

Annexure 2: Reference Letter

PART A – To be completed by respondent for RFP submission

Company name of Respondent:		
Details of client for reference purposes:	Name:	
	Company name:	
	Contact details:	

PART B – To be completed by reference and returned to ELIDZ evaluation team If the Service Provider has not done any of the tasks below for the Referee, please place Not Applicable (N/A). This Reference is required in relation to Voice Services provided by your current Service Provider.

Please indicate and rate whether the respondent has performed the attributes/tasks listed below.	Has the service been rendered (Yes / No)	Poor	Average	Good
		1	2	3
How would you rate the experience of the service provider in configuring and implementing Microsoft Dynamics 365?				
How would you rate the after-go-live support from the service and the manner in which after-go-live issues were resolved?				
How would you rate the support and maintenance service rendered by the service provider? Are you satisfied with the service?				
Was the solution delivered in the required time frame?				
How would you rate the skills and expertise of the locally based service provider team resource?				
Was the skill competency of the team relevant and adequate to deliver on the solution?				
Was conformance to a project management standard adhered to?				
Were you satisfied with the technical support provided during the project?				

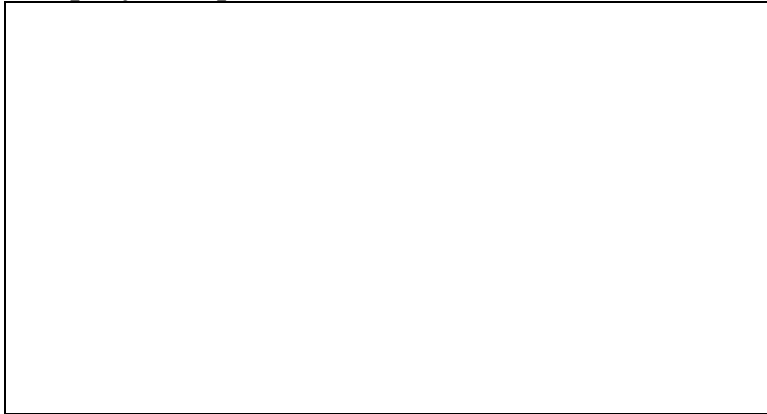
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*** The ELIDZ reserves the right to verify references”**

Referee name: _____ Referee signature: _____

Date: _____

Company Stamp

A large empty rectangular box with a black border, intended for a company stamp or seal.