

Annexure 2.2: 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 assistance of the services provider towards the ISO 27001 certification for your organisation?				
Did the service provider provide any ICT governance support services successfully, such as development of ICT policies and frameworks?				
How would you rate the quality of the ICT Strategy developed by the Service Provider?				
Was the communication of the service provider with relevant stakeholders adequate to enhance stakeholder participation?				
Was the skill competency of the team relevant and adequate to deliver on the solution?				
Did the service perform any maturity assessments including CoBIT? If so, how would rate the quality of their work and recommendations?				
Were you satisfied with the technical support provided during the project?				

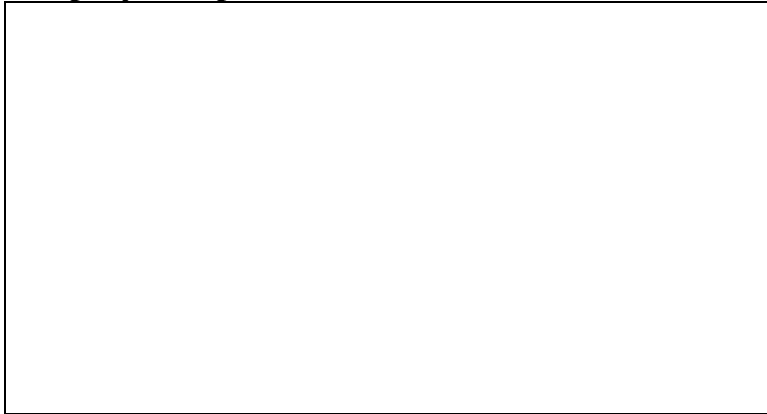
*** The ELIDZ reserves the right to verify references”**

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Referee name: _____ Referee signature: _____

Date: _____

Company Stamp

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