

**State of Indiana Contact:**

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**REFERENCE CHECK FORM**

RFP 20-059 for  
Overhead Doors

Response Due Date on or before:  
**February 6, 2020 at 3:00 PM EST**

**INSTRUCTIONS:** You have been asked by the vendor listed below to provide a reference as they are responding the current solicitation with the state of Indiana. This is a standard form created by the state of Indiana and your input is very much appreciated. During this competitive process, a representative from the state of Indiana, may contact you directly for more detail. If you have any questions, please contact the state of Indiana contact listed in the box in the top left side of the form.

Please provide the information requested below and submit this reference check form to:  
[idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov) or addressed to:

In support of RFP 20-059  
Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204

**VENDOR NAME**

Garage Door  
Doctor

**REFERENCE CONTACT INFORMATION**

Reference Company Name	Haas Door Company
Contact Name	Joel Yackee
Contact Title	Territorial Sales Manager
Company Mailing Address	320 Sycamore Street
Company City, State, Zip	Wauseon, Ohio, 43567
Company Website Address	<a href="http://www.haasdoor.com">www.haasdoor.com</a>
Contact Telephone Number	419-822-7809
Contact Fax Number	419-337-9946
Contact Email	<a href="mailto:jyackee@haasdoor.com">jyackee@haasdoor.com</a>
Industry of Company	Sectional Overhead Doors

**QUESTIONS:** Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

2. Does the vendor currently provide your company with server products?

NA

3. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

I have worked with Garage Door Doctor on a weekly basis starting in July 2017.

4. What was the vendor's turnover rate? If high or medium, what were the causes?

There has been no turnover in management while working with them.

5. With what type of internal and external stakeholders did the vendor have to communicate with?

Internally they have constant contact with our inside and outside sales reps as well as our credit manager when necessary. Externally they work directly with the end consumers on a daily basis.

6. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

No

7. Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

No

8. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior

9. Would you rate the vendor's knowledge of your business as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior

10. Would you rate the overall quality of the vendor's staff as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior

11. Would you describe the quality of the vendor's engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior, Garage Door Doctor has been a great partner. They are quick to answer any questions or resolve issues as they arise.

12. Would you rate the vendor's ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior, I have not received a single phone call from a consumer or contractor asking

13. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior, for the same reasons listed above. We go over and above to make sure GDD has what they need to complete a job and their installers are top notch.

14. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

I would evaluate potential vendors ability to provide prompt service on the equipment or

15. Would your overall rating of the vendor be poor, satisfactory, or superior?

Superior, they are great partners and represent our products very well.