**Attachment H**

**State of Indiana Contact:**

Lindsey Osborne,

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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 – [*INSERT COMPANY NAME*]**

**VENDOR NAME**

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

**REFERENCE CONTACT INFORMATION**

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| --- | --- |
| **Reference Company Name** | Texas Department of Licensing and Regulation |
| **Contact Name** | Todd Forrester |
| **Contact Title** | Manager |
| **Company Mailing Address** | 920 Colorado Street |
| **Company City, State, Zip** | Austin, Texas, 78701 |
| **Company Website Address** | https://www.tdlr.texas.gov/ |
| **Contact Telephone Number** | (737) 226-9561 |
| **Contact Fax Number** | (512) 475-2871 |
| **Contact Email** | [Todd.Forrester@tdlr.texas.gov](mailto:Ray.pizzaro@tdlr.texas.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.

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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.

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| 20 years of providing exam services. |

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

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| --- |
| The vendor communicates with both internal and externals stakeholders. Internally, PSI has been open to any comments or concerns we as a regulatory state agency have. We work closely with members of their team when issues arise, and they are always willing to communicate with us. Externally, PSI works with subject matter experts from the various occupations we regulate to put out the best possible product for our licensees. PSI has also attended industry functions and have provided training and support to our regulated industries. |

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. |

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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| --- |
| At times, issues arise due to our ever-increasing license population. Some issues have been brought to our attention from industries that it can be hard to test in certain locations during high volume times. In response, PSI has increased its availability of online testing options, has increased seating in physical testing locations, and has developed a surge testing process to relieve some of the concerns in high volume areas. PSI has and continues to address any issue we have in a satisfactory manner. |

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.

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| --- |
| Superior. PSI delivers thousands of tests over a myriad of programs every year. They work with members of each industry and TDLR to ensure the tests are up to date with the most important, most relevant questions. PSI has shown they are always willing to work with us and hear our concerns. We have a standing meeting once every two weeks with them in case any issues come up. They have listened to anything we have asked of them and delivered. |

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.

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| Superior. Working with the industry subject matter experts on the exams, along with having a dedicated Texas employee (who is licensed in one of our biggest programs) to help on any issues that may arise provides them with an in-depth understanding of the various programs we regulate. PSI and their psychometrician work closely to ensure all questions are relevant and testing what needs to be tested for the various industries we regulate. |

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.

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| --- |
| Superior. PSI has a knowledgeable staff who are always willing to help while also leading innovation in testing overall. Providing testing for various states could prove difficult but PSI and the employees draw on this experience for what could work in our state if it is working elsewhere. The employees are always professional and willing to work through any concerns we have. They are responsive to our requests and always display a high level of professionalism. |

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.

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| Superior. The vendor is always willing to engage and communicate with both internal and external stakeholders. We have a standing meeting once every two weeks with them in case any issues come up. They have listened to anything we have asked of them and delivered. Externally, PSI works with subject matter experts from the various occupations we regulate to put out the best possible product for our licensees. PSI has also attended industry functions and have provided training and support to our regulated industries. |

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.

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| Superior. PSI has adequate staff to manage the ever-increasing exam load we have seen. PSI, using innovative functions such as remote proctoring and online exams has given various options that ensure the company, and every location is properly staffed. |

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.

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| Superior. PSI manages all costs well. |

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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| PSI is an industry leader in testing, and it shows. They are available and listen to our concerns. They work quickly and professionally to manage any issues that arise. They have consistently managed high demand while providing the best possible service. |

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

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| --- |
| Superior. For all the reasons listed above. |