Annexure A

Eddy Covariance (EC) System – Client Reference Questionnaire

Instructions:

The reference should be completed by an organisation that has previously procured, used, or received services relating to the Eddy Covariance (EC) system supplied by the bidder. Please provide specific comments where possible.

A. Equipment and Services Provided

1. **Please provide a brief description of the Eddy Covariance (EC) equipment supplied or used, including the manufacturer, type, and model number(s).**

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2. **What services/work did the bidder provide to your organisation in relation to the EC system?** Please indicate all applicable services, such as:
    - Supply and delivery of EC equipment
    - Installation and commissioning
    - Calibration
    - Training
    - Technical support
    - Maintenance and repairs
    - Software/data-processing support
    - Replacement of parts/components
    - Other (please specify)

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3. **What was the approximate value of the contract or procurement?** Please provide the approximate contract value and currency, where this information may be disclosed.

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B. Equipment Robustness, Reliability and Service Delivery

4. **How would you rate the robustness and reliability of the EC equipment supplied by the bidder?**
    - Below expectations
    - Met expectations
    - Exceeded expectations

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Please provide supporting comments or examples.

5. **How would you rate the bidder's delivery time for the EC equipment?**
    - Below expectations
    - Met expectations
    - Exceeded expectations

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Please provide details regarding the agreed and actual delivery period, where available.

6. **How would you rate the bidder's responsiveness to requests for service and technical assistance?**
    - Below expectations
    - Met expectations
    - Exceeded expectations

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Please provide comments on response times and effectiveness of assistance provided.

7. **How would you rate the bidder's completion and delivery times for spare parts, repairs, maintenance, and other services?**

- Below expectations
- Met expectations
- Exceeded expectations

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Please provide supporting comments.

C. Technical Support

8. **How would you rate the overall technical support provided by the bidder?**
    - Below expectations
    - Met expectations
    - Exceeded expectations

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9. **Please comment on the quality, availability, and effectiveness of the technical support provided, including troubleshooting and assistance with EC system operation, data collection, and data processing.**

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10. **Were technical personnel sufficiently knowledgeable and competent to support the EC system?**

- Yes
- No
- Partially

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Please provide comments.

D. Spare Parts, Consumables, Software and Maintenance

11. **How would you rate the availability and timely supply of spare parts and consumables required for maintenance of the EC equipment?**

- Below expectations
- Met expectations
- Exceeded expectations

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12. **How would you rate the availability and quality of maintenance and repair services provided by the bidder?**

- Below expectations
- Met expectations
- Exceeded expectations

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13. **How would you rate the availability, functionality, and support provided for the software associated with the EC system?**

- Below expectations
- Met expectations
- Exceeded expectations

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14. **Please provide any comments regarding the bidder's ability to provide ongoing maintenance, spare parts, consumables, software updates, and related technical assistance.**

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E. Overall Assessment

15. **Overall, how would you rate the bidder's performance in supplying and supporting the EC system?**

- Below expectations

- Met expectations
- Exceeded expectations

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16. **Based on your experience, would your organisation consider using this bidder again for the supply, installation, maintenance, or support of an EC system?**

- Yes
- No
- Maybe

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Please provide reasons for your response.

17. **Please provide any additional comments regarding the bidder's reliability, professionalism, quality of equipment, service delivery, technical expertise, or overall performance.**

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F. Reference Contact Details

18. **Reference organisation:**

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19. **Name and surname of reference:**

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20. **Position/Job title:**

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21. **Email address:**

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22. **Telephone/mobile number:**

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23. **Country/Location:**

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24. **Period during which the bidder provided the EC equipment/services:**

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25. **Reference's relationship to the project/contract:**

Declaration:

I confirm that the information provided above is an accurate representation of my organization's experience with the bidder and the EC equipment/services supplied.

Name: _____

Signature: _____

Date: _____