

# APPENDIX G

**APPENDIX F**

**RFP #07-18**

**Early Learning Resource Center in Region 18**

***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 #07-18

**"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:

Reference Contact Signature:

Date:

How long has the Offeror/Subcontractor Organization had a Business Relationship with the Reference Organization? Describe the nature of the work and level of interaction the Offeror/Subcontractor completed for the Reference Organization.

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<b>Rating Guideline</b>	
<b>Rating</b>	<b>Description</b>
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.**

<b>Area</b>	<b>Rating</b>	
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 products/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 delivering 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. How successful was the Offeror/Subcontractor in administering a human services program?	10 9 8 7 6 5 4 3 2 1	N/A
9. Offeror/Subcontractor accurately and timely determined eligibility for a human services program	10 9 8 7 6 5 4 3 2 1	N/A
10. Offeror/Subcontractor issued timely payments to providers	10 9 8 7 6 5 4 3 2 1	N/A
11. Offeror/Subcontractor reasonableness in resolving conflicts or problems	10 9 8 7 6 5 4 3 2 1	N/A
12. Offeror/Subcontractor personnel demonstrated professionalism and the necessary experience/skill	10 9 8 7 6 5 4 3 2 1	N/A

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<b>Area</b>	<b>Rating</b>	
13. Offeror/Subcontractor cooperated and communicated successfully with your in-house staff, other contractors, subcontractors and customers	10 9 8 7 6 5 4 3 2 1	N/A
14. Offeror/Subcontractor satisfactorily handled personnel issues (e.g. conflicts, turnover, providing experienced/skilled replacements)	10 9 8 7 6 5 4 3 2 1	N/A
15. Offeror/Subcontractor was responsive 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
16. Offeror/Subcontractor's attitude towards customer service	10 9 8 7 6 5 4 3 2 1	N/A
17. Offeror/Subcontractor's technical skills and knowledge	10 9 8 7 6 5 4 3 2 1	N/A
18. Offeror/Sub-contractor provides comprehensive and consistent counseling and referral services	10 9 8 7 6 5 4 3 2 1	N/A
19. Offeror/Subcontractor manages budgets in a manner that maximizes expenditures, available funds and encumbrances	10 9 8 7 6 5 4 3 2 1	N/A
20. Offeror/Subcontractor performs accurate and timely data entry	10 9 8 7 6 5 4 3 2 1	N/A
21. Overall Offeror/Subcontractor performance	10 9 8 7 6 5 4 3 2 1	N/A
22. Overall Offeror/Subcontractor quality of work and contract/project deliverables	10 9 8 7 6 5 4 3 2 1	N/A
23. 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
24. 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: