**ANNEXURE D**

**The Bidder is required to use the attached reference letter template to obtain clear and easily verifiable references in response to the bid requirements.**

**This reference letter format is not to be completed by the bidder, but it is to be completed by the clients of the bidder who is bidding for this project giving reference to their level of the service rendered in either their current or previous project. The reference letter must be completed on the letterhead of the clients of the bidder and not the bidder.**

**The letter must NOT be older than one (1) year by the closing date of this bid***.*

**REFERENCE LETTER:**

**Title: RFP/LOG/2020/35**

**Bid Number: Maintenance of Outdoor Garden Services & Indoor Plants for SABC Auckland Park Offices for a period of five (5) years*.***

|  |  |
| --- | --- |
|  | **REFERENCE LETTER FORMAT** |
|  | Clients Letterhead |
|  | Clients Legal Name |
|  | Name of the company you are giving reference about  |
| Bid Number (optional) |  |
| Bid Description: (optional) |  |
| Describe the Contract / Project work and/or Service the above and the duration on the company provided to your organisation.  |  |
| Project period (start date)  |  |
| Project period (end date)  |  |
| Service period (start date)  |  |
| Service period (end date)  |  |
| Project Cost  |  |
| ***Please rate the above bidder according to the following Criteria by ticking column and providing comments / details:***  |
| Criteria  | Not meet requirements | Meets requirements  | Exceeds requirements  |
| *Quality of Service** *Resolving orders and invoice queries*
* *Management client relations management*
* *Sufficient tools and consumable*
 |  |  |  |
| *ONLY IF APPLICABLE**Indoor Plants General health and maintenance* * *Treatments of plants*
* *Knowledge of plants*
 |  |  |  |
| *ONLY IF APPLICABLE**Outdoor Gardens General health and maintenance** *Cutting grass*
* *Weed treatment and removal on pavings*
* *Cleanliness of gardens*
 |  |  |  |
| *Supply and delivery of fuel within agreed lead times from placement of order* |  |  |  |
| *General Maintenance of Equipment and Machinery* |  |  |  |
| *Supply and Maintenance of Seasonal flower* |  |  |  |
| *Compliance and advise on the improvements of the site based on by-laws or legislation/s amendments* |  |  |  |
| *General compliance with OHS and all regulations* |  |  |  |
| Overall Satisfaction with bidder based on the above stated criteria  |  |  |  |
| Comments |  |
| Completed by:  |  |
| Signature:  |  |
| Company Name:  |  |
| Position: |  |
| Contact Telephone Number:  |  |
| Date:  |  |