

RFP 25-80854: Employment Alcohol and Drug Testing Services
Attachment H: Reference Check Form
Indiana Department of Administration (IDOA)

Response Due Date on or before:
September 27, 2024, at 3:00 PM EDT

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 (Subject line: "RFP 25-80854 Reference – [INSERT COMPANY NAME]") or addressed to:

Christina Garcia
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

VENDOR NAME

DISA Global Solutions, Inc. (DISA)

REFERENCE CONTACT INFORMATION

Reference Company Name	City of Boston
Contact Name	Pamela Lomax
Contact Title	Deputy Dir of People & Culture
Company Mailing Address	One City Hall Square, Rm 612
Company City, State, Zip	Boston, MA 02201-2017
Company Website Address	Boston.gov
Contact Telephone Number	(617) 635-1038
Contact Fax Number	N/A
Contact Email	Pamela.lomax@boston.gov
Industry of Company	Government

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.

N/A

2. Does the vendor currently provide or has provided your company with Alcohol and Drug Testing Services? Please explain. If the vendor doesn't currently provide you with these services, have they in the past? If so, when? Describe, in brief, the scope of your existing or most recent agreement with the vendor.

DISA has provided the City of Boston with Alcohol and Drug Testing services since July 2023. The scope of services include

3. Does the vendor currently provide or has provided your company with Name-Based Background Check Services? Please explain. If the vendor doesn't currently provide you with these services, have they in the past? If so, when? If the vendor provided these services, have they ever 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.

DISA does not provide the City of Boston with name-based background check services. The City uses state services to complete that work.

4. Did the vendor help your company transition from a previous program to their program? If so, please describe the quality of the transition services provided by the vendor.

DISA helped us transition from a previous vendor that worked with the City for multiple years. The transition was seamless.

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

We have worked with this vendor since July 1, 2023

6. 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?

As a vendor for the City, DISA has not been cited for any financial issues.

7. How has the vendor performed on Service Level Agreements? 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?

DISA has performed well on all of the services outlined in our contract. There have been no performance issues or corrective actions needed.

8. 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.

DISA's service has been superior. We have had a change in leadership that coincided with the start of their contract and they have patiently been informing our new staff about federal regulations and best practices for all areas of work that they provide for us.

9. 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.

DISA's rating in this area is satisfactory. Their experience with other municipalities has informed the way we are able to work with them using their experience with best practice as done in other states.

10. 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 - all of the DISA staff we have interacted with have been professional. The staff has provided timely responses to our inquiries and have sought out internal resources for us to connect with if they did not have the information needed.

11. 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.

Satisfactory - most of the interaction has been from our side to DISA and those interactions have been satisfactory. We have a system in place that rarely requires intervention from the vendor to trouble-shoot any issue.

12. 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.

Superior - all of our requests for support and guidance have been met in a timely and thorough manner.

13. 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.

We have not had any cost overruns with DISA.

14. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

Our DISA reps have been responsive to all questions and have supported our work in a highly professional manner.

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

Superior - DISA has met all of our needs under this contract.