

Request for Reference 1: Commissioner Relationships

Contract for the provision Community Health and Care Services for NHS Bath and North East Somerset

Reference Organisation Name	
Contact	
Contract Title	
Approximate Annual Value	
Contract Start Date	
Term	

Table 1: Referee Details

<Bidder name> has provided your name and the contact details in Table 1 above as a reference in support of their bid for the provision of Community Health and Care Services for Bath and North East Somerset Council and Bath and North East Somerset CCG.

As such, I would be grateful if you could confirm the proposed date and time for a conference call/site visit with the Contracting Authorities Programme Team.

Please note that the information recorded on this form may be released to suppliers if requested under the Freedom of Information Act 2000.

Thank-you for your co-operation.

No.	Question	Comments
1	Please provide a brief summary of your organisation (services, activity, and staff).	
2	Please provide a summary of the type and breadth services procured from/supplied to the Bidder.	
3	Please confirm when you implemented the services described in point 2 above and the length of contract.	
Implementation and Transformation		
6	How would you rate the Bidder in respect of their ability to meet timescales?	
7	How would you rate the Bidder in respect of their ability to meet the initial service needs (fit for purpose)?	
8	How would you rate the Bidder in respect of their flexibility and ability to meet the changing service needs?	
9	How would you rate the Bidder in respect of their stakeholder engagement performance?	
10	How would you rate the Bidder in respect of their pre-implementation and planning performance?	
11	How would you rate the Bidder in respect of their transformational change support and performance?	
13	How would you rate the Bidder in respect of their engagement with primary and secondary care providers to join up health and care?	
13	Have cash or non-cash releasing benefits been realised from this service?	
Service Management		
14	How would you rate the Bidder in terms of management of the Contract including administration and liaison arrangements?	

15	How would you rate the Bidder in respect of their overall competence in relation to provision of the services and adherence to the specification?	
16	Please indicate the ability of the Bidding organisation to deliver the service within agreed budget and KPI's for service?	
17	How would you rate the Bidder in terms of their flexibility and willingness to deal with variations or changes to current service requirements?	
18	How would you rate the Bidder's commitment to the provision of a service compatible with your quality standards and objectives?	
19	How would you rate the Bidder in terms of effectiveness of communication with all partners in delivery of service and reporting procedures (what kind)?	
20	How satisfied are you with regards to supervision arrangements of Staff?	
21	How satisfied are you with regards to staff availability at all times that the services were required; cover for sick/holidays etc	
22	How would you rate the Bidder in terms of their ability to deal with different needs of Service Users (ethnic issues, disability etc)	
23	How would you rate the Bidder in terms of ability to deliver a wide range of services to different population groups, in particular delivery of social care, mental health, children's services	
24	How would rate the Bidder in terms of their ability to integrate health and social care and deliver person centred services	
25	How would you rate the Bidder in terms of developing a workforce and culture that takes an enabling approach to supporting people to maintain their independence and self manage where possible	
General		
26	Are there any key or outstanding issues that you have experienced with the Bidder?	

27	Are there any key lessons that you have learnt?	
28	Would you consider awarding a further contract to the Bidder?	
29	Overall, how satisfied are you with the Bidder?	

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Table 2: Participants from Bath and North East Somerset

Participants at site visit/in the conference call between <Reference Site>, Bath and North East Somerset on <Date>.

Name	Role

Table 3: Participants from Reference Site

Name	Role