**Attachment H**

**State of Indiana Contact:**

Lindsey Osborne,

Strategic Sourcing Analyst

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Indiana Department of Administration

**Reference Check Form**

**RFP 25-80064**

Examination Services for Cosmetology and Barber

Reference Check Form Due Date:

**November 12, 2024 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 to:**

[**idoareferences@idoa.in.gov**](mailto:idoareferences@idoa.in.gov)**:**

The subject line of the email submissions must clearly state the following:

**RFP 25-80064 Reference – PSI Services LLC**

**VENDOR NAME**

|  |
| --- |
| PSI Services LLC |

**REFERENCE CONTACT INFORMATION**

|  |  |
| --- | --- |
| **Reference Company Name** | Virginia Department of Professional and Occupational Regulation; |
| **Contact Name** | Gregory Emerson |
| **Contact Title** | Director of Examinations |
| **Company Mailing Address** | 9960 Mayland Drive, Suite 400 |
| **Company City, State, Zip** | Richmond, VA 23233 |
| **Company Website Address** | <https://www.dpor.virginia.gov/> |
| **Contact Telephone Number** | (804) 367-8570 |
| **Contact Fax Number** | (866) 254-0312 |
| **Contact Email** | [Gregory.emerson@dpor.virginia.gov](mailto:Gregory.emerson@dpor.virginia.gov) |
| **Industry of Company** | State Licensing Agency |

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.

|  |
| --- |
| NA |

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

|  |
| --- |
| January 2008 - current |

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

|  |
| --- |
| Board Administration, Board Executive Director, Director of Examinations, Director of Licensing |

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?

|  |
| --- |
| NA |

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?

|  |
| --- |
| NA |

1. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior rating due to the fact that PSI is responsive, adequately staffed, professional and accurate. |

1. Would you rate the vendor's knowledge of your business as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior knowledge of Virginia Licensing regulations. Virginia has a robust compliance and licensing program that PSI doe not have a problem understanding and providing solutions. |

1. Would you rate the overall quality of the vendor’s staff as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior staff rating. Exam development and review team is top notch. Alon Schwartz has the ability to listen to what we (customer) think we need, he then works with staff and typically provides solutions that enhance customer experience and the licensing process. |

1. Would you describe the quality of the vendor’s engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior rating due to the fact that PSI maintains highly competent and professional staff in administration, exam development, licensing and customer service. |

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, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior rating due to the fact they are staffed to handle large volume clients at a high level rate of success. |

1. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

|  |
| --- |
| Superior rating due to the fact cost and/or schedule overruns do not exist. |

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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| --- |
| You must explore remote proctoring exams. PSI has a tremendous program that provides the remote exam option for candidates. |

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

|  |
| --- |
| Superior. |