

ATTACHMENT E

CLIENT REFERENCE and PERSONNEL FORM

INSTRUCTIONS For REFERENCE FORMS

- A separate Client Reference Form must be provided for each of the five (5) reference required per RFP Section 5.06 - Client References.
- Offeror must complete the first part of the Client Reference Form, filling in the information for Company (Offeror) Name, Company (Offeror) Address, and the Name of Project.
- A responsible party of the organization for which the services were provided (the Client) must provide the reference information.
- The person providing the reference must sign and date the form.
- The Client Reference Form(s) must be submitted with the Offeror's proposal.
- The State may contact the reference to verify the information given within the Client Reference Form and within the proposal. If the State finds erroneous information, points may be deducted or the proposal may be rejected.
- If all questions are not answered on the Client Reference Form, if information is missing, or if the form is not signed, points may be deducted or the proposal may be rejected.
- If a proposal is submitted without a Client Reference Form, points may be deducted or the proposal may be rejected.

OFFEROR INFORMATION	
Company Name (Offeror):	Company (Offeror) Address:
Type of Project:	
CLIENT INFORMATION	
Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email:
Reference <u>Signature & Date</u>:	

NOTE: The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1) Briefly describe the services provided by the company identified above.

2) Rate each of the following concerning this company's performance using the ratings below:

S – Strongly Agree/Very Positive

A – Agree/Positive

N – Neutral

D – Disagree/ Negative

F – Failed

- _____ A. This company ensured the project deliverables were completed on time and within the agreed budget.
- _____ B. This company provided the appropriate resources and knowledgeable staff to the project.
- _____ C. This company was prompt in providing the services requested.
- _____ D. This company provided open, timely communications, and was responsive to our needs and requirements.
- _____ E. I would choose to work with this company again.

Additional Comments:

PAST PERFORMANCE INFORMATION SCORES

No	Criteria	Survey 1	Survey 2	Survey 3	Survey 4	Survey 5	Average
A	Offeror ensured the project deliverables were completed on time and within the agreed budget.						
B	Offeror provided the appropriate resources and knowledgeable staff to the project.						
C	Offeror was prompt in providing the services requested.						
D	Offeror provided open, timely communications and was responsive to the agency needs and requirements.						
E	Customer would choose to work with the Offeror company again.						
Overall Average Score:							
Total Number of Surveys Returned:							

CONTRACT TEAM AND KEY PERSONNEL

Offeror must submit resumes' for the top two (2) key personnel who will be managing the potential contract, per RFP Section 5.06 – Client References.

Offeror must also identify (up to 10 maximum) contract team and key personnel who will be assigned to this contract. We understand that it may be difficult to accurately predict contract staffing at this stage. Offerors are to identify the most likely personnel who will be assigned to this possible contract award. The Offeror will be required to alert the state if personnel change during the course of the contract. (RFP Section 3.16 – Contract Personnel)

PROPOSED CONTRACT TEAM AND KEY PERSONNEL

Name	Current job title	Proposed contract role	Number of Year of Experience