**Insert Tender Title Framework Agreement**

# **Insert – Reference Form**

Supplier Name:

The above supplier has nominated you as referee and made certain statements about the contract they held with you. Please could you use this form to confirm the accuracy of their statement and to indicate how you would rate their service during the performance of your contract?

## Part 1: Referee Details

Please complete the referee details below:

Organisation Name:

Contact Name:

Contact Email:

Contact Telephone:

## Part 2: Description of Contract

The supplier named above has provided the following description relating to the contract they have with you. They were asked to outline the scope of the contract and the capabilities required to carry out the contract. They have stated:

Please indicate below whether you agree/disagree that the statement they have provided accurately reflects their contract with you.

Strongly Agree [ ]  Agree [ ]  Disagree [ ]  Strongly Disagree [ ]

## Part 3: Supplier Rating

Please indicate how you would rate the supplier in the following areas.

## 1. Ability to fulfil roles

Excellent [ ]  Good [ ]  Poor [ ]

## 2. Quality of candidates provided

Excellent [ ]  Good [ ]  Poor [ ]

3. Quality of service provided by account management including resolving issues

Excellent [ ]  Good [ ]  Poor [ ]

Please provide any comments you would like to make about the company’s personnel

## 4. Ability to meet deadlines

Excellent [ ]  Good [ ]  Poor [ ]

## 5. Performance against KPI’s

Excellent [ ]  Good [ ]  Poor [ ]  No KPIs [ ]

## 6. Responsiveness of account management

Excellent [ ]  Good [ ]  Poor [ ]  No discrepancies [ ]

Please provide any comments you would like to make.