

APPENDIX C - REFERENCE REQUEST TEMPLATE



Amar Dave
Interim Director of Environment,
Culture and Sport

Civic Centre, Reading, RG1 7AE
☎ 0118 937 3737

Fax: 0118 937 2609

Our Ref: Contract No. SC115
Your Ref:

Direct: ☎ 0118 937 2676
e-mail: streetlighting@reading.gov.uk

Date:

*

Sent by e-mail to: [\[insert appropriate e-mail address\]](#)

Your contact is: **David Moore - Highways**

Dear

**CONTRACT No. SC115 - STREETLIGHTING AND ELECTRIC MAINTENANCE CONTRACT
2013 - 2018 (OJEU CONTRACT NOTICE REFERENCE No. 2012/S XXX-XXXXXX)**

REFERENCE FOR:

The above named organisation has submitted a Pre-Qualification Questionnaire in respect of the above mentioned contract and has given your name as a referee indicating that they have undertaken a contract for you of a similar nature.

In order that the organisation's suitability can be assessed, I would be most grateful if you could complete the attached questionnaire in respect of the services undertaken for you. Your reply will, of course, be treated in the strictest confidence.

I would be grateful if your completed questionnaire could be returned to me at the above e-mail address as soon as possible but no later than **23 November 2012**.

If you have any queries concerning this request for information please contact me on telephone number 0118 937 2676.

Yours sincerely

David Moore
Asset Manager

REFERENCE REQUEST

CONTRACT FOR: SC115 - STREETLIGHTING AND ELECTRICAL MAINTENANCE CONTRACT
2013 - 2018

CONFIDENTIAL

COMPANY:

Has the above mentioned organisation undertaken a contract for you which could be classified as part of a streetlighting and electrical maintenance contract, or similar?

YES

NO

Project/contract description and scope of duties carried out

(Additional information can be supplied on an extra page if necessary)

Value of Contract Per Annum	£
Date of commencement of Contract	
Period of contract	Months/Years
How many contracts of the above nature has this organisation undertaken for you?	

The headings below show various aspects of the organisation's performance. Would you please complete the sections below by placing a tick in the appropriate box to indicate your assessment of the organisation's performance on the contract(s) you described above. Please answer all questions as an unanswered question will score '0'.

		SCORE			
		3	2	1	0
		Excellent	Good	Average	Poor
1.	The organisation's ability to comply with the contract specification in relation to service delivery.				
2.	The ability of the organisation to achieve the deadlines and performance targets you specify.				
3.	The ability to maintain all aspects of highways electrical equipment to a high standard and ensure 90% + of the equipment is functional at all times.				
4.	The ability to provide an emergency service to meet a 1 hour repair deadline.				
5.	The ability to repair routine faults within 5 days of reporting.				
6.	The ability to maintain the stock inventory and provide a suitable, reliable fault monitoring and reporting IT system.				
7.	Amount of contract-side time required for monitoring of and support to provider was: Very reasonable = 3 Completely unreasonable = 0				

	(completely unreasonable means that excessive time had to be spent monitoring and supporting the provider)				
8.	Overall performance				
9.	Willingness to use this provider for future contracts: Great willingness = 3 Unwilling = 0				

Completed by (name) _____

Position: _____

Tel. No: _____

E-Mail: _____

For and on behalf of: _____

Thank you for completing this reference. Please ensure it is returned promptly to:

streetlighting@reading.gov.uk

If you are unable to e-mail it please send it to:

**Reading Borough Council
Highways Department
2-4 Darwin Close
Reading
Berkshire RG2 0RB
For the attention of David Moore**

N.B. All replies will be treated in the strictest confidence