**REFERENCE CHECK FORM**

**State of Indiana Contact:**

Abigail Chittenden

Senior Account Manager

Indiana Department of Administration

[Achittenden@idoa.IN.gov](mailto:Achittenden@idoa.IN.gov)

Phone: (317) 234-6906

ASA-19-114 for  
 Uniforms and Accessories for the

Indiana Department of Correction

Response Due Date on or before:

**January 08, 2019 at 3:00 PM EST**

**INSTRUCTIONS: You have been asked by the vendor listed below to provide a reference as they are responding the current solicitation with the state of Indiana. This is a standard form created by the state of Indiana and your input is very much appreciated. During this competitive process, a representative from the state of Indiana, may contact you directly for more detail. If you have any questions, please contact the state of Indiana contact listed in the box in the top left side of the form.**

**Please provide the information requested below and submit this reference check form via email to**

[**IDOAReferences@idoa.in.gov**](mailto:IDOAReferences@idoa.in.gov) **with the subject line reading:**

RFP ASA-19-114 Reference Form

**Or submit your form by mail to:**

Abigail Chittenden

IDOA Procurement Division

402 West Washington Street, Room W468

Indianapolis, IN 46204

Re: RFP ASA-19-114 Reference Form

**VENDOR NAME**

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| BLACKJACK UNIFORM |

**REFERENCE CONTACT INFORMATION**

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| **Reference Company Name** | DNR Natural Resources – Nature Preserves |
| **Contact Name** | Gail Riggs |
| **Contact Title** | Administrative Manager |
| **Company Mailing Address** | 402 West Washington St Rm W267 |
| **Company City, State, Zip** | Indianapolis, IN 46204 |
| **Company Website Address** |  |
| **Contact Telephone Number** | 317-234-1064 |
| **Contact Fax Number** | 317-233-0133 |
| **Contact Email** | griggs@dnr.in.gov |
| **Industry of Company** | Preserving natural areas |

QUESTIONS: Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

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1. Does the vendor currently provide your company with Uniforms and Accessories? YES

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1. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

12/01/14 – PRESENT

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1. What was the vendor's turnover rate? If high or medium, what were the causes? NOT SURE.

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1. With what type of internal and external stakeholders did the vendor have to communicate with? NOT SURE.

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1. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

I’M NOT AWARE OF ANY.

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1. Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner? I CAN ONLY THINK OF ONE OR TWO TIMES WHEN WE NEEDED TO RETURN SOMETHING BECAUSE OF A MIXUP. BLACKJACK QUICKLY HELPED US WITH THE CORRECTION.

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1. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. WE HAVE RECEIVED EXCELLENT SERVICE FROM THIS VENDOR. THEY ARE ALWAYS QUICK TO RESPOND TO OUR ORDERS AND ANSWER ANY QUESTIONS WE HAVE ABOUT OUR QPA WITH THEM.

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1. Would you rate the vendor's knowledge of your business as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. BLACKJACK IS VERY KNOWLEDGEABLE AND HELPFUL.

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1. Would you rate the overall quality of the vendor’s staff as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. SUE, WHO IS OUR FIRST POINT OF CONTACT KNOWS HER JOB AND IS ALWAYS READY TO ASSIST US WITH ANY ORDERS OR QUSTIONS WE MIGHT HAVE.

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1. Would you describe the quality of the vendor’s engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. BLACKJACK HAS DONE A GOOD JOB, ESPECIALLY IN THE LAST THREE YEARS TO KEEP UNIFORMS IN STOCK AND THERE IS VERY LITTLE BACKORDERING THAT NEEDS TO BE DONE. USUALLY, OUR ITEMS ARE SHIPPED THE SAME WEEK WE GIVE THEM A PO.

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1. Would you rate the vendor’s ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. I FIND EVERYONE HELPFUL AND WILLING TO ASSIST WITH UNIFORM PURCHASES.

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1. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating. THIS VENDOR GIVES US AMAZING SERVICE. THEY LET US KNOW WHEN ITEMS WILL BE SHIPPED AND THEY INCLUDE THE INVOICE RIGHT AWAY WITHOUT US ASKING THEM TO SEND.

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1. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share? IT WOULD BE NICE IF THE QPA WAS SPECIFIC TO NATURE PRESERVES. THERE ARE ABOUT 100 PAGES LISTING ITEMS THAT DO NOT APPLY TO US AND OUR ECOLOGISTS HAVE TO SPEND MUCH TIME SCROLLING THROUGH ITEMS WE CAN’T PURCHASE OR DON’T NEED.

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1. Would your overall rating of the vendor be poor, satisfactory, or superior?

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