

RFP References Template

Instructions

This is a reference questionnaire for a research project titled [INSERT TITLE] for which the Montana Department of Transportation (MDT) has issued a request for proposal. The scope of this project is [INSERT PROJECT DESCRIPTION]. You have been sent this questionnaire to provide a reference for the contractor or subcontractor responding to MDT's request.

The individual responding to this questionnaire must be a responsible party of the organization for which the services were provided and have comprehensive knowledge about the services provided.

While completing this survey, you will be allowed to go back and forth between the survey pages. Before clicking on the previous page button to review or change responses, please make sure to save responses on current page by clicking on next. Once you submit the survey, you will not be able to reenter the survey.

If there are problems with this survey or an alternate format is needed, please contact:

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Richele Parkhurst

Address-
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You and Your Organization

The individual responding to this must be a responsible party of the organization for which the services were provided and have comprehensive knowledge about the services provided.

1. Please provide your contact information so that we may contact you for additional information if necessary.

Name:

Company:

Email Address:

Phone Number:

2. What is your title?

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Contractor Information

Please answer the following questions about the firm or individual (contractor) for which you are providing a reference.

1. For what firm or individual are you providing a reference?

2. Is this firm or individual the prime or subcontractor for the MDT research project (This should be identified in the e-mail requesting your reference)?

Prime

Subcontractor

If you indicated this reference is for a subcontractor, what firm or individual is the prime contractor (Again, this should be identified in the e-mail requesting your reference)?

3. What were the contractor's (identified in question #1) dates of service for your project (s)?

4. What services did the contractor provide?

5. What skills were necessary to perform these services?

6. Did the contractor provide skilled and qualified staff to perform the job?

Yes

No

If no, please explain.

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7. Were there any changes in key personnel?

Yes

No

If yes, please explain the situation (including who requested the change(s), did change(s) affect the project, and how were any issues resolved) and describe any related issues.

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8. Are you familiar with any of the key project personnel identified in the e-mail requesting your reference?

Yes

No

If yes, please indicate which person(s) and describe how they were able to facilitate successfully completing contracted project(s).

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Service Characteristics

Please take a few minutes to complete these questions on the quality of service the contractor or subcontractor provided. We welcome your feedback and appreciate your honesty.

1. Please select your criteria for choosing this organization (select all that apply).

- Industry/marketplace knowledge
- Length of time in business
- Consultative capabilities
- Technology and Tools provided
- Personal Referral
- Lowest rate
- Responsiveness to requests
- Value-added services

Other (please specify)

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2. Please rate the following for the contractor.

	Excellent	Above Average	Average	Below Average	Poor	N/A
Their work was timely.	jn	jn	jn	jn	jn	jn
Their work was accurate.	jn	jn	jn	jn	jn	jn
They kept you informed of progress and made efforts to maintain contact regarding progress.	jn	jn	jn	jn	jn	jn
They addressed your questions and concerns.	jn	jn	jn	jn	jn	jn
The quality of responses to your questions and concerns.	jn	jn	jn	jn	jn	jn
The timeliness of response to your needs.	jn	jn	jn	jn	jn	jn
Their knowledge level.	jn	jn	jn	jn	jn	jn
The products and services they provided met your objectives.	jn	jn	jn	jn	jn	jn
Their writing ability was sufficient to provide quality products.	jn	jn	jn	jn	jn	jn
They delivered the project within contract budget.	jn	jn	jn	jn	jn	jn
They were easy to work with.	jn	jn	jn	jn	jn	jn

Please add any additional comments or concerns below. An average or below rating should include an explanation in this section. Did the contractor have an opportunity to correct the problem and, if so, did they?

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3. Overall, what is your assessment of the following?

	Excellent	Above Average	Average	Below Average	Poor	N/A
Performance	jn	jn	jn	jn	jn	jn
Final Product(s)	jn	jn	jn	jn	jn	jn

Please add any comments or concerns below. An average or below rating should include an explanation in this section.

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4. Where there project extensions granted?

Yes

No

If yes, please explain why and at whose request.

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5. Were there any conflicts, disputes, or other problems?

Yes

No

If yes, were they reported early and were they managed well? How were they resolved? Were you satisfied the resolution was fair to both parties?

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Follow-up

1. To what extent was the contractor's product implemented? Please explain why if not implemented or limited implementation.

2. Do you feel you received benefits that correspond to the project cost?

Yes

No

Please explain why or why not.

3. If given a choice, would you hire the contractor again?

Yes

No

Please explain why or why not.

4. Any additional comments?