

ATTACHMENT 2

CUSTOMER REFERENCE FORM

Bidder/Contractor:

Make copies of this form, the CDCR requires three (3) of your Contractor References AND three (3) of your Consultant references. Please fill out **only** this section

Contractor's (Bidder) Name	
Consultant's Name (proposed)	
Contractor's Customer Reference Name	
Contract Number	
Dollar amount of the Contract	
Customer Contact Name and Title	
Phone Number	
Fax Number	
E-Mail Address	

Rating Guidelines and Description of Rating Scale:
(This section to be filled out by the CDCR)

Exceptional (5) – Best-in-class performance. Performance met all contract requirements and exceeded several to the reference's benefit. No issues were encountered.
Very Good (4) – Performance met all contract requirements and exceeded some to the reference's benefit. There were a few minor issues, which were negligible.
Satisfactory (3) – Performance met contract requirements. There were some minor issues, and corrective actions taken by the Contractor were acceptable.
Marginal (2) – Performance did not meet the contractual requirements. There were issues, some of a serious nature, for which corrective action was only somewhat effective.
Unsatisfactory (1) – Performance did not meet contractual requirements. There were serious issues and the Contractor's corrective actions were ineffective.

Questions	Rating (select one)
1. How would you rate the Bidder's ability to deliver products/services in a timely manner?	N/A ① ② ③ ④ ⑤
2. How would you rate the Bidder's quality of service delivery?	N/A ① ② ③ ④ ⑤
3. How would you rate the Bidder's system testing and documentation?	N/A ① ② ③ ④ ⑤
4. How would you rate the Bidder's Customer Service?	N/A ① ② ③ ④ ⑤
5. How would you rate the Bidder's Performance Support?	N/A ① ② ③ ④ ⑤
6. How would you rate your level of overall satisfaction with the Bidder?	N/A ① ② ③ ④ ⑤
7. In the event no reference checks have been done, the reference check process may be substituted by completing "interviews" with prospective consultants/candidates.	I hereby attest to completing an interview with the prospective consultant/candidate, and approve them to work on this agreement. By signing this, I agree to have the onboarding process begin immediately. X- _____ Name: _____ Date: _____

Additional comments:	
----------------------	--