

Vendor Reference Survey

It is our understanding that your group worked with a vendor we are evaluating as part of the solicitation process.

Your responses will help us understand the vendor's capabilities and your input is valued on this important decision for UTA.

▶ *Email completed surveys to* _____.

Vendor Information

Vendor _____ Project _____

Survey Recipient _____

Contract

1. Did the vendor complete their full contract with your organization (including optional renewal years)? Yes No
2. Was the contract terminated or not renewed at any point? Yes No

If yes, explain why the contract was terminated or not renewed:

3. Rate how well the vendor performed with the contract. ▶ 1 = least positive; 10 = most positive
 1 2 3 4 5 6 7 8 9 10

Time Frame

1. Was the vendor able to deliver the product or service in the scheduled time frame? Yes No

If no, explain any delivery or implementation issues:

4. Rate how the vendor performed with the time frame. ▶ 1 = least positive; 10 = most positive
 1 2 3 4 5 6 7 8 9 10

Personnel

1. Did the vendor provide well-trained personnel educated and capable in their field(s)? Yes No
2. Was it necessary at any point to remove a vendor's employee from the project? Yes No

If yes, explain why the vendor's employee was removed:

3. Rate the vendor's employees assigned to the project. ▶ 1 = least positive; 10 = most positive
 1 2 3 4 5 6 7 8 9 10

Requirements

1. Did the vendor consistently meet or exceed project requirements? Yes No

If no, explain what requirements were not met:

2. Rate the vendor's understanding of the project requirements. ▶ 1 = least positive; 10 = most positive
 1 2 3 4 5 6 7 8 9 10

Fees

1. Did the vendor's fees change significantly after the initial contract was completed and renewed? Yes No

If yes, explain changes to the vendor's fees:

3. Rate the vendor's fees. ▶ 1 = least positive; 10 = most positive
 1 2 3 4 5 6 7 8 9 10

Communication

1. Did the vendor communicate with your staff regarding problems or modifications to the project? Yes No

If no, explain any challenges with communication:

4. Rate the vendor's communication with your staff.

▶ 1 = least positive; 10 = most positive

1 2 3 4 5 6 7 8 9 10

Overall Performance

1. Rate your overall satisfaction with this vendor.

▶ 1 = least positive; 10 = most positive

1 2 3 4 5 6 7 8 9 10

2. Please provide any comments (positive or negative) that UTA should consider when evaluating this vendor: