# Tab 11 – References

1. INSTRUCTIONS FOR REFERENCES

Respondent is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. **Failure to submit references may result in the Proposal not being considered for evaluation.**

LFCHD may request a more detailed list, including other governmental agencies. LFCHD reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with LFCHD.

**Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.**

**RESPONDENT IS RESPONSIBLE FOR VERIFYING THAT ALL CONTACTS AND PHONE NUMBERS ARE UP TO DATE AND ACCURATE.**

1. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Respondents to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. The LFCHD has a strong preference for public sector references that are using the proposed software solution, for new implementation project references and not upgrades from a previous version, and for references that have worked with the proposed system integrator/value-added reseller.

* References Numbered 1 – 5:
  + *Entity had a go-live* *date within the past five years*
* Reference Numbered 6:
  + *Entity had a go-live* *date five or more years in the past*

In the event the Respondent cannot provide the required six references, the Respondent may substitute other organizations to ensure six total references are provided, with understanding that this will be reflective in the evaluation of the Respondent. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.

**Table 11-01 Reference Table**

|  |
| --- |
| **Reference Table** |
| Reference Number: |
| Governmental Entity Name:  What is the approximate staff count of the Entity?  What is the approximate population served by the Entity? |
| Detailed narrative description of work completed for this reference (e.g. upgrade process, new implementation for a client transitioning from a different legacy system): |
| **Contact Information**  Address:  City, State, Zip:  Reference Contact Name:       Title:  Phone No.:       Email Address:  Start Date of Project:       Go-Live Date :  **Project Information**  REspondent Project Manager/Lead for this Client:  Name and Version of software system installed:  Legacy software system replaced:  Scope of Modules installed:  Model used (Hosted, On-Premise, SaaS, etc.):  Is this reference still using the software? Yes       No  Total Project Cost: |

1. REFERENCES FOR PROJECT MANAGER ASSIGNED (GOVERNMENT CLIENTS)

Respondent to provide client list for the Project Manager proposed/assigned to manage and lead LFCHD’s implementation. References for the Project Manager are to be clients within the past five years. LFCHD acknowledges that some of the same references provided in Section I may be duplicated.

Name of Project Manager assigned by Respondent to LFCHD’s project:

**Table 11-02: Project Manager References**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Governmental Entity** | **Summary of Project** | **Role/Team Assignments for the Project** | **Implementation Start and Go-Live Date** |
|  |  |  | - |
|  |  |  | - |
|  |  |  | - |
|  |  |  | - |
|  |  |  | - |

1. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit  or Response provided as:

1. LITIGATION

A. Provide a summary of any litigation filed against the Respondent in the past seven years, which is related to the services that Respondent provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved.

*If none, state as such.*

Submitted as Attachment  or Type/Provide Response here:

B. Provide a summary of any litigation filed against the subcontractors identified as part of the team in the past seven years, which is related to the services that sub consultant, provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved.

*If none, state as such.*

Submitted as Attachment  or Type/Provide Response here: