**Certificate of Satisfactory Execution and Outcome from Customers (Reference Questionnaire) relating to:**

**Tender for Highlands College – Website Development & Maintenance Services**

**You have been nominated as a referee by the following supplier, we would be grateful if you could please complete the relevant details and return to the supplier in order that they can send your Response for evaluation by the suppliers prospective customer.**

**Please complete and send not later than 10:00 16th April 2024.**

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| **Reference for Supplier:** |  |

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| **Referee's name, position & company:** |  |

Please provide a brief summary description of services supplied to you over the last five years (as appropriate).

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| **Date** | **Value** | **Description of work** |
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| **Service**  **Please provide a score of 1 - 10 in the appropriate box provided using the scoring criteria. Please make any additional comments in the appropriate box provided below.** | Please indicate an ‘X’ in appropriate box on the scale of  1 = Unacceptable - 10 = Excellent | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1. How well did the supplier meet your expectations in terms of mobilisation / implementation of the service? |  |  |  |  |  |  |  |  |  |  |
| 1. How well did the supplier meet your expectations in terms of quality and reliability of staff? |  |  |  |  |  |  |  |  |  |  |
| 1. How well did the supplier meet your expectations in terms of meeting deadlines? |  |  |  |  |  |  |  |  |  |  |
| 1. How well did the suppliers quality management system perform i.e. KPI’s and SLA’s, how well did they ensure its services satisfied requirements? |  |  |  |  |  |  |  |  |  |  |
| 1. How well did the suppliers offsite management team perform in terms of responding to issues, managing staff involved in the contract and holding regular contract meetings with you? |  |  |  |  |  |  |  |  |  |  |
| 1. How would you rate the supplier’s performance overall? |  |  |  |  |  |  |  |  |  |  |

**Please make any additional comments:**

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| **Date Reference Provided:** |  |