ATTACHMENT 5 - REFERENCES

INSTRUCTIONS TO THE PROPOSER:

Proposers will be scored on three (3) completed reference questionnaires (if fewer than three (3) are received prior to the RFP closing date and time, the Proposer will receive a zero (0) for all questions not scored and questionnaires not received). Scores from reference questionnaires will be averaged. The reference questionnaires must be from individuals, companies, or agencies for whom the Proposer provided products or services that are similar in nature and scope to those requested by this RFP. The University may not be utilized as a reference. Only one (1) reference will be received/qualify per reference company/agency. If multiple references are received from the same company/agency, only the first received will be accepted.

References outside the requisite number of years (See paragraph above), and references determined by the State, in its sole discretion, to be not of a similar nature and scope to the products or services requested in this RFP will receive a score of zero (0). Determination of similar will be made by using the information provided by the reference in Section II of the Reference Questionnaire, General Information, and any additional information provided by the reference, or otherwise obtained by the State. It is in the State’s sole discretion as to whether or not any references will be contacted for clarification or for additional information.

REFERENCES MUST BE RECEIVED BY THE RFP LEAD, DIRECTLY FROM THE REFERENCE, IN ORDER TO BE CONSIDERED.

1. Proposers must complete the following information on page 2 of the “Reference’s Response To” document before sending it to the Reference for response.
   a. Print the name of your reference (company/organization) on the “REFERENCE NAME” line.
   b. Print the name of your company/organization on the “PROPOSER NAME” line.
   c. Be certain that the RFP closing date and time in Instruction 5, on the following page, is correct.

2. Send the “Reference’s Response To” document to your references to complete.

NOTES: It is the Proposer’s responsibility to follow up with its references to ensure timely receipt of all questionnaires. Proposers may e-mail the RFP Lead prior to the RFP closing date to verify receipt of references.

References are not scored by a Technical Proposal evaluation committee. References will provide scores via the reference questionnaires and the RFP Lead will enter the scores for qualifying references into a spreadsheet that will calculate averaged scores.
REFERENCE QUESTIONNAIRE
REFERENCE’S RESPONSE TO:
RFP #20200114 – ISU ATHLETICS BUS CHARTER SERVICE

REFERENCE NAME (Company/Organization): _________________________________

PROPOSER (Vendor) NAME (Company/Organization): ___________________________ has submitted a Proposal to Idaho State University, to provide the following services: Bus Charter. We’ve chosen you as one of our references.

INSTRUCTIONS

1. Complete Section I. RATING using the Rating Scale provided.

2. Complete Section II. GENERAL INFORMATION (This section is for information only and will not be scored.)

3. Complete Section III. ACKNOWLEDGEMENT by manually signing and dating the document. (Reference documents must include an actual signature.)

4. E-mail or fax THIS PAGE and your completed reference document, SECTIONS I through III to:

   RFP Lead: Wendy Holder, C.P.M.
   Sr. Buyer
   E-mail: holdwend@isu.edu
   Fax: 208-282-4722

5. This completed document MUST be received no later than March 10, 2020 at 5:00 p.m. Mountain Time. Reference documents received after this time will not be considered. References received without an actual signature will not be accepted.

6. DO NOT return this document to the Proposer (Vendor).

7. In addition to this document, the University may contact references by phone or e-mail for further clarification, if necessary.
Section I. RATING

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor or Inadequate Performance</td>
<td>0</td>
</tr>
<tr>
<td>Below Average</td>
<td>1-3</td>
</tr>
<tr>
<td>Average</td>
<td>4-6</td>
</tr>
<tr>
<td>Above Average</td>
<td>7-9</td>
</tr>
<tr>
<td>Excellent</td>
<td>10</td>
</tr>
</tbody>
</table>

Circle ONE number for each of the following numbered items:

1. Rate the overall quality of the vendor’s services:

   10 9 8 7 6 5 4 3 2 1 0

2. Rate the response time of this vendor:

   10 9 8 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. *(This pertains to delays under the control of the vendor):*

   10 9 8 7 6 5 4 3 2 1 0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

   10 9 8 7 6 5 4 3 2 1 0

5. Rate the knowledge of the vendor’s assigned staff and their ability to accomplish duties as contracted:

   10 9 8 7 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the vendor’s billing and/or invoices:

   10 9 8 7 6 5 4 3 2 1 0
7. Rate the vendor’s ability to quickly and thoroughly resolve a problem related to the services provided:

10 9 8 7 6 5 4 3 2 1 0

8. Rate the vendor’s flexibility in meeting business requirements:

10 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this vendor to others in the future:

10 9 8 7 6 5 4 3 2 1 0

Section II. GENERAL INFORMATION

1. Please include a brief description of the services provided by this vendor:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. During what time period did the vendor provide these services for your business?

Month:_________ Year:_________ to Month:_________ Year:_________

Section III. ACKNOWLEDGEMENT

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

Signature of Reference

Date

Print Name

Title

Phone Number