|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Supplier Name (Client)** |  | | | |
| **Name and Designation of Referee** |  | | | |
| **Location of Client (Country/City)** |  | | | |
| **Telephone No / Contact Number including country code if not in South Africa** |  | | | |
| **Email Address** |  | | | |
| **Date of Reference** |  | | | |
| **Date or period service was provided** |  | | | |
| **Service Offering**  (please tick the relevant box/s to indicate the service provided by the Proposer) | * Have they performed MIM management? Yes or No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Have they performed integration with active directory and azure? Yes or No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Have they performed integration with external database information? Yes or No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Have they performed integration via scripting? Yes or No:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **Brief description of the service provided** |  | | | |
| **Estimated value of the service provided and related currency** |  | | | |
| **Criteria** | **Needs Improvement** | **Meets Requirements** | **Exceeds Requirements** | **Exceeds Requirements and Adds Value** |
| **1. Are you satisfied with the level of service and professionalism received from the supplier?** |  |  |  |  |
| **2. Did the supplier meet your requirements in terms of implementing MIM Management?** |  |  |  |  |
| **3. Did they meet your Turnaround time for supply and support (deliver services within agreed timelines)?** |  |  |  |  |
| **4. Did they meet the agreed pricing?** |  |  |  |  |
| **5. Was the skills transfer and handover satisfactorily performed?** |  |  |  |  |
| **Criteria** | **Yes** | **No** | **Comments** | |
| **6. Would you recommend the supplier for the services indicated above?** |  |  |  | |
| **7. Do you currently use this supplier? If not, please provide reasons in the comments area** |  |  |  | |