

Questionnaire for collecting feedback on vendor claims (EOBI Core IT Infrastructure Project)

EMPLOYEES' OLD-AGE BENEFITS
INSTITUTION
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Company Name	
Respondent Name	
Respondent Designation	
Contact Number(s)	
E-mail ID	

EOBI is about to acquire computer hardware, LAN/WLAN and WAN infrastructure. EOBI has already prequalified some vendors and after careful evaluation has issued RFP to technically qualified vendors. Details can be found at www.eobi.gov.pk.

The response to RFP has been received and EOBI is now verifying the credentials of the bidders by contacting clients that have been mentioned by the bidders as "satisfied" clients. We would appreciate if you can take some time out and provide us this information. The information obtained will not be used for any "legal" action against any one and will solely be used to evaluate the genuineness of the claims made by the bidders so that EOBI gets best value for its money. We again thank you for your time and assure of you of complete confidentiality.

1. What was the nature of the supplies/services extended by M/s. Supernet ?
Choose (✓) as many as applicable.

- Hardware supply Hardware maintenance Software supply
- Software maintenance LAN/WLAN establishment
- LAN/WLAN support & maintenance
- WAN establishment WAN support & maintenance
- UPS & Power equipment Data Center

2. Were supplies/services by Supernet were made within committed timelines?

- Yes
- No (if No then problem lied with)
 - Them Your organization Both

3. How satisfied are you with the equipment provided by M/s. Supernet ? Please cross the relevant box. (1 is least and 5 is most satisfied)

5	4	3	2	1
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4. How satisfied are you with the support & maintenance provided by M/s. Supernet ? (1 is least and 5 is most satisfied).

Write **Not Applicable** in case you don't have any support & maintenance experience with Supernet.

5	4	3	2	1
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5. Based on your experience with M/s. Supernet, would you recommend Supernet for doing business?

Most Definitely will	Definitely will	Probably	Definitely will not	Most Definitely will not
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