

# EXHIBIT 3 - Reference / PPI Questionnaire

Oklahoma State Bureau of Investigation

Solicitation # 3080000379

Digital Evidence Management System (DEMS) RFP

For Bidder / Supplier: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Description of Relevant Work Performed:** If a newly established supplier cannot provide past performance information, the past performance of the supplier's key personnel on similar projects within the last three years may be provided.

**Please rate the Supplier's business relations, technical performance, timeliness, and ability to control cost.**

- 1. Business Relations:** Based on your experience working with this Supplier, how would you describe their professionalism and competency to implement and support a Digital Evidence Management System or (similar) software solution provided by the Supplier.

Please address their professionalism, responsiveness, and whether they were proactive; the degree to which expectations were met, user satisfaction, the degree to which changes were required and if so, if cost was impacted.

- 2. Technical Performance:** Describe your level of satisfaction with technical support and the Supplier's ability to meet the needs of your organization.

Please address the Supplier's ability to meet performance requirements, if there were minor/major problems, the effectiveness of corrective actions and the results of those actions relevant to performance and quality.

**3. Schedule / Timeliness:** Please describe the ability of the Supplier to meet implementation schedules, addressing timeliness and how any delivery issues were handled and the quality of corrective actions.

**4. Cost Control:**

Please describe the Supplier's ability to control / reduce costs while meeting all contract requirements, any use of innovative cost saving techniques, ability to resolve cost issues, and the effectiveness of the Supplier's corrective actions to facilitate overall cost/price reductions.

**5. Would you use this Supplier again? If not, please explain.**

Your signature certifies that you completed this reference questionnaire independently from the product supplier and that it reflects your opinion or that of your organization alone. Both digital and physical signatures are acceptable.

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