# **Reference Questionnaire Template**

1. **BUSINESS REFERENCE INSTRUCTIONS**

The Nevada Clean Energy Fund (NCEF) requires business references for each RFQ response.

* RFQ respondents should provide this reference questionnaire to every individual or organization providing a business reference.
* Completed questionnaires should be submitted to [info@nevadacef.org](mailto:info@nevadacef.org) with **“SFA Contractor RFQ”** in the subject line.
  + **Do not return the Reference Questionnaire to the Solar Contractor.** References must be submitted to NCEF by the entity writing the reference.
* In addition to collecting the Reference Questionnaire, NCEF may contact references by phone.
* NCEF 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.
* NCEF will treat completed Reference Questionnaires as confidential. NCEF will not disclose submitted references but will confirm if a reference has been received.

1. **Reference information**

|  |  |
| --- | --- |
| Company Providing Reference: |  |
| Contact Name: |  |
| Contact Title: |  |
| Contact Phone: |  |
| Contact Email Address: |  |
| Solar Contractor: |  |

1. **REFERENCE QUESTIONS**

Provide a numerical rating corresponding to the below rating methodology.

|  |  |
| --- | --- |
| **Category** | **Rating** |
| Poor or Inadequate Performance | 0 |
| Below Average Performance | 1-3 |
| Average Performance | 4-6 |
| Above Average Performance | 7-9 |
| Excellent Performance | 10 |

|  |  |  |
| --- | --- | --- |
| **QUESTION** | **COMMENT** | **RATING** |
| In what capacity have you worked with this vendor in the past? |  |  |
| Rate the vendor’s knowledge and expertise. |  |  |
| Rate the vendor’s flexibility relative to changes in the project scope and timelines. |  |  |
| Rate your level of satisfaction with soft and/or hard copy materials produced by the vendor. |  |  |
| Rate the dynamics/interaction between the vendor and your staff. |  |  |
| Rate your satisfaction with the products developed by the vendor. |  |  |
| Rate how well the agreed upon, scope of work and planned schedule was consistently met and deliverables provided on time and per specifications. |  |  |
| Rate the overall customer service and timeliness in responding to customer service inquiries, issues, and resolutions. |  |  |
| Rate the knowledge of the vendor’s assigned staff and their ability to accomplish duties as contracted. |  |  |