



Nevada State Purchasing Division  
Department of Administration  
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### Reference questionnaire

Due Date \_\_\_\_\_

Solicitation number \_\_\_\_\_

Single point of contact name \_\_\_\_\_

Single point of contact email \_\_\_\_\_

Proposing vendor or subcontractor \_\_\_\_\_

Client providing the reference \_\_\_\_\_

Client contact name and title \_\_\_\_\_

Client telephone and email \_\_\_\_\_

Period of performance \_\_\_\_\_

#### **1. CLIENT REFERENCE INSTRUCTIONS**

- 1.1. As part of a formal solicitation the State of Nevada has requested vendors provide references from current and/or former clients for projects of similar size and scope. This *reference questionnaire* is to provide a client reference for the proposing vendor or subcontractor above. Once you have completed the *reference questionnaire*, please submit to the single point of contact via email, with the solicitation number in the subject line, no later than the due date above.
- 1.2. The State requests all questions be answered. If an answer is not known, please answer as 'U/K'. If the question is not applicable, please answer as 'N/A'. If additional space is needed to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the appropriate RFP number.
- 1.3. Do not return the completed *reference questionnaire* to the proposing vendor. To allow for candid responses, completed *reference questionnaires* are designated as confidential business information by the Administrator pursuant to [NRS 333.020\(5\(b\)\)](#) and not public information pursuant to [NRS 333.333](#). In addition to the *reference questionnaire*, the State may contact references for further clarification.
- 1.1. Where a rating is requested, please provide a rating between 1-10. For all items, please provide any comments you feel would be helpful to the State in evaluation below each item. Poor or inadequate performance: 0; Below average performance: 1-3; Average performance: 4-6; Above average performance: 7-9; Exceptional performance: 10.

#### **2. EVALUATION ITEMS**

- 2.1. In what capacity have you worked with this vendor in the past? (no rating)

- 2.2. Vendor's knowledge and expertise, rating: \_\_\_\_\_
- 2.3. Vendor's flexibility relative to changes in scope and timelines, rating: \_\_\_\_\_
- 2.4. Your satisfaction with delivered materials, rating: \_\_\_\_\_
- 2.5. Dynamics and interaction between the vendor and your staff, rating: \_\_\_\_\_
- 2.6. Your satisfaction with products developed by the vendor, rating: \_\_\_\_\_
- 2.7. Was the schedule met and deliverables timely? Rating: \_\_\_\_\_
- 2.8. Overall customer service and timeliness in response and issue resolution, rating: \_\_\_\_\_
- 2.9. Accuracy and timeliness of billing, rating: \_\_\_\_\_
- 2.10. Vendor's ability to quickly and thoroughly resolve a service-related problem, rating: \_\_\_\_\_
- 2.11. Vendor's flexibility in meeting business requirements, rating: \_\_\_\_\_
- 2.12. Response time and customer service of local office, if applicable, rating: \_\_\_\_\_
- 2.13. Likelihood of recommending this vendor to others in the future, rating: \_\_\_\_\_
- 2.14. Which aspects of this vendor's services are you most satisfied with? (no rating)
- 2.15. Would you recommend this vendor to your organization again? (no rating)