7 6 5 4 3 2 1	N/A
10. Rate Offeror/Subcontractors 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
11. Rate the professionalism and the necessary experience/skill of Offeror/Subcontractor's personnel.	10 9 8 7 6 5 4 3 2 1	N/A

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Area	Rating	
12. Rate the Offeror/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
13. Rate Offeror/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
14. Rate Offeror/Subcontractor's responsiveness in taking corrective actions to address problems (issues) that arose during the project.	10 9 8 7 6 5 4 3 2 1	N/A
15. Rate Offeror/Subcontractor's customer service skills.	10 9 8 7 6 5 4 3 2 1	N/A
16. Rate Offeror/Subcontractor's technical skills and knowledge.	10 9 8 7 6 5 4 3 2 1	N/A
17. Would you recommend this Offeror/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
18. Would you use this Offeror/Subcontractor in the future? (10 = absolutely would; 1 = absolutely would not)	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: