**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** | Indiana Department of Natural Resources |
| **Contact Name** | Chari E. Burke |
| **Contact Title** | Chief Administrative Officer |
| **Company Mailing Address** | 402 W. Washington Street, Room W265 |
| **Company City, State, Zip** | Indianapolis, IN 46204 |
| **Company Website Address** | [www.dnr.in.gov](http://www.dnr.in.gov) |
| **Contact Telephone Number** | 317-234-5227 |
| **Contact Fax Number** | 317-233-3882 |
| **Contact Email** | [cburke@dnr.in.gov](mailto:cburke@dnr.in.gov) |
| **Industry of Company** | Conservation/Recreation |

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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| --- |
| n/a |

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

|  |
| --- |
| 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.

|  |
| --- |
| Since August 2013 |

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

|  |
| --- |
| Low. |

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

|  |
| --- |
| Blackjack communicates with several different types of IDNR personnel, including centralized Purchasing and Accounting staff, as well as various field staff (e.g. office managers, clerks, property managers, assistant property managers, etc.) at IDNR’s 25 divisions and 191 properties across the state. |

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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| --- |
| No, they have not been cited. |

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 can recall only one time during the past six years when some orders seemed to be taking longer to arrive at our properties than was normal. Blackjack responded immediately to our concern and corrected the issue in a timely manner. |

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.

|  |
| --- |
| Superior. Blackjack delivers exactly what we need or expect; they fulfill orders timely, make changes or substitutions to existing items when needed, and always suggest new items that might interest us. |

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. Blackjack has taken the time to get to know our operations and our employees. They have periodically attended division regional staff meetings to help better understand IDNR’s extremely diverse business needs, and have brought QPA item samples so that our employees could discuss the various options and provide feedback directly to the folks at Blackjack. |

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.

|  |
| --- |
| Superior. Everyone we’ve dealt with at Blackjack is extremely friendly, personable, and knowledgeable about their products. |

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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| --- |
| Superior. Blackjack’s staff and owners are extremely “hands-on”; they contact us periodically to make sure that we are happy with the services they provide, and let us know when something is a concern, such as discontinued items or anticipated changes in the industry that will affect our current selections. |

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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| --- |
| Superior. Blackjack has been very understanding of IDNR’s fairly unique operational setup, and has ensured that our personnel have quick-and-easy access to them, as well as to experts, when needed, at the various brands and manufacturers of the items on our contract. |

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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| --- |
| Superior. Honestly, State employees – especially those of us in budgeting or procurement – are kind of cheapskates. ☺ We are all prone to think that we are paying too much – for nearly everything that we buy from nearly every vendor. But Blackjack has taken those concerns to heart, and has been able to find substitute items at a lower cost than some other vendors in the past, but they’ve managed to do so while still meeting our need for quality items that will last more than one season in the sometimes-harsh conditions where IDNR operates. |

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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| When it comes to IDNR uniforms, bigger isn’t always better. IDNR has dealt with a variety of vendors over the years, including some who function on a very large national scale. But we seem to have better luck dealing with smaller, local vendors, like Blackjack, who get to know us on a deeper level than just some report they look at every quarter, and who actually care about our employees and our success. |

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

|  |
| --- |
| Superior. |