

To:

Attn:

Ph:

EM

From:

Ph:

Fx:

EM:

You are being contacted by a member of the Hillsborough County Sheriff's Purchasing Section regarding

RFP #

The Contractor indicated below has given your name as a reference for work completed. We would appreciate your reply to the following questions regarding your experience with this company. Please return this form at your earliest convenience to the sender by fax or email. Thank you.

**Contractor:**  **Project:**

Use the space below to describe the scope of work for the project completed by this company.

**QUALITY OF SERVICE**

The Contractor provided a product or service that conformed to contract requirements, specifications, and standards of good workmanship.	1	2	3	4	5
The Contractor submitted accurate reports.	1	2	3	4	5
The Contractor utilized personnel that were appropriate to the effort performed.	1	2	3	4	5

**COST CONTROL**

The Contractor performed the effort within the estimated cost/price.	1	2	3	4	5
The Contractor submitted accurate invoices on a timely basis.	1	2	3	4	5
The Contractor demonstrated cost efficiencies in performing the required effort.	1	2	3	4	5
The actual costs/rates realized closely reflected the negotiated costs/rates	1	2	3	4	5

**SCHEDULE**

The tasks required under this effort were performed in a timely manner and in accordance with the period of performance of the contract.	1	2	3	4	5
The Contractor was responsive to technical and/or contractual direction.	1	2	3	4	5

**BUSINESS RELATIONSHIPS**

The Contractor demonstrated effective management over the effort performed.	1	2	3	4	5
The Contractor presented information and correspondence in a clear, concise, and businesslike manner.	1	2	3	4	5
The Contractor promptly notified the Project Manager in a timely manner regarding urgent issues.	1	2	3	4	5
The Contractor made timely award to, and demonstrated effective management of, its subcontractors.	1	2	3	4	5

**MANAGEMENT OF KEY PERSONNEL**

The labor turnover in key personnel labor categories was minimal and did not adversely affect Contractor performance.	1	2	3	4	5
The Contractor proposed qualified personnel to fulfill the requirements of the contract.	1	2	3	4	5
CUSTOMER SATISFACTION					
The services provided adequately met the needs of the program.	1	2	3	4	5
The Contractor was able to perform with minimal or no direction from the Technical Point of Contact or Project Manager	1	2	3	4	5
I am satisfied with the performance of the Contractor under this effort.	1	2	3	4	5