Service Provider Referee Checklist

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| ENGINEERING COUNCIL OF SOUTH AFRICA (ECSA)  PROPOSAL FOR EXTERNAL AUDIT SERVICES  BID REFERENCE: ECSA/RFP09/2024 |

# Sourcing referee check

**Privacy and your personal information:** The Engineering Council of South Africa is collecting the below information as part of the evaluation process for ECSA/RFP09/2024. We will only use your information for this purpose. It will otherwise not be used or disclosed unless authorised or required by law. Any personal information provided will be handled in accordance with the *Information Privacy Act 2009*.

**Privacy statement read and acknowledged?**  **Yes**

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| **Referee’s name** | (Insert) |
| **Referee’s position title** | (Insert) |
| **Referee’s business name** | (Insert) |
| **Business Industry** | (Insert) |
| **Nature and length of engagement with the service provider `subject to the check** | (Insert) |
| **Contact phone** | (Insert) |
| **Contact email** | (Insert) |
| **Date of referee check** | (Insert) |

**Question 1**

**Experience** – describe your organisation’s experience with the service provider (Name of recommended bidder) and your overall level of satisfaction with the External audit services that they provided to you.

Very satisfied

Satisfied

Unsatisfied

Very unsatisfied

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| Comments: |

**Question 2**

**Capability** – were you satisfied with the capability of the key personnel assigned by (name of recommended service provider) to the External Audit Services project?

Very satisfied

Satisfied

Unsatisfied

Very unsatisfied

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| Comments: |

**Question 3**

**Time management** – how would you describe their ability to deliver on time and overcome delays from any unanticipated events or external sources.

Very good

Good

Satisfactory

Poor

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| Comments: |

**Question 4**

**Standard of work** – overall, how was their standard of work compared to the set specifications and deliverables. Please also comment if any remedial work was required, or there were any performance issues.

Very good

Good

Satisfactory

Poor

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| Comments: |

**Question 5**

**Communication** – how would you describe the service provider's commitment to maintaining clear interactions and communications while meeting the project deadlines.

Very good

Good

Satisfactory

Poor

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| Comments: |

**Question 6**

**Responsiveness** – how would you describe the service provider’s ability to respond to any requests, such as the provision of ad hoc information or the provision of requested/required reporting?

Very good

Good

Satisfactory

Poor

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| Comments: |

**Question 7**

**Knowledge** - how would you define your satisfaction with the service provider's understanding of the different external audit services and their cross-functionality?

Very good

Good

Satisfactory

Poor

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| Comments: |

Are there any additional comments you wish to provide that may assist us in this process?

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| Comments: |