

Annexure 2.1: 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
Did the service provider performed network penetration and vulnerability testing successfully?				
Did the service provider provide a concise report with the necessary remedial actions?				
Was the report delivered in the required time frame?				
Were you satisfied with the phishing awareness campaign conducted by the Service Provider?				
Was the skill competency of the team relevant and adequate to deliver on the solution?				
Were you satisfied with the technical support provided during the project?				

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

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Referee name: _____ Referee signature: _____

Date: _____

Company Stamp

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