**Reference Questionnaire**

**Solicitation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Bidder name:

Date of reference:

Reference company name:

Name and title of person completing form:

Telephone number (with area code):

1. Please describe this company’s efforts to develop a collaborative business relationship with you, the customer:
2. Did vendor deliver all scope and address defects prior to implementation according to agreed-upon schedule and budget?

Additional comments:

**Please check the value which best represents your experience with this company using the following definitions:**

0 = Unsatisfactory 1=Poor 2= Average 3=Good 4=Exceptional

1. Overall satisfaction with work deliverables (on-time with deliverables)?

0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]

Additional comments: Easy to contact and very responsive.

1. Overall customer service: What is your opinion of this company’s level of customer service?

0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]

Additional comments: Very responsive to questions and resolution to problems.

1. How flexible is/was this company in meeting changing requirements?

0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]

Additional comments: If we need them a different day or time they are always very accommodating.

1. Based on skill and working relationship, would you select this company again to provide services? [ ]  Yes [ ]  No

**Thank you for your assistance in this evaluation process.**

**Signature Date**

**Representative Name:**

Thank you for taking the time to fill out this information. Please contact Procurement Coordinator name at phone number or email address if you have any questions.

Total points: