

PAST PERFORMANCE QUESTIONNAIRE

Contractor: Envisage Technologies

Prime or Subcontractor: Prime

Contract Number: N/A

Contract Type: FFP

Description of Services/including current status: The purpose of this project is to implement the Acadis Readiness Suite at the Utah Peace Officer Standards and Training Academy to track all Utah peace officers and organization, training and certification, plan training and allow registration for classes, and allow constituent agencies to report in-service training events. Envisage was contracted to provide, support, and configure the Acadis Readiness Suite, including the Acadis Training Management System, Registration, Online Registration, and Online In-Service Training Management, as well as provide project management, help desk support, and technical documentation.

Period of Performance: 07/22/2008 – 06/30/2012

Contract Value at Award: XXXXXXXXXX

Current/Final Price: XXXXXXXXXX

PLEASE FILL IN THE FOLLOWING RESPONDENT INFORMATION

NAME OF EVALUATOR: John Jacobs

ORGANIZATION AND OFFICE SYMBOL: Utah Peace Officer Standards and Training (POST) Academy

COMMERCIAL PHONE: (801) 256-2304

E-MAIL ADDRESS: johnjacobs@utah.gov

POSITION TITLE: Training Manager

DATES OF INVOLVEMENT IN PROGRAM/CONTRACT: 07/22/2008 to Date

DATE QUESTIONNAIRE COMPLETED: August 17, 2011

The following definitions shall be used when completing the questionnaire below.

Exceptional/High Confidence (E):	Met requirement consistently (91 – 100 percent of the time)
Very Good/Significant Confidence (VG):	Met requirement most of the time (81 – 90 percent of the time)
Satisfactory/Confidence (S):	Met requirement satisfactorily (71 – 80 percent of the time)
Marginal/Little Confidence (M):	Met requirement some of the time (61 – 70 percent of the time)
Neutral/Unknown Confidence (N):	No performance record identifiable

Unsatisfactory/No Confidence (U):

Requirement not met consistently
(60 percent and less of the time)

Not Applicable (N/A):

Requirement not applicable to contract

The following questions pertain to past performance by contractor:

1. Did the contractor comply with all contract/service requirements?

E **VG** **S** **N** **M** **U** **N/A**

2. Did the contractor meet schedule requirements?

E **VG** **S** **N** **M** **U** **N/A**

3. Please rate the contractor's customer service.

E **VG** **S** **N** **M** **U** **N/A**

4. Please rate the ease of use of the contractor's Learning Management System.

E **VG** **S** **N** **M** **U** **N/A**

5. Please rate the contractor's live customer service support (telephone or internet).

E **VG** **S** **N** **M** **U** **N/A**

6. Please rate the contractor's customer service support provided via email?

E **VG** **S** **N** **M** **U** **N/A**

7. Did the courseware provided on the Learning Management System meet your needs?

E **VG** **S** **N** **M** **U** **N/A**

8. Were any/all security and privacy requirements adhered to?

E **VG** **S** **N** **M** **U** **N/A**

9. Do the offered courses appear professional?

E **VG** **S** **N** **M** **U** **N/A**

10. If the contractor provides your organization with reports have you been satisfied with the content and the quality, as well as timeliness of reporting?

E VG S N M U N/A

11. How would you rate the contractor's overall business relations (i.e., effective management, responsive to contract requirements; prompt notification of problems; flexible; pro-active; project management; effective contractor-recommended solutions; and businesslike correspondence)?

Additional comments: The contractor's greatest strength in the performance of the contract is the efficiency in installation and implementation. System stability and responsiveness of issues. Ability to develop a cost-effective technology solution to our business practices.

E VG S N M U N/A

12. What is your overall rating of the contractor's performance?

E VG S N M U N/A

13. How well does the contractor track customer satisfaction?

E VG S N M U N/A

14. What is your overall rating of the contract's customer service?

E VG S N M U N/A

15. Do you have any additional comments? Please write them below (e.g., Strong points/weak points shown by the contractor).

Since original purchase we have purchased additional modules of the program as funding became available. The agility of this pricing structure afforded us the ability to enter the system and upgrade as budget allowed. We just upgraded to automated testing and online learning platform. This learning management addition has given us the ability to provide defensible secure online training without duplication of tracking systems. We also contracted Envisage to create the ability to report in-service training online. This development reduced a project that cost us **2,200 man hours to accomplish down to less than 1 hour**. Previously we had to manually import over 12,000 records of training annually. Now with Acadis In-Service Portal the agencies complete the form online and we simply click an accept button. In a recent survey we had a 95 percent approval rating on the ease of use of the system. The 5 percent that were dissatisfied was because the system was timing out. Envisage quickly provided a temporary solution then within 4 weeks provided an update to permanently resolve the issue. No other vendor is as agile and easily able to identify an issue and create a solution so quickly.