

APPENDIX L -CLIENT REFERENCE FORM

Name of Vendor for whom reference is given: _____

Your organization's business name: _____

Your Name and title: _____

Telephone number: _____ E-Mail address: _____

- Describe the type of Vendor's software installed at your organization:

- Give a short description of the maintenance or support service for the software your organization has received from the Vendor:

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	<i>Unsatisfactory</i>	<i>Below Average</i>	<i>Average</i>	<i>Above Average</i>	<i>Exceptional</i>
1. Communications with Vendor:	0	1	2	3	4
Comments:	_____				
2. Completion of contractual requirements:	0	1	2	3	4
Comments:	_____				
3. Problem resolution and responsiveness of the vendor	0	1	2	3	4
Comments:	_____				
4. Software reliability:	0	1	2	3	4
Comments:	_____				
5. Training provided:	0	1	2	3	4
Comments:	_____				

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	<i>Unsatisfactory</i>	<i>Below Average</i>	<i>Average</i>	<i>Above Average</i>	<i>Exceptional</i>
6. Quality and timeliness of maintenance provided:	0	1	2	3	4

Comments: _____

7. Support provided for acceptance testing and system installation:	0	1	2	3	4
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Comments: _____

8. Competence of professional services staff:	0	1	2	3	4
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Comments: _____

9. Management of system upgrades and installation:	0	1	2	3	4
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Comments: _____

10. Overall satisfaction with Vendor:	0	1	2	3	4
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Comments: _____

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

Your Signature: _____

Please return the reference with Vendor Response.