Reference Form

Bidders must provide at least three written references from buyers within the last three years. Bidders must use the questions below and the reference must complete and sign the form.

Answer the following questions:

a. Please describe your experience working with the bid Bidder?

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b. Please detail what ambulances the bid Bidder has provided to you in the past.

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c. Were there any times where the quality of the products or installations were of poor quality? If so, how was it handled?

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d. Were deliveries delayed during your Agreement with bid Bidder? If so, how were they handled?

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e. How would you describe the bid Bidder's reliability in delivering what was ordered, on time and within cost?

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f. Please describe billing/invoicing practices: Any inaccuracies? Any unforeseen costs?

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g. What was the bid Bidder's response time and resolution time for any questions or complaints?

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h. How would you describe your customer service experiences?

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i. How would you rate the bid Bidder's overall performance?

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j. Anything else you would like to share that would be helpful to MAPC and FCAM. Feel free to make additional comments below.

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_____ _____

Reference Signature Reference Printed Name

_____ _____

Reference Company Reference Title

_____

Reference Email

_____

Date