

**REFERENCE FOR THE BIDDER**

<b>Name of Institution (Client)</b>	
<b>Contract/Tender Number</b>	
<b>Contract Description</b>	
<b>Name of Service Provider (Bidder)</b>	
<b>Value of project/Total Hours of project</b>	
<b>Commencement Date</b>	
<b>Contractual Completion Date</b>	
<b>Bidder's Completion Date</b>	

**Please score the performance of the above-mentioned company by marking the relevant box**

<b>Performance Rating</b>			<b>Comments</b>
Work performed in compliance with contract terms.	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
Operational Reliability and meeting timelines of work	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	

Adherence to safety standards	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
Customer services.	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
Quality of Service.	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
Communication and accessibility.	Excellent	5	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
	Good	4	
	Fair	3	
	Poor	2	
	Very Poor	1	
Would you recommend using this service provider in future?	Yes	No	If no, provide reasons:

**OVERALL PERFORMANCE**

Excellent		Good		Fair		Poor		Very Poor	
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Name of Authorized Person \_\_\_\_\_

Designation \_\_\_\_\_

Email Address \_\_\_\_\_

Contact number \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Official Stamp**