ATTACHMENT F

Vendor Reference Questionnaire

Lacey Fire District 3

Reference Information

Customer Organization	
Contact / Title	
Contact Information	
ERP Product / Version	
Modules Implemented	
Go-Live Date	
Implementation Partner	
Employee Count / Budget	

Reference Interview Questions

Why did your organization select this vendor?

Response / Notes: _____

What alternatives did you evaluate?

Response / Notes: _____

Was implementation completed on schedule?

Response / Notes: _____

Was implementation completed within budget?

Response / Notes: _____

How accurate was the original implementation estimate?

Response / Notes: _____

How much internal staff time was required?

Response / Notes: _____

How effective was data conversion?

Response / Notes: _____

How effective was payroll parallel testing?

Response / Notes: _____

How well does HR meet your needs?

Response / Notes: _____

How well does payroll handle complex compensation?

Response / Notes: _____

How easy is ad hoc reporting without vendor assistance?

Response / Notes: _____

How responsive is support?

Response / Notes: _____

What is typical response time for significant issues?

Response / Notes: _____

How effective is escalation?

Response / Notes: _____

Do you have a dedicated account/customer-success representative?

Response / Notes: _____

Does the vendor communicate roadmap/product changes effectively?

Response / Notes: _____

How reliable is the system?

Response / Notes: _____

Have you experienced significant outages or recurring defects?

Response / Notes: _____

What has been the biggest disappointment?

Response / Notes: _____

What has been the biggest pleasant surprise?

Response / Notes: _____

How responsive is the vendor to enhancement requests?

Response / Notes: _____

Have support levels changed since implementation?

Response / Notes: _____

Would you select the vendor again? Why?

Response / Notes: _____

What would you do differently if you repeated implementation?

Response / Notes: _____

What advice would you give a 200–250 employee fire district considering this system?

Response / Notes: _____

Reference Scoring

Dimension	Score 1–5	Evidence	Evaluator Notes
Implementation			
Finance			
HR/Payroll			
Reporting			
Support			
Customer Success			
Reliability			
Long-Term Partnership			
Overall			