**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:

|  |
| --- |
|  |

1. Is the contract with the vendor still ongoing?

|  |  |
| --- | --- |
| YES | NO |

1. What product(s)/service(s) does/did this vendor provide you with?

|  |
| --- |
| Comment: |

1. Why did you select this provider over others?

|  |
| --- |
| Comment: |

1. 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 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

1. The vendor stayed within the approved budget over the duration of the contract.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

1. The vendor met your expectations and requirements.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

**PART 3 – Customer service**

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

|  |
| --- |
| Yes/No  If Yes, please tell us in what way, and how vendor responded: |

1. 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 |

1. 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 |

**PART 4 – Ethics**

1. 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: |

1. 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**

1. 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: