

APPENDIX G

APPENDIX G, CORPORATE REFERENCE QUESTIONNAIRE

Corporate Reference Questionnaire

Purpose of this Questionnaire:

To obtain feedback from the Applicant/Sub-grant Reference Contacts

This questionnaire is to be completed by:

The Applicant/Sub-grantee's Corporate Reference Contacts who receive this questionnaire.

Definitions:

“Applicant”: The entity submitting an application in response to RFA #17-18

“Sub-grantee”: An entity included in the Applicant's application to whom the Applicant intends to sub-grant

“Reference”: The entity providing the reference information

The Pennsylvania Department of Human Services appreciates your participation
Your specific responses and comments will be held in strictest confidence

Applicant/Sub-grantee Organization about which this information is provided:

Reference Organization:

Reference Contact Name & Title:

Reference Contact Signature:

Date:

How long has the Applicant/Sub-grantee 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 Applicant/Sub-grantee completed for the Reference Organization and discuss their specific qualifications and capacity to perform their work.

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

Please Rate the Applicant/Sub-grantee's Performance in the Following Areas
Circle the Applicable Rating
Please explain ratings of 1, 2 or NA in the Comments section below.

| Area | Rating | |
|--|----------------------|----|
| 1. If applicable, how successful was the Applicant in picking up the contract/project responsibilities during transition to the Applicant from your staff or other contractor(s) | 10 9 8 7 6 5 4 3 2 1 | NA |
| 2. How successful was the Applicant/Sub-grantee in meeting contract requirements? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 3. How successful was the Applicant/Sub-grantee in delivering products/services without waiver or extensions? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 4. How successful was the Applicant/Sub-grantee in managing project scope? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 5. How successful was the Applicant/Sub-grantee in delivering according to the established timelines? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 6. How successful was the Applicant/Sub-grantee in managing the project within the original project budget? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 7. How successful was the Applicant/Sub-grantee in administering an adult professional development program? | 10 9 8 7 6 5 4 3 2 1 | NA |
| 8. Applicant/Sub-grantee reasonableness in resolving conflicts or problems. | 10 9 8 7 6 5 4 3 2 1 | NA |
| 9. Applicant/Sub-grantee personnel demonstrated professionalism and the necessary experience/skill. | 10 9 8 7 6 5 4 3 2 1 | NA |
| 10. Applicant/Sub-grantee cooperated and communicated successfully with your in-house staff, other contractors, subcontractors and customers | 10 9 8 7 6 5 4 3 2 1 | NA |
| 11. Applicant/Sub-grantee satisfactorily addressed personnel issues. | 10 9 8 7 6 5 4 3 2 1 | NA |
| 12. Applicant/Sub-grantee was responsive in taking corrective actions to address issues that arose during the project | 10 9 8 7 6 5 4 3 2 1 | NA |
| 13. Applicant/Sub-grantee 's attitude towards customer service | 10 9 8 7 6 5 4 3 2 1 | NA |
| 14. Applicant/Sub-grantee's technical skills and knowledge | 10 9 8 7 6 5 4 3 2 1 | NA |
| 15. Applicant/Sub-grantee provides comprehensive and consistent counseling and referral services as related to workforce development. | 10 9 8 7 6 5 4 3 2 1 | NA |
| 16. Applicant/Sub-grantee manages budgets in a manner that maximizes expenditures, available funds and encumbrances | 10 9 8 7 6 5 4 3 2 1 | NA |
| 17. Applicant/Sub-grantee performs accurate and timely data entry | 10 9 8 7 6 5 4 3 2 1 | NA |
| 18. Overall Applicant/Sub-grantee performance | 10 9 8 7 6 5 4 3 2 1 | NA |
| 19. Overall Applicant/Sub-grantee quality of work and contract/project deliverables | 10 9 8 7 6 5 4 3 2 1 | NA |
| 20. Would you recommend this Applicant/Sub-grantee to another agency or company? (10 = absolutely would; 1 = absolutely would not) | 10 9 8 7 6 5 4 3 2 1 | NA |

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

2) Any Other Comments: