

Lakota Local School District (LLSD) RFQ# 2023-0331 – Attachment #4 CUSTOMER REFERENCE QUESTIONNAIRE

(To be completed and returned by the customer reference in support of the vendor’s proposal)

Dear Customer Reference:

We (Vendor’s name: _____) are currently preparing a proposal response for classroom supply kits [Lakota Local School District, Liberty Township, Ohio]. The Lakota Local School District is placing an increased emphasis on Vendor’s past performance as an evaluation factor in its solicitations. In furtherance of this RFQ requirement, we ask that your governmental organization or commercial company complete this form and to return it to the RFQ Purchasing Manager identified below. Should you be contacted by the Lakota Purchasing Manager, you may speak candidly about your response and our company’s past performance.

Your cooperation is appreciated. Should you have any questions about this request, please contact me:

(Vendor’s contact person): _____ Phone: (____) _____.

(The following to be completed by the customer reference.) **DEADLINE: Monday, March 27, 2023 (to ensure RFQ deadline is met)**

Name of reference governmental organization: _____.

Name and title of individual completing this form: _____.

Telephone Number: (____) _____ E-mail: _____

By completing and returning this form we certify the [GOODS OR SERVICES] checked below was purchased by us from this Vendor and the aggregate value of these purchases exceeded [VALUE AND DESCRIPTION] during the past 3 years.

PLEASE RATE THE FOLLOWING VENDOR PERFORMANCE ISSUES: (Check one for each value.)

	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
1. Ability to communicate effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					

	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
2. Ability to meet deadlines:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					

	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
3. Ability to resolve problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					

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	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
4. Competency of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
5. Overall reliability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
6. Ability to work with customer to resolve issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
7. Invoicing competency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
8. Responsiveness to resolving invoicing issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
9. Overall responsiveness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment: _____					
	<i>Exceptional</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Un-satisfactory</i>
	5	4	3	2	1
10. Overall customer service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Comment: _____

Any other information that you would like to share about this Vendor: _____

Signature of person who completed this questionnaire: _____

Please e-mail this questionnaire to Veronica@Lakotaonline.com by **Monday, March 27, 2023. Thank you for your participation.**