

Attachment G - Mail-In Reference Questionnaire

Proposer Company: _____ Date: _____

Reference Company: _____ Phone: _____

Contact Name: _____

Title: _____

I. Instructions for Completion

A. Proposing Company

1. Type your company name on "Proposing Company" line.
2. Type the company name of your reference on "Reference Company" line.
3. **Mail or e-mail** this form to your references; three (3) are required. To ensure receipt of an adequate number of reference responses, we recommend sending Questionnaires to more than three (3) companies.
4. Under no circumstances will reference questionnaires be accepted directly from proposer.
5. It is your responsibility to follow up with your references to ensure timely receipt of questionnaires.
6. The Commission/Transit Partners will not be an acceptable reference, nor will any member of the Proposer's organization.

B. Reference Company (e.g. Public Transit Agency)

1. Print the responding individual's name, title, phone # and date on the appropriate lines.
2. Legibly write or type your response in the following manner. Use this form or using a separate sheet of paper, restate each question followed by your answer.
3. Mail, email or fax your completed questionnaire to:

Ventura County Transportation Commission
Attn: Matthew Miller
751 E. Daily Dr., Suite 420
Camarillo, CA 9310
Mmiller@goventura.org

4. This completed questionnaire **MUST** be received by the RFP due date: **January 5, 2023**
5. **DO NOT** return this questionnaire to the proposing company.

II. Qualifying Questions – PLEASE ANSWER ALL QUESTIONS

1. Are you the primary person responsible for contract administration with the proposing company?

Yes No

2. What was the nature of the project you contracted with the proposing company for?

3. When did your contract with the proposing company begin?

4. When did your contract with the proposing company end? **(If not ended, when will it end?)**

5. What was the approximate annual cost of the proposing company's contract with you?

III. Evaluated Questions. Please answer the following sixteen (16) questions using the scale provided:

1. Please rate the quality of the proposing company's overall service.

Excellent Good Fair Poor

2. How well did the proposing company meet your stated goals?

Excellent Good Fair Poor

3. How would you rate the response time of the proposing company to your calls or emails?

Excellent Good Fair Poor

4. Were the proposing company communications with you clear and concise?

Always Usually Sometimes Never

5. Were the milestones identified for the project schedule consistently met?

Always Usually Sometimes Never

6. Did the proposing company keep you informed of progress?

Always Usually Sometimes Never

7. Did the proposing company keep you informed of problems that would affect a timely and satisfactory outcome of your project?

Always Usually Sometimes Never

8. Was the team originally assigned to your project (including project manager) maintained for the duration of your project?

Yes No

9. If proposing company replaced a project manager or staff, was your prior approval obtained?

Yes No

10. Have you ever had to request that any of the proposing company's team be replaced?

Yes No

If yes, please explain:

11. Did you experience any problems with the accuracy of the proposing company's billing?

Yes No

12. Did you experience problems with the proposing company canceling meetings or conference calls?

Yes No

13. Was the proposing company reasonable and prudent with travel and incidental expenses?

Yes Usually Sometimes No

14. Have the problems you experienced with the proposing company been dealt with to your satisfaction?

Always or No Problem Usually Sometimes Never

15. Was the proposing company flexible in meeting your

requirements? Yes Usually

Sometimes No

If no, please explain.

16. From the beginning of your first contract with the proposing company, how long did it take for you to receive benefits from the proposing company's efforts on your behalf?

One Year Two Years Three Years Four Years or More

IV. Additional Questions

1. What would you do differently next time you undertake a similar contract?

2. Explain why you would or would not do business with the proposing company again.

3. Did you use specific performance criteria to measure progress on your project?
Would you be willing to share them with us?

4. What suggestions do you have to make the process easier and/or more productive?
