|  |  |
| --- | --- |
| CONFIDENTIAL REFERENCE FOR PROVISION OF  AN All AGE SUBSTANCE MISUSE SERVICE |  |

APPENDIX X

|  |  |
| --- | --- |
| **NAME OF CONTRACTOR REFERENCE RELATES TO:** |  |
| **REFEREE CONTACT NAME:** |  |
| **PROCUREMENT OFFICER:** |  |

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 **20/04/2018**

1. When did the contractor undertake work for your organisation? Please state start date and end date (if applicable):

1. If the contractor is a current contractor to your organisation, please specify in what capacity.

3. Please state:

|  |  |  |
| --- | --- | --- |
|  | Year | £ |
| Approximate value of business | Year | £ |
|  | Year | £ |

1. Please describe the nature of the work carried out for your organisation
2. 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 |

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

If yes, please give details:

1. 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

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

YES/NO

If yes, please give details:

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

YES/NO

If no, please give details:

1. What is your general impression of the applicant’s business organisation?
2. 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 sub-contractors?
3. 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:**