

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 Customs Advisory Services.

Please indicate and rate whether the respondent has performed the attributes/tasks listed below.	1 - poor services received, 2-Below average service received, 3 – for satisfactory service received, 4- good service received, 5 - for excellent services received
Did the service provider engaged key stakeholders on your behalf e.g., Customs, SARS, ITAC, etc.?	
Was the solution delivered in the required time frame and did it met agreed upon expectation?	
Was conformance to a project management standard adhered to in term of advising on the legislative requirements on any given issue?	
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 assigned task or project life cycle?	
Total	

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

Annexure 2: Reference Letter

Referee name: _____ Referee signature: _____

Date: _____

Company Stamp



In the event company does not have a stamp, kindly return Annexure 2 to be accompanied by confirmation in your letter head of referee and sign Annexure 2).