

# RFP 2019-672 Municipal Solid Waste Collection Services

## ORGANIZATIONAL REFERENCE QUESTIONNAIRE

**FOR:** \_\_\_\_\_

(Name of Offeror)

This form is being submitted to your company for completion as a business reference for the company listed above. This form is to be returned to the City of Aztec via facsimile or e-mail at:

Name: Kathy Lamb, Procurement Manager  
Address: 201 W Chaco, Aztec NM 87410  
Telephone: 505-334-7653  
Fax: 505-334-7649  
Email: klamb@aztecnm.gov

no later than November 19, 2018, and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the City of Aztec Procurement Manager listed above. When contacting us, please be sure to include the Request for Proposal number listed at the top of this page.

<b>Company providing reference</b>	
<b>Contact name and title/position</b>	
<b>Contact telephone number</b>	
<b>Contact fax number</b>	
<b>Contact e-mail address</b>	
<b>Project description</b>	
<b>Project dates (starting and ending)</b>	

QUESTIONS:

In what capacity have you worked with this vendor in the past?

How would you rate this firm's knowledge and expertise?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

How would you rate the vendor's flexibility relative to changes in the project scope and timelines?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

What is your level of satisfaction with hard-copy materials produced by the vendor?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

How would you rate the dynamics/interaction between the vendor and your staff?

\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

Who were the vendor's principal representatives involved in your project and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating?

(3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

Name: \_\_\_\_\_ Rating: \_\_\_\_\_  
Name: \_\_\_\_\_ Rating: \_\_\_\_\_  
Name: \_\_\_\_\_ Rating: \_\_\_\_\_  
Name: \_\_\_\_\_ Rating: \_\_\_\_\_

COMMENTS:

How satisfied are you with the products developed by the vendor?

\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

COMMENTS:

With which aspect(s) of this vendor's services are you most satisfied?

With which aspect(s) of this vendor's services are you least satisfied?

Would you recommend this vendor's services to your organization again?