

EXAMPLE REFERENCE CHECK (Note: This form requires to be tailored to the specifics of the procurement exercise)

GUIDELINE SUPPLIES REFERENCE CHECK ON: [Insert tenderers name]

CONTRACT: [insert title of proposed contract]

TENDER REFERENCE: [insert tender reference]

REFERENCE OBTAINED FROM: [insert name of referee]

CONTACT: [insert contact name]

TELEPHONE NO: [insert telephone number]

1. ORDERING

1.1 What type of goods did you order?

1.2 What was or is the value of the contract?

2. INSTALLATION

2.1 Did they meet the deadline?

2.2 If not how long was the delay?

2.3 Did they offer any alternatives?

2.4 Did they install the goods to your requirements?

2.5 Did you encounter any problems with the installation?

2.6 If so what and how did they resolve them?

2.7 Did they clear the packaging?

2.8 Were the fitters on time and courteous?

3. AFTER SALES SERVICE

3.1 How quick do they respond to problems?

3.2 How quick do they do the invoice?

3.3 How often does the sales rep visit?

3.4 How do they handle faulty goods?

3.5 Are the goods adaptable?

3.6 Are the goods reliable?

4. Are you happy with the running of the contract?

5. Would you recommend this company?

6. Any other relevant information:

Reference taken up (date): _____

Reference taken up by: _____

Signature: _____

Name (Block capitals): _____