**Instructions**

The Respondent must include a list of at least three (3) clients/customers for whom the Respondent has provided system/technical architecture products and/or services that are the same or similar to those products and/or services requested in this RFS. References for work performed by a Subcontractor may be used; however, at least one (1) reference must be for work performed by the prime vendor. References should demonstrate experience within the last three (3) years for projects of similar size and scope preferably within state government, or within large complex business environments if state government experience is not available. Project experience within the last three (3) years should demonstrate:

* Knowledge and experience using and implementing Microsoft’s technology infrastructure
* Knowledge and experience using iterative/incremental development methodologies
* Ability to determine, gather, and assess required information to define requirements

Preferably, experience will also demonstrate:

* Experience assessing and/or working with cloud based storage and solutions for a project of similar size and scope within the last three (3) years
* Experience with the Microsoft Azure Platform as a Services (PaaS) and Infrastructure as a Service (IaaS) or an equivalent PaaS and IaaS

At least one (1) reference should demonstrate the development of a system/technical architecture plan that was subsequently successfully implemented and is still in productive.

The Respondent (prime vendor or subcontractor) must also include a list of at least two (2) clients/customers for whom the Respondent has provided business process redesign services that are the same or similar to those products and/or services requested in this RFS. References should demonstrate experience within the last three (3) years for projects of similar size and scope preferably within state government, or within large complex business environments if state government experience is not available. Preferably, experience should demonstrate motor vehicles business process redesign experience.

At least one (1) reference for the prime vendor or subcontractor should demonstrate recent successful completion of a Business Process Redesign (BPR) project of similar size and scope within the last three (3) years within a state government agency.

The Respondent must request their references complete and submit this form. References must submit completed forms in writing via email directly to IDOA ([rfp@idoa.in.gov](mailto:rfp@idoa.in.gov)) no later than the proposal due date and time, **February 14, 2017 at 3:00 p.m. EST**. References should include the following phrase in the email subject line: “Customer Reference to RFS 18-023 BMV/C STARS System Modernization.” Confirmation will be provided to Respondents when references are received by IDOA.

Required fields are highlighted in Yellow.

|  |  |
| --- | --- |
| **Procurement Number:** | RFS 18-023 |

**SECTION ONE:** Customer and Project Profile

|  |  |
| --- | --- |
| **Customer Information** |  |
| Legal Name of Company or Governmental Entity |  |
| Contact Person |  |
| Contact Phone Number |  |
| Contact E-mail |  |

|  |  |
| --- | --- |
| **Reference Information** |  |
| Legal Name of Company for whom you are providing this reference |  |
| Related procurement (name or number) |  |

| **Project Information** |  | |
| --- | --- | --- |
| Project Name |  | |
| Project Scope (High level) |  | |
| Respondent Role |  | Prime Contractor |
|  | Subcontractor |
| Time Period in which Respondent Participated on Project |  | |
| Number of separate data sources managed by the designed system |  | |
| Number of interfaces to external systems were managed by the designed system |  | |
| Number of supporting systems associated with the designed system |  | |
| Number of business processes or transactions managed by the designed system |  | |
| Number of transactions processed by the designed system annually |  | |

**SECTION TWO:** Performance Rating

For each item below, rate the bidder on a scale of “Would Not Rehire” (lowest) to “Outstanding” (highest). Please add comments explaining your rating. The rating is to be confidential and will be used by the State of Indiana to determine service qualifications for the bidder who uses your State/agency as a customer reference.

**Survey**

1. How would you rate the bidder's attention to customer service?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

2. How would you rate the bidder's understanding of your business practices and standards?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

3. How would you rate the quality of the bidder’s services and deliverables?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

4. How would you rate the bidder's estimating and actual performance on the budgeting, scheduling, and resourcing aspects of your specific project?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

5. How would you rate the bidder's flexibility and promptness in correcting problems or issues?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

6. How would you rate the bidder’s overall performance on your specific project?

| **Select** | **Item** |
| --- | --- |
|  | Outstanding (Highest) |
|  | Satisfactory |
|  | Unsatisfactory |
|  | Would Not Rehire (Lowest) |

| **Comments** |
| --- |
|  |

7. If we were to select this bidder, what would be your recommendations to us to ensure a successful outcome?

| **Comments** |
| --- |
|  |

8. Do you have any additional comments or feedback?

| **Comments** |
| --- |
|  |

Please submit completed form via email directly to IDOA ([rfp@idoa.in.gov](mailto:rfp@idoa.in.gov)) by February 14, 2018. References should include the following phrase in the email subject line: **“Customer Reference to RFS 18-023 BMV/C STARS System Modernization.” Failure to do so may result in disqualification of this bidder.**