

RFP Letter of Reference

Reference For: _____
 Organization Name

Workforce Development Board Reference:

- Proposer was under contract with my Workforce Development Board as a WIOA Title I Adult/Dislocated Worker provider
- Proposer was under contract with my Workforce Development Board as a WIOA Title I Youth provider
- Proposer was under contract with my Workforce Development Board as a WIOA Title I One-Stop Operator

Other Reference:

- Professional reference not related to Workforce programs
 (Describe below)

Program year(s) worked with the proposer:

Based on professional experience with the above-named provider, I would rate the provider as follows:

Performance	Below Expectation	Met Expectation	Exceeded Expectation	Justification for Response
Budget and financial awareness <i>Not Applicable</i> <input type="checkbox"/>	<ul style="list-style-type: none"> • Exceeded budget • Did not reach expenditure level in budget (returned funds) • Requested additional funding to meet goals <input type="checkbox"/>	<ul style="list-style-type: none"> • Operated within budget • Did not request additional funding <input type="checkbox"/>	<ul style="list-style-type: none"> • Operated under budget • Found ways to stretch budget while still being effective • Did not request additional funding <input type="checkbox"/>	

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Performance	Below Expectation	Met Expectation	Exceeded Expectation	Justification for Response
Subrecipient provided responses to requests for documents in a timely manner Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Submitted invoices on time Responded to inquiries promptly Submitted requested information promptly <input type="checkbox"/>	<ul style="list-style-type: none"> Submitted invoices on time Responded to inquiries promptly Submitted requested information promptly <input type="checkbox"/>	<ul style="list-style-type: none"> Submitted invoices prior to due date Responded to inquiries promptly Submitted requested information promptly <input type="checkbox"/>	
Completeness and accuracy of online and/or paper files Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Files unorganized and incomplete Information not entered correctly <input type="checkbox"/>	<ul style="list-style-type: none"> Files organized and complete Information entered correctly Errors and omissions corrected quickly <input type="checkbox"/>	<ul style="list-style-type: none"> Files organized and completed Information entered correctly Minimal or no corrections needed upon file review <input type="checkbox"/>	
Quality of Services Performed Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> The community wasn't given very good service Program success rate was below standard <input type="checkbox"/>	<ul style="list-style-type: none"> The community received good service Program success rate was standard <input type="checkbox"/>	<ul style="list-style-type: none"> The community received exceptional service Program success rate was above standard <input type="checkbox"/>	
Contractor met goals and outcomes as stated in their original proposal Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Did not meet goals per proposal Contractor needed assistance completing goals <input type="checkbox"/>	<ul style="list-style-type: none"> Met goals per proposal by program year end Contractor completed goals without assistance <input type="checkbox"/>	<ul style="list-style-type: none"> Met goals per proposal in advance of program year end Contractor needed assistance completing goals <input type="checkbox"/>	

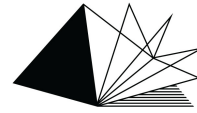
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Performance	Below Expectation	Met Expectation	Exceeded Expectation	Justification for Response
Program competency Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Was knowledgeable and competent of program requirements Needed constant support and assistance to understand program <input type="checkbox"/>	<ul style="list-style-type: none"> Was knowledgeable and competent of program requirements Required minimal support and assistance to understand program <input type="checkbox"/>	<ul style="list-style-type: none"> Was knowledgeable and competent of program requirements Did not require support and assistance to understand program <input type="checkbox"/>	
Ability to get along and cooperate with partners Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Did not work well with partners Disagreements with partners interfered with services and operation of program <input type="checkbox"/>	<ul style="list-style-type: none"> Had minimal disagreements with partners Disagreements did not affect program operation <input type="checkbox"/>	<ul style="list-style-type: none"> Worked well with partners No intervention required from Workforce Development Board <input type="checkbox"/>	
Ability to resolve conflicts with clients, staff, partners, etc. Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Workforce Development Board had to mediate disagreements Conflicts affected quality of work <input type="checkbox"/>	<ul style="list-style-type: none"> Contractor was able to resolve conflicts on their own Conflicts did not affect quality of work <input type="checkbox"/>	<ul style="list-style-type: none"> Contractor was able to avoid conflicts before any occurred <input type="checkbox"/>	
Compliance with law, policies and regulations Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> Constantly disregarded the requirements of the program Refused to correct items Results of audits or monitoring showed noncompliance with regulations <input type="checkbox"/>	<ul style="list-style-type: none"> Requirements of the program were followed Corrections submitted if requested Results of audits or monitoring showed mostly compliance with regulations <input type="checkbox"/>	<ul style="list-style-type: none"> Monitoring and audits showed total compliance No incidents of disregarding regulations <input type="checkbox"/>	

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Performance	Below Expectation	Met Expectation	Exceeded Expectation	Justification for Response
Professionalism Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> • Staff did not dress professionally • Staff did not act in a professional manner in front of customers • Office atmosphere was not professional <input type="checkbox"/>	<ul style="list-style-type: none"> • Staff dressed professionally • Staff acted in a professional manner in front of customers • Office atmosphere was professional <input type="checkbox"/>	<ul style="list-style-type: none"> • Staff dressed professionally • Staff acted in a professional manner in front of customers • Office atmosphere was extremely professional <input type="checkbox"/>	
Creativity Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> • Services were not innovative at all • Services very basic and by-the-book • No special projects or ideas were implemented <input type="checkbox"/>	<ul style="list-style-type: none"> • Services were basic and met standards • Contractor did not implement any new ideas for efficiency and program operation <input type="checkbox"/>	<ul style="list-style-type: none"> • Services were very innovative and creative • Contractor implemented new ideas for efficiency and program operation • Contractor found a way to make the program better <input type="checkbox"/>	
Contractor makes customers feel valued and welcomed Not Applicable <input type="checkbox"/>	<ul style="list-style-type: none"> • Customers were treated poorly • Contractor did not greet customers promptly • Customers left feeling worse than when they came in <input type="checkbox"/>	<ul style="list-style-type: none"> • Customers were treated fairly • Contractor greeted customers promptly • Customers left feeling it was a worthwhile visit <input type="checkbox"/>	<ul style="list-style-type: none"> • Contractor greeted customers promptly and with a smile • No wait times to be seen • Customers felt valued <input type="checkbox"/>	
Overall rating	<ul style="list-style-type: none"> • Performed below standard • Would not recommend <input type="checkbox"/>	<ul style="list-style-type: none"> • Performed at standard • Would recommend <input type="checkbox"/>	<ul style="list-style-type: none"> • Performed above standard • Would highly recommend <input type="checkbox"/>	

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If not addressed above, please identify anything else you would like us to know about the proposer when evaluating their RFP response.

FROM:

Name: _____

Organization: _____

Address: _____

Phone: _____

Email: _____

Signature

Date