

## APPENDIX 4

### CONFIDENTIAL REFERENCE FOR PROVISION OF: CHESHIRE EAST JOINT STRATEGIC NEEDS ASSESSMENT THIRD SECTOR INTELLIGENCE



<b>NAME OF CONTRACTOR REFERENCE RELATES TO:</b>	
<b>REFEREE CONTACT NAME:</b>	
<b>PROCUREMENT OFFICER:</b>	Abigail Coyne

IT IS THE RESPONSIBILITY OF THE TENDERING ORGANISATION TO SEND THIS TEMPLATE TO REFEREES AND ENSURE THAT REFEREES COMPLETE AND SEND TO: [procurement@cheshireeast.gov.uk](mailto:procurement@cheshireeast.gov.uk) BY SUBMISSION DEADLINE OF **08/12/15**.

- When did the contractor undertake work for your organisation? Please state start date and end date (if applicable):
- If the contractor is a current contractor to your organisation, please specify in what capacity.
- Please state:

Approximate value of business	Year	£
	Year	£
	Year	£

- Please describe the nature of the work carried out for your organisation
- Please indicate your view of the applicant's performance in the following areas:

Criteria		Rating					
		Low			High		
1	Consistency of service quality	1	2	3	4	5	6
2	The service provided to agreed timescales	1	2	3	4	5	6
3	Satisfaction with services provided	1	2	3	4	5	6
4	The service consistently offers value for money	1	2	3	4	5	6
5	Latest practices and technologies are adopted	1	2	3	4	5	6
6	The service complies consistently with the specification	1	2	3	4	5	6
7	Problems are addressed quickly and effectively	1	2	3	4	5	6
8	Accounting arrangements are effective	1	2	3	4	5	6
9	Administration systems are effective	1	2	3	4	5	6
10	Effective management information is provided regularly	1	2	3	4	5	6

6. Have you ever needed to terminate a contract or order early? YES/NO

If yes, please give details:

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7. Have you ever had cause to decline to offer an available extension to contract under any agreement with this company?

YES/NO

If yes, please give details

8. Have you ever received unsatisfactory service that has resulted in a complaint?

YES/NO

If yes, please give details:

9. Would you be prepared to use this company again for a similar service?

YES/NO

If no, please give details:

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10. What is your general impression of the applicant's business organisation?

11. If the applicant uses subcontractors to deliver parts of your works/services, what is your general impression and experience of their selection and control of their subcontractors?

12. Is this company able to trade with you electronically?

YES/NO

**Signed:**

**Date:**

**Print Name:**

**Designation:**

**Organisation/Company:**

**Address:**

**Tel. No.:**

**Fax No.:**

**Email address:**