

**ATTACHMENT D - REFERENCE QUESTIONNAIRE**

PROPOSING VENDOR: \_\_\_\_\_

DATE: \_\_\_\_\_

REFERENCE: \_\_\_\_\_

PHONE: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

**I. INSTRUCTIONS**

**A. Proposing Vendor**

- Print the name of your reference on "Reference" line.
- Print your company name on "Proposing Vendor" line.
- Send this form to your reference. Three references are required. To ensure receipt of an adequate number of reference responses, send a Reference Sheet to more than three vendors.
- It will be your responsibility to follow up with your references to ensure timely receipt of all questionnaires.

**B. Instruction for Reference**

- Print the responding individual's name, title, phone # and date on the appropriate lines.
- Type your response in the following manner. Use this form or using a separate sheet of paper, restate each question followed by your answer.
- Email your completed questionnaire prior to June 15, 2021 to:

OMES Central Purchasing  
Solicitation # 0900000488  
[OMESCPeBID@omes.ok.gov](mailto:OMESCPeBID@omes.ok.gov)

This completed questionnaire **MUST** be received by the proposal due date. **DO NOT** return this questionnaire to the Proposing Vendor.

II. Questions

A. What was the scope of the project you obtained from the vendor? \_\_\_\_\_

B. Did the vendor deliver as scheduled?  
If project is not completed give projected date of completion. \_\_\_\_\_

C. Please answer the following ten (10) questions using the scale provided:

1. Would you rate the quality of the vendor's service as:  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_  
Points (5) (4) (2) (0)

2. How would you rate the response time of this vendor?  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_  
Points (5) (4) (2) (0)

3. Did the vendor keep you informed of delivery or back orders?  
Always \_\_\_\_\_ Usually \_\_\_\_\_ Sometimes \_\_\_\_\_ Never \_\_\_\_\_  
Points (5) (4) (2) (0)

4. Did the vendor keep you informed of problems that would affect the timely delivery of the project?  
Always \_\_\_\_\_ Usually \_\_\_\_\_ Sometimes \_\_\_\_\_ Never \_\_\_\_\_  
Points (5) (4) (2) (0)

5. Rate their efforts to maintain contact with you on progress, meeting milestones, etc:  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_  
Points (5) (4) (2) (0)

6. Did you experience any problems with the accuracy of any invoicing/billing:  
No \_\_\_\_\_ Yes \_\_\_\_\_  
Points (5) (0)

7. Rate how quickly and thoroughly the vendor resolved any invoicing/billing issues:  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_  
Points (5) (4) (2) (0)

8. Have the problems you have experienced been dealt with to your satisfaction?  
Always \_\_\_\_\_ Usually \_\_\_\_\_ Sometimes \_\_\_\_\_ Never \_\_\_\_\_  
Points (5) (4) (2) (0)

9. Was this Vendor flexible in meeting your requirements?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
Points (5) (0)

If no, why? \_\_\_\_\_

D. What would you do differently the next time you undertake a similar contract?

---

---

---

---

---

---

E. Explain why you would or would not do business with this vendor again.

---

---

---

---

---

---