

Request for Reference 2: Voluntary, Community or Social Sector Relationships

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

Reference Organisation Name	
Contact or SLA with Bidder	
Service Title	
Approximate Annual Value	
Service 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 supplied to the Bidder.	
3	Please confirm when you implemented the services described in point 2 above and the length of contract.	
Culture		
4	How would you rate the Bidder in respect of their ability to forge strong contractual relationships?	
5	How would you rate the Bidder in respect of their ability to be a system leader?	
6	How would you rate the Bidder in respect of their flexibility and ability to meet the changing service needs?	
7	How would you rate the Bidder in respect of their stakeholder engagement performance?	
8	How would you rate the Bidder in respect of their ability to deliver transformational change?	
9	How would you rate the Bidder in respect of their ability to deliver person centred services	
10	How would rate the Bidder in respect of their approach to recognising and utilising the particular strengths and expertise of your organisation and others	
Service Management		
11	How would you rate the services commissioned in respect of performance and outcomes?	
12	How would you rate the Bidder in respect of their management of the contract and KPIs?	

13	How would you rate the Bidder in respect of their business approach to support effective contract management?	
14	How would you rate the Bidder in respect of their data sharing protocols to support effective and efficient service delivery?	
General		
15	Are there any key or outstanding issues that you have experienced with the Bidder?	
16	Are there any key lessons that you have learnt?	
17	Would you consider entering into a further contract or agreement with the Bidder?	
18	Overall, how satisfied are you with the relationship you have with the Bidder?	
19	What would you say are the strengths of 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