

Recommended conditions applicable to the issuance of a reference letter:

- The letter shall be issued at the request of the vendor.
- It should be used at the occasion of a tender/expression of interest or other competitive process, which shall be identified in the heading. This should eliminate the use of the letter on internet or in a brochure of the vendor.
- Unless this is authorized by the agency policy of the agency, or foreseen in the contract itself, it shall be recalled to the vendor that it shall not use the name and logo of the agency when responding to tender, nor outside the tender.
- For the agency to be able to make a proper assessment of the work of the vendor and recommend its work it may be necessary for the contract to have been entirely performed (or for LTAs that a substantial volume of work have been implemented). The application of this condition is left to the discretion of each agency.

TO WHOM IT MAY CONCERN

Re: Reference letter for [company name] in response to the call for tender/expression of interest for [name of the tender]

This letter confirms that the company [*name and address of the suppliers*] has signed a commercial contract with [*name of agency*] for the provision of [*describe goods or services provided*] from [*initial date*] to [*end date/the present*].

We [*are/were*] [*satisfied/very satisfied/not satisfied*] with the company's performance, to the extent that they [*e.g. respected the deadlines/ were in budget/ quality was fully compliant / any other explanation. Be as factual as possible.*].

This reference is provided in the context of [*e.g. a tender in respect of which the company is interested*]. These comments relate only to [*agency's*] experience with [*list here the branch or team who provided the goods / performed the services*].

This reference is given in confidence and only for the purposes for which it has been requested. It is provided in good faith and on the basis of the information available to [*the agency*] at the time it is given. This letter does not constitute an endorsement of the company's activities, its products or services. Neither I nor [*name of agency*] accept responsibility or liability for any loss or damage caused to the addressee or any third party as a result of any reliance being placed upon this letter.

Should any further information be required as to the manner in which the company has performed its contractual obligations, please do not hesitate to contact me further at [*email address of signatory*].

[*Option : This letter shall remain valid for a period of 3 months.*]