



**ATTACHMENT C  
REFERENCES  
RFP-2122-WES-358 SCIENTIFIC, REGULATORY,  
AND TECHNIAL BASED TRAINING SERVICES**

**CITY OF PHOENIX**  
Water Services Department  
200 W. Washington St.  
9<sup>th</sup> Floor  
Phoenix, AZ 85003

**1. OFFEROR'S NAME:** \_\_\_\_\_

**Instructions to Offeror:** The Offeror is to provide three (3) verifiable professional references. This two-page form should be provided to each reference, and the form must be returned to the Procurement Officer directly by the reference. Emphasis should be placed on providing references that can further demonstrate the Offeror's experience and ability to meet the requirements outlined in the Scope of Work.

**The Offeror listed above will receive a score during the evaluation based the responses to this reference questionnaire.**

**Instructions for Reference:** Please return the completed form (via email) to Procurement Officer Kelie Thomas at [kelie.thomas@phoenix.gov](mailto:kelie.thomas@phoenix.gov).

If you are unable or unwilling to complete the reference questionnaire, please notify the company that sent you this reference form as soon as possible so they may select another reference.

This reference form must be received by the Procurement Officer no later than the solicitation deadline: **2:00 p.m. Phoenix local time on Thursday, November 4, 2021.**

**2. Information to be filled out by Offeror's Reference:**

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Contact Email: \_\_\_\_\_  
Contact Phone No.: \_\_\_\_\_  
Contract No.  
(if applicable) \_\_\_\_\_  
Contract Description: \_\_\_\_\_



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Aggregate Spend of Contract		Start Date:		End Date:	
Description of project (including the role of Offeror)					
_____					
_____					
_____					
Contractor's Performance: <input type="checkbox"/> In Good Standing: <input type="checkbox"/> Not In Good Standing					

A person or organization in **good standing** is regarded as having complied with all explicit contract obligations, while not being subject to any form of sanction, suspension or disciplinary censure.

**3. Reference Questionnaire**

1. How would you rate the quality of the project/product/service delivered by the vendor?
  - There was one or more major consideration of the requirement(s) not addressed
  - Met the requirement(s) outlined in the contract
  - Fully addressed requirements; provided solutions or service beyond expectations
  
2. Did the vendor provide its services and deliverables in a timely manner?
  - On time less than 70% of the time
  - On time between 70% and 95% of the time.
  - On time 95% of the time or better
  
3. How effectively did the vendor work with you and your project staff?
  - Less than expected
  - To the extent expected
  - More than expected



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**Reference Questionnaire (continued)**

4. How would you rate the adequacy of the training received from the vendor, did the training meet the contractual requirements?
- There was one or more major consideration of the requirement(s) not addressed
  - Met the requirement(s) outlined in the contract
  - Fully addressed requirements; provided solutions or service beyond expectations
5. How would you rate the vendor's technical knowledge and ability to provide corrective action and solutions?
- Less than expected
  - To the extent expected
  - More than expected

Please provide any additional comments below:

**I certify that the information provided is accurate and complete.**

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Signature

Date

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Print Name

Title

**Please sign, date and return the form to the Procurement Officer listed above.**

**Thank you for your time.**