**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**

|  |
| --- |
| BLACKJACK UNIFORM |

**REFERENCE CONTACT INFORMATION**

|  |  |
| --- | --- |
| **Reference Company Name** | Indiana Dept of Natural Resources – Law Enforcement Division |
| **Contact Name** | April Chappell |
| **Contact Title** | Purchasing & Fleet Administrator |
| **Company Mailing Address** | 402 W. Washington St; Rm W255D |
| **Company City, State, Zip** | Indpls, IN 46204 |
| **Company Website Address** |  |
| **Contact Telephone Number** | 317-234-6744 |
| **Contact Fax Number** |  |
| **Contact Email** | [achappell@dnr.in.gov](mailto:achappell@dnr.in.gov) |
| **Industry of Company** | State Government; Law Enforcement |

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 - both |

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

|  |
| --- |
| I have personally worked with the vendor for 2 years while in my current position |

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

|  |
| --- |
| Null |

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

|  |
| --- |
| Uncertain |

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?

|  |
| --- |
| N/A |

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?

|  |
| --- |
| No |

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.

|  |
| --- |
| Satisfactory – the vendor does everything possible for us to ensure quick turnaround time, but that and quality ultimately is dependent on the supplier. Quality is always on par; but there are times that shipments are delayed and we understand that is to no fault to the vendor. |

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.

|  |
| --- |
| Satisfactory – I honestly do not know if the vendor knows the extent of what we do and need. |

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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| --- |
| Satisfactory – the staff is always friendly but not always consistent in response time. It is possible that they do not have the help needed. There are times I get the attention needed to get an order or quote that might include several emails throughout a day or a few days’ time span, and then there are times that I have to keep following up once a week sending a reminder in order to get the answers needed. |

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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| Satisfactory – same reason as in #10; always friendly without question, but not consistent |

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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| --- |
| Satisfactory – I am not certain that the vendor has the quantity of staff necessary or possibly they should have a backup point person |

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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| Satisfactory – schedules are noted on the front end when we ask and that typically stays on target which is helpful to know, even when supplier delays come into play. |

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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| --- |
| Satisfactory |