## REVISED VENDOR REFERENCE FORM

**Services sought by the State**: The State is seeking a vendor capable of designing, implementing, hosting, supporting, and maintaining a fully functional, case management solution to comply with federal Comprehensive Child Welfare Information System (CCWIS) regulations. CCWIS requirements are intended to assist Title IV-E child welfare agencies in developing information management systems that leverage innovations in technologies to better serve children and families.

Copy this form to be used for each of three references.

|  |  |  |
| --- | --- | --- |
| **Vendor Information** | | |
| Contact Name: |  | |
| Contact Title: |  | |
| Company Name: |  | |
| Address: |  | |
| Phone #: |  | |
| E-Mail: |  | |
| **Project Information** | | |
| Project Start Date: |  | |
| Project End Date: |  | |
| Project Description: |  | |
| **Vendor’s Role in Project** | | |
| The State desires sufficient details to provide clarity for evaluating the Vendor’s role in the referenced project. | | |
| **Question** | | **Details** |
| Was the referenced project for child welfare/human services purposes that are similar to the services sought by the State? | |  |
| Was the referenced project for a government entity or a commercial entity? Describe the size and effort of the implementation (scope, timeline, resources, etc.). | |  |
| For this project, was the Vendor the Prime or the Subcontractor? | |  |
| Did Vendor complete the project within the original cost and timeline estimate provided prior to contract execution? If no, describe any implementation issues and the actions taken to overcome obstacles. | |  |
| Did Vendor provide the functionality expected from the initial project scope, or was unanticipated work necessary for project completion? | |  |
| Was there an increase in budget due to a scope change? If so, can you briefly describe the reason for the scope change? In your opinion, should the Vendor have anticipated the scope change prior to contract execution? | |  |
| For this project, was the Vendor asked to host the solution? Describe your experience with hosting services provided by the Vendor. | |  |
| For this project, was the Vendor responsible for data management? If so, are you satisfied with the scope, content and execution of the data management plan? | |  |
| For this project, was the Vendor responsible for multiple Interfaces? If so, describe the Vendor’s ability to provide such interfaces. Were you satisfied with the Vendor’s performance? | |  |
| For this project, was the Vendor responsible for any data migration? If so, were there any unanticipated problems? How responsive was the Vendor to data migration issues? Was your data successfully migrated in a timely way? | |  |
| For this project, is the Vendor responsible for providing ongoing maintenance and support? Can you briefly describe the maintenance and support services you receive from the Vendor? Are you satisfied with the maintenance and support services provided by the Vendor? | |  |
| For this project, did the Vendor provide other services for which you would like to offer an opinion? | |  |