

# City of Lincoln Reference Form

**Owner / City:**  
**Contact Name:**  
**Address:**  
**City, State, Zip**

**Project Name and Location**

**Telephone:**  
**Email:**

**Nature of Firm's Responsibility**

**ESTIMATED COST (in thousands)**  
**Entire Project      Firm's Responsibility**

**How do you rate the consultant firm on?**

A score of 5 points would indicate the best firm you have knowledge of, 3 points is average, 1 is poor.

1. Overall Quality of Service	1	2	3	4	5
2. Quality of Work Product	1	2	3	4	5
3. Quality of People / Resources	1	2	3	4	5
4. Project Management	1	2	3	4	5
5. Meeting the Schedule	1	2	3	4	5
6. Meeting the Budget	1	2	3	4	5
7. Responsiveness / Flexibility	1	2	3	4	5
8. Public Interaction	1	2	3	4	5

**Which two items below are most important to you?**

**Quality / Schedule / Budget / Good Team Relationship / Public Involvement**

**Would you use the firm again for this type of work?      YES      NO**

**Specific Comments:**

**Signed**\_\_\_\_\_

**Date**\_\_\_\_\_

# City of Lincoln Reference Form

Specific Questions to ask the Reference before requesting a score for that particular category. **Are there better or other questions we need to ask?**

## **1. Overall Quality of Service**

- a. Did design staff visit the construction project?
- b.

## **2. Quality of Work Product**

- a. How many design amendments? Why?
- b. How many change orders during construction? Why?
- c. Project / Plans was complete as asked for?
- d.

## **3. Quality of People / Resources**

- a. Technical Knowledge
- b. Ability to Communicate
- c.

## **4. Project Management**

- a. Who was the project manager?
- b. PM's ability to Manage Team / Project
- c. Dependability (can be counted on, return calls/email,
- d. Understanding of Clients needs
- e. Ability to anticipate and analyze problems
- f. Professionalism
- g. Timeliness (attendance, punctuality, fulfillment of obligations)
- h. Achieved project goals
- i. Ability to locate & utilize resources effectively
- j. Written communications ability
- k. Ability to work with others
- l. Oral communications ability
- m. Ability to present options and/or help reach decisions

## **5. Meeting the Schedule**

- a. Did they get the work done on time and when they said they would?
- b. Did they stick to the original schedule? Why or Why Not

# City of Lincoln Reference Form

- c. "How proactive was the consultant in moving the schedule forward?"

## **6. Meeting the Budget**

- a. How many design amendments? Why?
- b. How many change orders during construction? Why?
- c. Did they meet the original budget? Why or Why Not?

## **7. Responsiveness / Flexibility**

- a.

## **8. Public Interaction**

- a. How was the project accepted by the public?
- b. How did the consultant meet the owner's needs for public involvement?
  - i. Did what they said they would / we asked for
  - ii. Did what we asked
  - iii. Did more what we needed unnecessarily
  - iv. Didn't need the needs
- c. Didn't anticipate the correct level of public involvement
- d. Did they run a successful public meeting? What is their ability to organize and hold a public open house.
- e. What was the approach on this project?
  - i. Web Site
  - ii. Newsletters
  - iii. One-on-One Meetings
  - iv. Public Meetings
    - 1. Open House
    - 2. Hearing Type
- f. Staff dealt with public in an appropriate manner
- g. "Interaction with public or one on one meetings with effected property owners"
- h.