**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** | State of Indiana, Department of Natural Resources |
| **Contact Name** | Angela Settles |
| **Contact Title** | Office Manager |
| **Company Mailing Address** | 402 W. Washington Street, Rm. W273 |
| **Company City, State, Zip** | Indianapolis, IN 46204 |
| **Company Website Address** | [www.in.gov](http://www.in.gov) |
| **Contact Telephone Number** | 317-232-4091 |
| **Contact Fax Number** | 317232-8150 |
| **Contact Email** | [asettles@dnr.in.gov](mailto:asettles@dnr.in.gov) |
| **Industry of Company** |  |

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?

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| --- |
| Yes |

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

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| --- |
| I have worked with BlackJack for the 5-1/2 years I have been in my current position. |

1. What was the vendor's turnover rate? If high or medium, what were the causes?

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| --- |
| I don’t believe so. I have worked with Sue Sweitzer since I’ve been purchasing. |

1. With what type of internal and external stakeholders did the vendor have to communicate with?

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| --- |
| Vendor works with all properties and their staff as well as Central Office. |

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?

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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?

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| --- |
| I have only had one instance where I received an incorrect item (size) and the vendor corrected and shipped the correct size out as soon as possible. I believe I waited only 2 days before it arrived. |

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.

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| --- |
| Superior. The vendor takes really good care of getting our items out in a timely manner. If something is on backorder, Sue lets me know right away. Everything is shipped folded and in bags. Extra bags are included for distribution of items. Sue always communicates with me on every order. She’s a pleasure to work with. |

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.

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| --- |
| Superior. Sue knows our inventory very well. I never hesitate to email her and ask questions. |

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.

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| --- |
| Superior. The vendor staff has always been pleasant, knowledgeable and courteous. Sue is personable too. I do appreciate her willingness to help whenever I ask. I would continue to do business with BlackJack as long as they are a State Vendor. |

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.

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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.

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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.

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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?

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

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| --- |
| Superior. |