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| **FORM C – Experience of the Company and References** | | | |
| C1 | What are the main business activities of your organisation? (max 100 words) | | |
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| C2 | Please provide brief details of your company’s previous experience in delivering the type of services required under this contract. | | |
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| C3 | Please provide an overview of the range of services that the company supports that demonstrate your ability to deliver the contract requirements. | | |
|  | | |
| C4 | Please detail your company and management structure. | | |
|  | | |
| C5 | How many staff does your organisation employ (including consortia members or sub-contractors where appropriate) in total and how many work in areas relevant to delivery of this contract? | | |
|  | | |
| C6 | Please provide details of at least two similar contracts with either the public or private sector that your organisation has held in the last three years that are relevant to the contracting authority’s requirement. **Please ensure the email address or contact details are provided, as references will be requested electronically** | | |
|  | **Contract 1** | |
|  | Customer Organisation (name):  Website (if available) |  |
|  | Customer contact name, phone number and email |  |
|  | Date contract awarded: |  |
|  | Date contract completed: |  |
|  | Brief description of contract (max 100 words) and, if the contract has been performed by the consortium, which part has been performed by the Tenderer |  |
|  | Value: |  |
|  | **Contract 2** | |
|  | Customer Organisation (name):  Website (if available) |  |
|  | Customer contact name, phone number and email |  |
|  | Date contract awarded: |  |
|  | Date contract completed: |  |
|  | Brief description of contract (max 100 words) and, if the contract has been performed by the consortium, which part has been performed by the Tenderer |  |
|  | Value: |  |
|  | **Contract 3** | |
|  | Customer Organisation (name):  Website (if available) |  |
|  | Customer contact name, phone number and email |  |
|  | Date contract awarded: |  |
|  | Date contract completed: |  |
|  | Brief description of contract (max 100 words) and, if the contract has been performed by the consortium, which part has been performed by the Tenderer |  |
|  | Value: |  |
|  | **Contract x…** | |
|  | Customer Organisation (name):  Website (if available) |  |
|  | Customer contact name, phone number and email |  |
|  | Date contract awarded: |  |
|  | Date contract completed: |  |
|  | Brief description of contract (max 100 words) and, if the contract has been performed by the consortium, which part has been performed by the Tenderer |  |
|  | Value: |  |
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| **PART C – Contract Performance** | | |
| C7 | In the last three years, have you had any contracts: | |
| Terminated for poor performance? | Yes / No |
| That has incurred contract penalties, default notices or payment of liquidated damages? | Yes / No |
| Terminated by the client earlier than the originally intended date? | Yes / No |
| That you have withdrawn from after award, either before or after the commencement of the contract? | Yes / No |
| If “**Yes**” please explain **in no more than 150 words** why. | |
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| **FORM C – Business Continuity / Risk Management / Disaster Recovery** | | |
| C8 | Does your organisation have a Business Continuity / Disaster Recovery / Risk Management plan that ensures that the described services are delivered in the event of a disruption affecting your business and ensures continuity of supply / service from your critical suppliers? | Yes / No |
| If “**Yes**” please describe its main aims and characteristics **in no more than 250 words** | |
|  | |
| If “**No**” please give reasons **in no more than 100 words** | |
|  | |
| C9 | Have there been any occasions when your business operation has been disrupted within the last 3 years? | Yes / No |
| If “**Yes**” what were the circumstances, what was the effect on your customers and how did you overcome it **in no more than 250 words**? | |
|  | |