

VENDOR FORM: REFERENCE SURVEY INSTRUCTIONS

Vendor must complete and return page 2 of **VENDOR FORM: REFERENCE SURVEY** as part of this procurement process. The Evaluation Committee considers Vendor's reputation and quality of Vendor's goods or services in the evaluation of this Proposal. To aid in this process, **the District requests that Proposer send the attached Vendor Form, Performance Evaluation Survey (Survey) to three (3) valid references.**

It is Proposer's **sole responsibility** to ensure that Surveys are sent to Vendor's desired references. Recipients must return the completed survey to HISD by one of the methods outlined on the Survey. **The District will not accept a Survey returned by Vendor or a Survey returned after the assigned deadline.**

While Vendor may choose its recipients, more weight may be given to the following references:

- Clients who are governmental entities, and school districts; and
- Clients provided with similar goods and/or services as called for by this project.

Vendor Instructions:

1. Complete the top section of the reference survey "Vendor Name" with the named associated with your proposal response and registered name in HISD's electronic bidding portal;
2. Provide the reference survey to the three (3) references of choice as listed in the "Attribute" tab section of your proposal response;
3. Ensure you are communicating with your references of choice to ensure they are submitting the reference survey on or before the stated deadline outlined on the reference survey.

27-09-07 Dedicated Internet Access (E-Rate Eligible)

VENDOR FORM: REFERENCE SURVEY

(To be completed by third party and emailed directly to Houston ISD Purchasing Services)

Vendor Name:

To Whom It May Concern:

The Houston Independent School District (HISD) has implemented a process to collect Vendor performance evaluations. HISD may use the information provided in its assessment of the above Vendor to determine a responsive and responsible procurement. The Vendor listed above has chosen to participate in this process and listed you as a past or present client for whom it has provided goods and/or services. HISD would greatly appreciate your completion of the survey below.

- (I) Please evaluate the performance of the Vendor on a scale of one (1) through ten (10), with 10 being the highest. If you do not have sufficient knowledge of Vendor's past and/or current performance in a particular area, please leave it blank.

NO.	CRITERIA	UNIT	SCORE
1	Ability to Manage Cost	(1-10)	
2	Quality of Product(s) and/or Services	(1-10)	
3	Quality of Customer Service	(1-10)	
4	Quick Response Time	(1-10)	
5	Ability to Maintain Confidentiality	(1-10)	
6	Close Out Process (invoicing, no unexpected fees)	(1-10)	
7	Communication	(1-10)	
8	Ability to Follow Rules, Regulations, and Requirements	(1-10)	
9	Overall Customer Satisfaction Based on Performance (comfort level using company again)	(1-10)	

TOTAL POINTS (out of 90): 0

- (II) How long have you done business with the Vendor? _____
- (III) Please provide a brief description of the goods and/or services provided to you by the Vendor and include any additional information you believe might assist HISD in its evaluation (*attach additional sheets if necessary*):

Thank you for your time and effort, it is greatly appreciated!

This survey must be received on or before: November 5, 2026 at 10:00 A.M. (CST)

Please sign below and return this completed survey directly to Houston I.S.D. via email to:

Houston I.S.D. Purchasing Services: dteer@HoustonISD.org

Completed by:

District / Company Name

Printed Name of Evaluator

Signature of Evaluator

Date