

**About this Questionnaire:**

This serves as a bidders reference document. The questions in this document will allow Malaria Consortium to assess the vendor’s added value and capacity to deliver the product/service/work required for our activities. We hope you will take the time to respond to the following questions. Filling out the form should take less than 10 minutes. Thank you.

**PART 1 – Vendor’s evaluation & selection**

1. Please provide name of Organisation you are providing reference for:

2. Is the contract with the vendor still ongoing?

YES	NO
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3. What product(s)/service(s) does/did this vendor provide you with?

Comment:

4. Why did you select this provider over others?

Comment:

5. Based on your experience, would you consider selecting this vendor again in the future?

Yes/No  
Comment:

**PART 2 - Satisfaction over the contractual terms**

*Please rate the criteria below based on the following scale between 1 and 5*

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

6. The vendor stayed within the approved timeline/delivery schedule over the duration of the contract.

1	2	3	4	5
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7. The vendor stayed within the approved budget over the duration of the contract.

1	2	3	4	5
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8. The vendor met your expectations and requirements.

1	2	3	4	5
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**PART 3 – Customer service**

9. Has vendor disappointed you in terms of product/service delivery?

Yes/No

If Yes, please tell us in what way, and how vendor responded:

10. On a scale of 1 to 5 using the scale in PART 2 above, how satisfied are you with the responsiveness of the vendor to your enquiries, issues, and concerns?

1	2	3	4	5
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11. How satisfied are you with the vendor's approach to communication and engagement (response time for emails, phone calls, and attendance of scheduled meetings)?

1	2	3	4	5
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**PART 4 – Ethics**

12. Has the vendor attempted to offer a bribe?

(A bribe can be given or received, promised or expected, financial or in-kind, and can be of any size. Examples include money, gifts, loans, fees, hospitality services, discounts, the award of a contract or anything else of value: to induce the recipient or any other person to act improperly in the performance of their functions; to reward them for acting improperly; where acceptance of the advantage itself constitutes improper performance of the recipient's functions or actions).

Yes/No

If Yes, please comment:

13. Did any of the vendor's employees appear to be under the age of 18 years during a service/product delivery session at your premises?

Yes/No

If Yes, please comment:

**PART 5 – Conclusion**

14. Is there anything else you could share that may help us make a decision based on your overall experience with this vendor?

Comment:

Name of Organization:

Name of Contact Person:

Phone Number:

Email Address:

Signature:

Date: