

**Leicester City Council**





**Request for Quotation (RfQ)**

**Leicester and Leicestershire Business Gateway Growth Hub** **Customer Satisfaction Survey**

**PAN2121CSS**

13 December 2021 to 28 February 2022

Quotations must be uploaded no later than  
**12 noon** on **Friday 3 December 2021**

1. Introduction
2. Instructions
3. Specification
4. Terms and Conditions
5. Quotation Response

# INTRODUCTION

## Introduction

The Leicester and Leicestershire Enterprise Partnership Limited (LLEP) working with Leicester City Council wish to invite quotations for the provision of consultancy services to undertake a Customer Satisfaction Survey

The Authority wishes to ensure that its procurement opportunities are open to small and micro local enterprises and voluntary and community sector organisations as it appreciates the very important role they play in the local economy. Quotations from these organisations are particularly welcomed.

This document is the Request for Quotation (“RfQ”) and with the appendices and all other documentation issued to Suppliers sets out details of the Authority’s requirements and how to submit a Quotation. Please ensure you read it carefully, however, should you need any further information please see section 2.4 on how to raise questions during the Quotation period.

## Project Background

Growth Hubs are re local public/private sector partnerships led by the Local Enterprise Partnerships. They are designed to provide a single local access point for business support, and to join up different sources of provision to enable business owners to get the support they need quickly and easily. There is no single defined model for a Growth Hub because they are designed to reflect local needs and partnership arrangements

The Leicester and Leicestershire Growth Hub – known as the Business Gateway was launched as a virtual hub on 1st October 2014. In 2016 the Business Gateway secured ERDF funding which has enabled the Growth Hub to develop and expand to provide face to face support to businesses. The Growth Hub is managed by the Leicester and Leicestershire Local Enterprise Partnership (LLEP) and governed by the LLEP Board.

The Business Gateway model operates through this partnership approach working with stakeholders in the delivery of business support. The current service is delivered in partnership with Leicester City Council, Leicestershire County Council, LLEP, Midlands Engine and East Midlands Chamber.

Since the Business Gateway’s inception there have been significant changes in the business support landscape.

The Business Gateway service is delivered virtually through a website, a local enquiry helpline, and peripatetic business advisors.

The main activities of Business Gateway Growth Hub are;

* One to one business support
* Workshop/Seminar programme
* Property Support
* Investor readiness
* Scale up support
* Grants

<https://bizgateway.org.uk/>

## Requirement

## The Business Gateway Growth Hub wish to appoint a collection of Consultants to undertake a Customer Satisfaction Survey

The customer satisfaction survey is an annual survey of business who have accessed the Business Gateway Growth Hub services in some form or other over the previous 12 months.

The main focus of the survey is to understand the impression that the core delivery activities have on their end users.

A series of questions have been developed targeting all work streams, however, we are open to suggestions on the development of the questions.

The Business Gateway Growth Hub team will provide the context and the contact details of the business who have accessed the service. It is anticipated that the survey will be conducted during December to January with a final written report presented to the Business Gateway Growth Hub team in February.

## Environment: What are the key challenges?

The LLEP area is home to 42,065 SMEs in a mix of rural and urban settings, the majority of the businesses are SME. BIS Business Population Estimates for 2017 indicate that around 90 percent (89.8%) of businesses in Leicester and Leicestershire are micro (employing 0-9 people) compared to 84 per cent for the UK as a whole.

As a result of this Leicester and Leicestershire has above average composition of microbusinesses and freelancers, who are more likely to operate below the official VAT/Pay-As-You-Earn (PAYE) thresholds.

Microbusinesses are particularly prevalent in textiles and fashion, design, arts, media, music, and IT sectors, which at the local level equates to an additional c20,000 businesses.

The area also performs broadly in line with the rest of the UK for patent applications, ranking 17th and 18th out of 37 NUTS2 regions for the rates of non-high tech and high-tech patents, respectively.

However, levels of overall R&D expenditure in Leicestershire, have remained relatively constant in real terms, rising by only 0.6 per cent – well below the UK average of R&D expenditure growth of 15.1 per cent over the same period.

A significant proportion of the area’s businesses were regarded as underperforming in terms of productivity – with only three sectors performing above the national average.

The LLEP business tracker survey identified several key challenges facing business in 2021, these were economic uncertainty, cashflow problems, disruption die to Covid-19 and supply chain disruption due to Covid-19 and or BREXIT.

## 1.4 Key Contractual Considerations

The proposed Contract will commence on the 13 December 2021 to 28 February 2022 and it is anticipated to award toa single supplier.

This is a one-off requirement.

Leicester City Council will be the Commissioning Authority and the commission will be managed and supported by the Business Gateway Growth Hub team.

Contractual payments will be based upon the Consultant demonstrating evidence of meeting the project milestones fully to the satisfaction of the Authority. Meetings will be organised at key milestones to ensure the project is progressing on target.

The payment allocation will also be as per table below:

|  |  |  |
| --- | --- | --- |
| Project Milestones | Evidence required | Percentage of Payment |
| Completion of 50% of the survey’s | Mid-term informal report, highlighting number of business contacted and uptake rate. | 50% |
| Completed Survey | Completed formal report | 50% |

## Living Wage

Leicester City Council is a Living Wage employer, accredited by the Living Wage Foundation (LWF) as set out on the Authority’s website.

This LWF Living Wage rate is calculated according to the cost of living in the UK and reviewed annually. As an accredited employer we pay all our direct employees the current Living Wage rate of £9.50 per hour. For further information and the current hourly rate, please see the [Living Wage Foundation](http://www.livingwage.org.uk/) website.

Please note: The LWF Living Wage is different to the National Living Wage (NLW) which is the new compulsory government hourly rate (currently £8.91 for all staff aged 25 and over.

This contract is not within the scope of the Authority’s Living Wage approach; however the LWF Living Wage is part of our core values and we encourage the Living Wage approach for qualifying staff working on our contracts.

.

## Procurement Timetable

The table below sets out the indicative timetable for this procurement process. It may be subject to change in which case the Authority will, if appropriate, endeavour to notify Suppliers.

|  |  |
| --- | --- |
| Activity | Date |
| Contract opportunity advertised | 15/11/2021 |
| Deadline for clarification questions | 19/11/2021 |
| Deadline for return of quotations (12 noon) | **26/11/2021** |
| Quotation evaluation complete | 03/12/2021 |
| Supplier Interviews, if necessary, w/c | 06/12/2021 |
| Award decision approved and communicated to Suppliers | 10/12/2021 |
| Contract Commencement date | 13/12/2021 |

# INSTRUCTIONS TO SUPPLIERS

## Instructions

Please read all the sections of the RfQ carefully to fully understand the requirements.

Please do not make any changes or deletions to the RfQ documents. Only complete the boxes asking for your responses. Any changes or deletions made to the RfQ documents will be disregarded and will not form part of the contract.

Please complete section 5 accurately, concisely and in the format provided. Please supply all the required supplementary information, clearly labelled and cross-referenced to the relevant question. Please ensure that all questions are completed in full, and in the format requested. Failure to respond to any question will result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’ and explain why you consider it does not apply. Please upload all documents separately and do not embed documents in your submission.

Any stated word limits are provided as guidance only as an indication of the length of response the Authority expects to provide a good quality but concise answer. Should you need to provide additional appendices in response to the questions, these should be numbered and cross-referenced specifically and clearly. A template for providing additional information is provided at Appendix 1. Do not return generic documents without clearly cross-referencing to specific sections of them in response to the particular questions in the RfQ. Any such documents will be disregarded. Quotations and supporting documents must be completed in English.

This procurement process will be carried out in accordance with the Authority’s Contract Procedure Rules, part 4G of [the Authority’s Constitution](http://www.leicester.gov.uk/your-council-services/council-and-democracy/key-documents/constitution/). Quotations shall be submitted in accordance with and subject to the terms of these instructions and as set out elsewhere in this RfQ. Quotations not complying with any mandatory requirement (where the word “shall” or “must” is used) may be rejected.

## Bidding Model (Consortia and Sub-contracting)

The Authority recognises that arrangements set out in question 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the Authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The Authority will make a revised assessment of the submission based on the updated information.

For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.

For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/or any sub-contractors, providing one composite response and declaration.

Where a Supplier relies on the capacities of other entities in establishing that it meets the Authority's minimum requirements of economic and financial standing, the Authority may require the Supplier and those other entities to be jointly liable for the execution of the Contract.

## Questions during the Quotation Period

A clarification question and answer process will operate until the quotation upload deadline to allow Suppliers to clarify information contained in the RfQ. Suppliers should submit any clarification questions via the [finance-llep@llep.org.uk](mailto:finance-llep@llep.org.uk). Suppliers are asked to raise any clarification questions as soon as possible to allow the Authority to respond as far as possible in advance of the quotation upload deadline.

In order to treat Suppliers fairly, the Authority will provide an anonymised copy of any appropriate/relevant clarification questions received, and the answers to those questions, to all suppliers via the <https://bizgateway.org.uk/>.

Should Suppliers wish to provide any innovative solutions which are beneficial but beyond what has been specified they should raise this during the clarification period using the clarification question and answer process described above. Should Suppliers have any concerns about the Conditions of Contract proposed they should raise this during the clarification period using the clarification question and answer process described above.

## Quotation Return

Your quotation must be returned via email only to [finance-llep@llep.org.uk](mailto:finance-llep@llep.org.uk). Please do not submit hard copies of your quotation. Your quotation should include everything required in section 5. You must have fully uploaded and submitted your quotation by the deadline stated on the cover page. Please ensure that you allow yourself plenty of time when uploading your quotation as this may take a little while.

## Quotation Evaluation

Any quotation that is accepted will be awarded on the basis of the Most Economically Advantageous quotation. Evaluation will use an 80% quality: 20% price weighting.

The evaluation will comprise three stages:

* Stage 1: Evaluation of the Selection Questionnaire.
* Stage 2: Evaluation of the Quality Section.
* Stage 3: Evaluation of Price.

As described below, these stages will normally be considered sequentially (even though they may in practice be at least in part conducted at the same time). However when there is a clear fail evident in a later stage, the Authority reserves the right not to complete the evaluation of earlier stages for that quotation where it is clear the outcome of the process will not be affected.

* + 1. **Stage 1: Evaluation of Selection Questionnaire**

The questionnaire at section 5 is used to assess the minimum standards which the Authority requires the Suppliers to meet in terms of:

* Compliance with legislation.
* Financial standing (inc. insurance).
* Technical and professional ability (inc. policies and procedures).
  + - 1. **Potential Supplier Information and Exclusion Grounds: Parts 1 and 2.**

The standard Selection Questionnaire (SQ) is a self-declaration, made by you, that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusion’s grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration). A fail from any organisation required to submit Part 1 and Part 2 will lead to a fail for the whole group submission.

* + - 1. **Selection Questions: Part 3**

If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the SQ is not provided upon request and without delay, we reserve the right to amend the contract award decision and award to the next compliant Supplier.

* + - 1. **Evaluation**

The table below sets out how each question will be evaluated.

|  |  |  |
| --- | --- | --- |
| Question Number | Scoring Criteria | How scored |
|  | **ORGANISATION DETAILS** | |
| 1.1 | Potential Supplier Information provided | Not scored |
| 1.2 | Bidding Model provided | Not scored |
| 1.3 | Contact Details provided | Not scored |
|  | **GROUNDS FOR MANDATORY EXCLUSION** | |
| 2.1 | All ‘No’ = Pass, Any ‘Yes’ = Potential Fail\* | Pass/Fail |
| 2.2 | Please see below | Not scored |
| 2.3 | ‘No’ = Pass, ‘Yes’ = Potential Fail\* | Pass/Fail |
|  | **GROUNDS FOR DISCRETIONARY EXCLUSION** | |
| 3.1 | All ‘No’ = Pass, Any ‘Yes’ = Potential Fail\* | Pass/Fail |
| 3.2 | Please see below | Not scored |
|  | **ECONOMIC AND FINANCIAL STANDING** | |
| 4.1 | Answered  Please see section 2.6.2 below | Pass/Fail |
| 4.2 | ‘Yes’ = Pass, ‘No’ = Potential Fail\*  Please see section 2.6.2 below | Pass/Fail |
|  | **RELEVANT EXPERIENCE AND CONTRACT EXAMPLES** | |
| 5.1 & 5.3 | The Authority will use the information from these questions including any references received to verify that the Supplier has a proven track record of successfully delivering services similar in this contract. | Pass/Fail |
| 5.2 | Compliance with Prompt Payment Code and monitoring/passing down of requirements included elsewhere in the Selection Questionnaire demonstrated. | Pass/Fail |
|  | **INSURANCE** | |
| 6.1 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
|  | **HEALTH & SAFETY** | |
| 7.1 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
| 7.2 | ‘No’ = Pass, ‘Yes’ = Potential Fail\* | Pass/Fail |
| 7.3 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
|  | **BUSINESS CONTINUITY** | |
| 8.1 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
|  | **DATA PROTECTION & INFORMATION GOVERNANCE** | |
| 9.1 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
| 9.2 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
| 9.3 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |
|  | **QUALITY ASSURANCE** | |
| 10.1 | ‘Yes’ = Pass, ‘No’ = Potential Fail\* | Pass/Fail |

The Yes/No answers which lead to a ‘Potential Fail’ have been coloured in red in the SQ. If you select a red answer you must provide additional information using the template at Appendix 1. The additional information should include a summary of the circumstances and any remedial action that has taken. In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has:

* paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct.
* clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The Authority will consider this, including where necessary seeking further clarification from the Supplier, and may pass any Supplier where it feels the response satisfies any concerns raised by the “Potential Fail” response as to the Supplier’s suitability and ability to deliver the Contract taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

Where supporting evidence is not explicitly requested, you do need to provide it; however, the Authority reserves the right to request reasonable written evidence from the highest scoring Supplier(s) to verify responses given prior to contract award. Failure to provide satisfactory information when requested may lead to the submission being rejected.

* + - 1. **Changes to SQ Response after the Quotation Return Date**

If changes subsequently occur in relation to the statements set out in the response to the Selection Questionnaire, the Supplier must promptly notify the Authority of them by emailing [finance-llep@llep.org.uk](mailto:finance-llep@llep.org.uk) The Authority reserves the right to disqualify any Tenderer that fails to duly notify the Authority. Suppliers are also reminded of the exclusion grounds that apply to the procurement process at all times. Any change in the eligibility of a Supplier must be notified immediately to the Authority in writing and may result in that Tenderer being disqualified from any further participation in the procurement process.

* + 1. **Financial Assessment**

In response to question 4.1, if there is no requirement for your organisation to have your accounts audited, you may supply unaudited accounts if audited accounts are not available along with the explanation as to why your accounts are not required to be audited.

The Authority sets out below its requirements for Suppliers in terms of financial and economic standing:

The table at the end of this section sets out the minimum turnover requirement that should be met and confirmed in response to question 4.2 of the SQ.

The Authority intends to run (where available) a Limited Company Creditsafe report and consider the score and risk level to assess the Supplier’s economic and financial standing. Where the Limited Company Creditsafe report gives the Supplier a score of 50 or less (moderate, high or very high risk of failing in the next 12 months) or the minimum turnover requirement is not met, the Authority reserves the right to seek further information/assurances on the Supplier’s economic and financial standing, such as that in question 4.1, to ensure you have the resources and stability to deliver the Contract over its duration. A Supplier will not be failed or rejected without first being given the opportunity to do this and explain any concerns. Where a Limited Company Creditsafe report is not available, the Authority will assess the economic and financial standing of the Supplier based on the information in question 4.1 and any further information the Supplier is able to provide (if necessary) or that is publicly available (e.g. other forms of Creditsafe report).

As part of its overall assessment of a company’s financial standing, the Council will use an external organisation (Creditsafe) to provide a risk score. The Creditsafe risk score predicts the likelihood of a company failing within the next 12 months. The model which produces the risk score was developed by looking at companies that failed over the last 12 months and assessed the commonalities within these failures. Each one of the 1 to 100 ratings directly correlate to a relational level of risk.

The main areas which Creditsafe assess in determining the risk score are outlined below:

* Financial data: liquidity and leverage ratios, trends in other key financial figures including levels of cash held compared to short term bank borrowings, adequacy of a company’s net worth to all its liabilities.
* Payment performance: describing the late (or not) payment behaviour of a company.
* Industry analysis: looking at the industry the business trades in as certain industries have a greater risk of insolvencies than others.
* Directors: e.g. the difference in the number of directors today and in the past as well as any previous associated failures of a company’s directors.
* County Court Judgments: CCJ’s are a sign of bad debt and can be an indicator of companies struggling financially.
* Ultimate holding company (UHC) performance: for example, if the UHC is creditworthy or is insolvent.

When Creditsafe applies a risk score to a company it first identifies the size of the business based on the criteria set by Companies House. This is so that all companies will be rated on a module which is used for other companies of a similar size.

The Creditsafe risk scores are banded to allow risks to be described in an easily understandable way.

| **CreditSafe Score** | **Risk Band** |
| --- | --- |
| 71-100 | Very Low Risk |
| 51-70 | Low Risk |
| 30-50 | Moderate Risk |
| 21-29 | High Risk |
| 1-20 | Very High Risk |

For more information, please follow this link: [CreditsafeUK Rating Limit Guide](http://www.leicester.gov.uk/media/183673/creditsafe-uk-rating-limit-guide-2014.pdf).

* + 1. **Stage 2: Evaluation of Quality Section**

The quality questions will be scored using the marking scheme set out in the table below.

| **UNWEIGHTED SCORE** | **DESCRIPTION** |
| --- | --- |
| 0 | **poor or unsatisfactory** response giving rise to serious concerns about meeting the specification |
| 1 | **weak** response suggesting there are shortcomings of a less serious nature in meeting the specification |
| 2 | **adequate** response suggesting that the specification is likely to be met, albeit only just, or with minor shortcomings that will not be critical to delivery of the service |
| 3 | **good** response giving confidence that the specification will be satisfactorily met in all relevant respects |
| 4 | **very good** response giving a high level of confidence that the specification will be fully met and exceeded, offering added value and further improved outcomes |

Suppliers’ responses to questions will be evaluated by the Authority’s evaluation panel and a score given for each.

Any quotation scoring 0 for any method statement will be considered to not meet the Authority’s requirements and will be rejected regardless of how well they score against the other method statements.

|  |  |  |
| --- | --- | --- |
| Question  No | Method Statement | Weighting |
| 1 | Experience | 30% |
| 2 | Proposed Methodology | 30% |
| 3 | Additional Insight | 10% |
| 5 | Quality Assurance | 10% |
|  | **Total Score %** | **80%** |

At the end of the evaluation process, a weighted score for each method statement will be calculated by applying the formula below.

|  |  |  |
| --- | --- | --- |
| Unweighted Score | x | Weighting (as per table above) |
| Maximum Unweighted Score (4) |

Any quotation that has been rejected in Stage 1 or Stage 2 will not form part of Stage 3 below.

* + 1. **Stage 3: Evaluation of Price**

The method for ascertaining the lowest contract price is defined as follows:

The quotation with the lowest genuine total contract price will receive the maximum price score of 20%. Prices of the other quotations will be scored based on the following formula:

|  |  |  |
| --- | --- | --- |
| Lowest total contract price | x | Maximum Price Score 20% |
| Quotation’s total contract price |

The Authority reserves the right to reject any tender for which the price exceeds the Authority’s affordability threshold £10,000.

The Authority reserves the right to reject any Tenders that are abnormally low following due consideration including seeking an explanation from the Supplier.

* + 1. **Completeness of Tender and Clarification**

It is the Supplier’s responsibility to ensure that all information is included within their quotation. Evaluation will be based upon the quotation along with any other documents/correspondence submitted in accordance with the instructions set out in the RfQ. Failure to respond to questions or provide requested information may lead to the quotation being rejected or scored unfavourably.

The Authority may at its discretion request a Supplier to clarify any of the information within its quotation or provide information to remedy minor omissions (e.g. the odd missing attachment/cross-reference or small part of a question unanswered). The information provided by Suppliers at this stage will be considered by the evaluation panel when scoring/evaluating the quotation. Clarification is not an opportunity to embellish quotations. In practice, if there are significant omissions (e.g. one or more questions completely unanswered or several missing attachments) the Authority will disqualify the entire quotation. The evaluation panel may choose to not seek clarification if it is clear the response will not impact on the outcome of the evaluation process.

* + 1. **Total Scores**

The total scores obtained by each Supplier for Stage 2 (quality) & Stage 3 (price) will be added together to achieve the Supplier’s overall final score.

The quotation with the highest total score will be deemed to represent the Most Economically Advantageous Quotation and will be recommended for contract award.

If two or more quotations achieve exactly the same total score, the quotation with the highest price score will be deemed to represent the Most Economically Advantageous Quotation and be recommended for Contract award.

## Award Process

When the Authority has made a final decision to award the contract, the Authority will notify the successful Supplier(s) of the Authority’s decision to award the contract.

The Authority will notify unsuccessful Suppliers including some feedback on their quotation from the evaluation process. Should the Supplier wish for further feedback they are welcome to contact the Procuring Officer.

The notification to the successful Supplier will include two copies of the formal contract documents, and request that the Supplier signs and returns these to the Authority. The Authority will then sign/seal the contract documents and send one copy back to the Supplier for their records. Where, for example, there is a delay in compiling the contract documents, the Authority may nevertheless write to the successful Supplier(s) to notify them of/confirm the award decision and send the contract documents for signature at a later date. Failure by the Supplier to execute a formal contract within a reasonable time limit (normally 14 days) specified by the Authority shall render the contract voidable at the option of the Authority. The contract will only take effect when the contract documents have been signed by both parties (not on the issue of the letter to the Supplier). Until this point the Authority will not be liable for any cost incurred by the Supplier.

Alternatively, the Authority may, where the successful Supplier needs formal notice without delay in order to meet the Authority’s timescales and where the terms of the contract are very clear from the RfQ and the Supplier’s quotation (including any other relevant documents/ correspondence), issue a binding letter of acceptance (which will be clearly identified as such). Upon such acceptance the contract shall thereby be constituted and become binding on both parties. Notwithstanding that, the Supplier shall upon request of the Authority, execute a formal contract in the form set out in this RfQ. Failure by the Supplier to execute a formal contract within a reasonable time limit (normally 14 days) specified by the Authority shall render the contract voidable at the option of the Authority.

## Conditions of Participation

All information supplied is intended to help you prepare your quotation and you must satisfy yourself of the accuracy of information and requirements. It is your responsibility to ensure that all information is included within your quotation. If a Supplier proposes to enter into a Contract with the Authority, it must rely on its own enquiries and on the terms and conditions set out in the Contract(s) (as and when finally executed), subject to the limitations and restrictions specified in it.

While the information contained in this RfQ is believed to be correct at the time of issue, neither the Authority, its advisors, nor any other awarding authorities will accept any liability for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability in relation to any statement, opinion or conclusion contained in or any omission from, this RfQ (including its appendices) and in respect of any other written or oral communication transmitted (or otherwise made available) to any Supplier. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Authority. Any liability is hereby expressly excluded, and no costs or expenses incurred for preparing or producing of the quotation will be accepted by the Authority.

Neither the issue of this RfQ, nor any of the information presented in it, should be regarded as a commitment or representation on the part of the Authority (or any other person) to enter into a contractual arrangement.

The Authority reserves the right to amend or adjust the procurement process or to terminate this procurement process at any stage, in which case it will notify all interested parties as soon as it is reasonably able to. The Authority reserves the right to subsequently re-invite quotations on the same or any alternative basis.

All Suppliers undertake to protect and keep confidential all data and information provided and undertake to protect the data and information from unauthorised access and unauthorised use.

Suppliers shall not discuss the quotation they intend to make other than with professional advisers or joint Suppliers/consortium members/sub-contractors who need to be consulted. Under no circumstances are competing Suppliers permitted to communicate or collaborate concerning their quotation. If the Authority discovers evidence of possible collusion in two or more separate Quotations, the Authority reserves the right to investigate the issues and take any action the Authority considers appropriate in relation to any suspected collusion by Suppliers, including automatic exclusion from the procurement process and/or reporting the matter to the Competition and Markets Authority.

Suppliers are not permitted to make any public announcement about this procurement without prior written approval of the Authority during the procurement process.

The Authority is committed to being open and transparent and meeting its legal responsibilities under the Freedom of Information Act 2000 and Environmental Information Regulations. Accordingly, all information submitted to the Authority may need to be disclosed in response to a request under the Act. The Authority may also decide to include certain information in the publication scheme which the Authority maintains under the Act.

If you consider that any of the information included in your quotation is commercially sensitive, you should identify this and explain any harm that may result from disclosure, and the time period applicable to that sensitivity. You should be aware that, even if you indicate that information is commercially sensitive, the Authority might be required to disclose it under the Act if a request is received.

The information you provide in your response will be treated in confidence and in compliance with the Data Protection Act 1998. Your information will only be shared with those directly involved in the procurement and evaluation process. The Supplier shall not transfer the Personal Data outside the European Economic Area without the Authority’s consent and unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of Personal Data is in place.

When providing details of contracts in answering question 5.1 of the Questionnaire (Relevant Experience and Contract Examples), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

The Authority reserves the right to contact the named customer contacts in question 5.1 regarding the contracts included in question 5.1. The Authority confirms that it will keep confidential and will not disclose to any third parties (except those contracted to the Authority to support this procurement process) any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the Authority is under a legal or regulatory obligation to make such a disclosure.

# SPECIFICATION

## Leicester & Leicestershire Start up Programme

Business Support interventions aim to have a net positive impact on productivity and the economy by addressing systematic market failures or achieving more equitable solutions.

The Business Gateway Growth Hub wish to appoint a provider to enter into a contract for the delivery of a customer satisfaction survey.

It is envisaged that information gathered from the customer satisfaction survey will provide a valuable insight into our organisation to enable us to stay relevant and to understand our customer needs and wants

The purpose of the customer survey is to solicit feedback and suggestions on how to improve the quality and efficiency of Business Gateway Growth Hub services. In keeping with the notion of creating a customer-focused and customer-driven organisation, the objectives of the proposed customer satisfaction survey are:

* To identify which services that are meeting the end users’ needs
* To identify area of performance that have potential to improve the Business Gateway Growth Hub processes.
* To identify key perceptions end users, have of the Business Gateway Growth Hub processes.
* To identify if the Business Gateway Growth Hub services are being
* To identify if staff are meeting business users needs

A formal report setting out the findings will need to be submitted.

It is envisaged the contract will go live in December 2021 and will initial run until February 2022.

## Organisation Responsibilities

The successful provider: -

* Must be able to commence active delivery of survey from December 2021
* Must be able to adhere to Business Gateway marketing and brand guidelines
* Must have the capacity to deliver in a short time period.
* Must have experience in market research
* Must work under the management of the Growth Hub manager or other designated member of staff
* Must respect the needs of participants / businesses

## Key characteristics of a provider

Essential

* + - Optimistic, enthusiastic and self-motivated, with an empathetic approach
    - Passionate about getting the best out of people, with a genuine interest in supporting others to excel
    - Integrity, independence and patience
    - Strong interpersonal skills, with a robust but respectful and constructive approach to facilitation
    - Able to offer constructive challenge
    - Ability to rapidly evaluate the needs of participants
    - Practical understanding of the current landscape of publicly funded business support (local and national)
    - Strong IT/technical skills, including computerised management information systems, diary management, and CRM databases
    - Excellent stakeholder management and relationship management abilities
    - Professional experience of managing and delivering customer satisfaction survey
    - Understanding and appreciation of smaller business – from micros to large SMEs

## Outputs

Outputs are calculated based on each group theme

|  |  |
| --- | --- |
| **Output** | **Quantitative measure** |
| Number of participants responses received for Group 1 | 80% |
| Number of participants responses received for Group 2 | 80% |
| Number of participants responses received for Group 3 | 80% |
| Number of participants responses received for Group 4 | 80% |
| Number of participants responses received for Group 5 | 80% |
| Final report | 1 |

## Project Management Arrangements

The project will be managed by representatives of the LLEP.

There will be an inception meeting, provisionally set for date 13 December 2021 to finalise the project requirements.

Regular project updates (email and telephone) will be undertaken – highlighting the main work undertaken and any problems that have arisen. CONDITIONS OF CONTRACT

Conditions of this contract will be as per the document **Leicester and Leicestershire Business Gateway Growth Hub Customer Satisfaction Survey,** Terms and Conditions attached separately.

You are strongly advised to familiarise yourself with these terms and conditions. Any queries should be raised during the clarification period. These conditions are not negotiable post award.

# QUOTATION RESPONSE

## Standard Selection Questionnaire

Please ensure that all questions are completed in full and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’ and explain why. Should you need to provide additional Appendices in response to the questions, please use the template at Appendix 1 to provide details and these should be numbered clearly and cross referenced.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| PART 1: POTENTIAL SUPPLIER INFORMATION | | | | | | | | |
|  | POTENTIAL SUPPLIER INFORMATION | | | | | | | |
|  | Potential Supplier Information | | | | | | | |
| (a) | Full name of the potential supplier submitting the information | |  | | | | | |
| (b)(i) | Registered office address (if applicable) | |  | | | | | |
| (e) | Company registration number (if applicable) | |  | | | | | |
| (k) | Trading name(s) that will be used if successful in this procurement | |  | | | | | |
| (l) | Are you a Voluntary Community Social Enterprise (VCSE)? | | | | | | | Yes  No |
| (m) | Are you a Small, Medium or Micro Enterprise (SME)? | | Large  Medium | | Small  Micro | | | |
| (o) | Details of immediate parent company:  - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable) | |  | | | | | |
| (p) | Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable) | |  | | | | | |
|  | Bidding Model | | | | | | | |
| (a)(i). | Are you bidding as the lead contact for a group of economic operators? | | | | | | | Yes  No |
|  | If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.  If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3. | | | | | | | |
| (a)(ii) | Name of group of economic operators (if applicable) | |  | | | | | |
| (a)(iii) | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. | |  | | | | | |
| (b)(i) | Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | | | | | | | Yes  No |
| (b)(ii) | If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well. | | | | | | | Yes  No |
|  | Name | |  | | | | | |
|  | Registered Address | |  | | | | | |
|  | Company Registration Number | |  | | | | | |
|  | The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables | |  | | | | | |
|  | The approximate % of contractual obligations assigned to each sub-contractor | |  | | | | | |
|  | Contact Details | | | | | | | |
| (a) | Contact name | |  | | | | | |
| (b) | Name of organisation | |  | | | | | |
| (c) | Role in organisation | |  | | | | | |
| (d) | Phone number | |  | | | | | |
| (e) | E-mail address | |  | | | | | |
| (f) | Postal address | |  | | | | | |
| PART 2: EXCLUSION GROUNDS | | | | | | | | |
| 1. 3 | GROUNDS FOR MANDATORY EXCLUSION | | | | | | | |
|  | Regulations 57(1) and (2) | | | | | | | |
| (a) | The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | | | | | | | |
|  | Participation in a criminal organisation.  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
|  | Corruption  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
|  | Fraud  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
|  | Terrorist offences or offences linked to terrorist activities  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
|  | Money laundering or terrorist financing  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
|  | Child labour and other forms of trafficking in human beings  If Yes, please provide details at 2.1(b) | | | | | | Yes  No | |
| (b) | If you have answered yes to question 2.1(a), please provide further details:  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction.  Identity of who has been convicted.  If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. | | | | | | | |
|  | N/A | | | | | | | |
|  | Self-Cleaning | | | | | | | |
|  | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? | | | | | | Yes  No | |
|  | Regulation 57(3) | | | | | | | |
| (a) | Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | | | | | | Yes  No | |
| (b) | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. | | | | | | | |
|  |  | | | | | | | |
|  | Please note: The Authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions. | | | | | | | |
| 1. 3 | GROUNDS FOR DISCRETIONARY EXCLUSION | | | | | | | |
|  | Regulation 57(8) | | | | | | | |
|  | The detailed grounds for discretionary exclusion of an organisation are set out on this [web page](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation. | | | | | | | |
| (a) | Breach of environmental obligations?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (b) | Breach of social obligations?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (c) | Breach of labour law obligations?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (d) | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (e) | Guilty of grave professional misconduct?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (f) | Entered into agreements with other economic operators aimed at distorting competition?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (g) | Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (h) | Been involved in the preparation of the procurement procedure?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (i) | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?  If Yes, please provide details at 3.2 | | | | | | Yes  No | |
| (j) | Please answer the following statements | | | | | | | |
| (j)(i) | The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. | | | | | | Yes  No | |
| (j)(ii) | The organisation has withheld such information. | | | | | | Yes  No | |
| (j)(iii) | The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. | | | | | | Yes  No | |
| (j)(iv) | The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. | | | | | | Yes  No | |
| * 1. j | Self-Cleaning | | | | | | | |
|  | If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? | | | | | | | |
|  |  | | | | | | | |
| PART 3: SELECTION QUESTIONS | | | | | | | | |
|  | ECONOMIC AND FINANCIAL STANDING | | | | | | | |
|  | Are you able to provide a copy of your audited accounts for the last two years, if requested?  If no, can you provide **one** of the following: | | | | | | Yes  No | |
| (a) | A statement of the turnover, Profit and Loss Account/ Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. | | | | | | Yes  No | |
| (b) | A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. | | | | | | Yes  No | |
| (c) | Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | | | | | | Yes  No | |
|  | TECHNICAL AND PROFESSIONAL ABILITY | | | | | | | |
|  | Relevant Experience and Contract Examples | | | | | | | |
|  | Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE), that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  If you cannot provide examples, see question 5.3. | | | | | | | |
|  |  | Contract 1 | | Contract 2 | | Contract 3 | | |
|  | Name of customer organisation |  | |  | |  | | |
|  | Point of contact in the organisation |  | |  | |  | | |
|  | Position in the organisation |  | |  | |  | | |
|  | E-mail address |  | |  | |  | | |
|  | Description of contract |  | |  | |  | | |
|  | Contract Start date |  | |  | |  | | |
|  | Contract completion date |  | |  | |  | | |
|  | Estimated contract value |  | |  | |  | | |
|  | Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s).  Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries). | | | | | | | |
|  |  | | | | | | | |
|  | If you cannot provide at least one example for question 5.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract. | | | | | | | |
|  | N/A | | | | | | | |
|  | INSURANCE | | | | | | | |
|  | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:  Employer’s (Compulsory) Liability Insurance = £5 million  Public Liability Insurance = £5 million  Professional Indemnity Insurance = £2 million  \*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. | | | | | | | Yes  No |
|  | HEALTH AND SAFETY | | | | | | | |
|  | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | | | | | | | Yes  No |
|  | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three years? | | | | | | | Yes  No |
|  | If you use Sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | | | | | | | Yes  No |
|  | BUSINESS CONTINUITY | | | | | | | |
|  | Does your organisation have in place measures that will enable you to maintain your business activities in the event of an emergency situation or unforeseen event? | | | | | | | Yes  No |
|  | DATA PROTECTION & INFORMATION GOVERNANCE | | | | | | | |
|  | Does your organisation apply procedures for the protection of personal information about individuals in conformity with applicable Data Protection legislation and changes to the law coming into effect on 25 May 2018? | | | | | | | Yes  No |
|  | Does your organisation operate a framework of policies, procedures, training and standards to enable personal information processed to be kept confidential, protected from loss, theft damage or destruction and also accessible to those who have a legitimate need to use it? | | | | | | | Yes  No |

|  |  |  |
| --- | --- | --- |
|  | Please self-certify that prior to Contract award you will have completed the Government’s Cyber Essentials Scheme by undertaking a validated self-assessment of your cyber security system, followed by verification by an Independent Certification Award. | Yes  No |
|  | **QUALITY ASSURANCE** | |
|  | Please confirm your organisation applies documented quality management procedures. | Yes  No |

## Quality Questions

The purpose of the quality questions is to enable the Authority to evaluate your understanding of our requirements and the quality of your methodology for meeting them. Your submission should describe clearly and concisely how you would provide each of the main requirements laid out in the Specification.

|  |  |  |
| --- | --- | --- |
| Question | Method Statement | Weighting |
| 1 | **Experience**  Please:  (a) Provide details of your experience of carrying out/completing customer satisfaction surveys. Submissions should demonstrate how the surveys were designed; what quantitative methods were employed to demonstrate success.  (b) Please demonstrate your knowledge, understanding and experience of the local SME business environment and the challenges/opportunities for business growth.  (c) Provide copies of or links to outputs (reports / case studies for similar projects etc.).  (d) Provide CVs for the individuals undertaking the work. | 30% |
|  | **SUPPLIER’S RESPONSE/EVIDENCE** |  |
| 2 | **Proposed Methodology**  Please:  (a) Provide a proposed methodology on how your organisation will undertake this service.  (b) Provide a detailed explanation as to why this method/process is being utilised and how this might benefit the work.  (c) Demonstrate tools and processes to mitigate risk in this project including contingency for changes in timeline. | 30% |
|  | **SUPPLIER’S RESPONSE/EVIDENCE** |  |
| 3 | **Additional Insight**  Please detail any additional value that you would derive for the participants. This should focus on any additional benefits that your proposals will deliver – above and beyond the core outputs and outcomes. | 10% |
|  | **SUPPLIER’S RESPONSE/EVIDENCE** |  |
| 5 | **Quality Assurance**  State your approach to the project management you will use to deliver this contract. Please include reporting of progress and approach to delays or obstacles within your answer | 10% |
|  | **SUPPLIER’S RESPONSE/EVIDENCE** |  |

## Pricing Schedule

Suppliers are reminded that price is worth 20% of the overall marks available. The notes below provide further guidance on how pricing should be submitted.

Supplier must provide their prices on the basis that they are making an offer on the terms of the contract (including the Specification) as supplied in this RfQ.

All prices submitted must be stated in pounds sterling and the submission totalled and exclusive of VAT.

If a Supplier’s response contains omissions in the schedule, the Authority reserves the right (at its discretion) to disqualify the entire bid or to seek further clarification regarding the omission. In practice, if there are significant omissions the Authority is likely to exercise its discretion to disqualify the entire bid.



Please note- the Authority reserves the right to reject any tender for which the price exceeds the Authority’s affordability threshold £10,000.

## Declaration

Re: Request for Quotation for Leicester and Leicestershire Business Gateway Growth Hub Customer Satisfaction Survey

To: Leicester City Council

We certify that this is a bona fide quotation, intended to be competitive and that we have not or will not (either personally or by anyone acting on our behalf):

* Fixed the amount of the quotation (or the rate and prices quoted) by agreement with any person.
* Communicated to anyone other than the Authority the amount or approximate amount or terms of my/our proposed quotation (other than in confidence in order to obtain a quotation, professional advice or insurance necessary for the preparation of the quotation).
* Entered into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount or terms of any Quotation to be submitted by him.
* Canvassed or solicited any member, officer or other employee of the Authority in connection with the award of this or any other Authority contract or quotation.
* Offered, given or agreed to give any inducement or reward in respect of this or any other Authority contract or quotation.

Having read carefully the RfQ:

* We offer to fulfil the contract to meet the requirements of the RfQ in accordance with our quotation and fully in accordance with the contract.
* We agree that this quotation shall constitute an irrecoverable, unconditional offer, which may not be withdrawn for a period of 90 days from this date.
* We understand that unless and until a formal agreement is prepared and executed, this quotation, together with your written acceptance thereof, shall constitute a binding contract between us.
* We understand that the Authority is not bound to accept any quotation it receives.
* We declare that to the best of our knowledge our quotation response is true, complete and accurate in all respects, both as at the date communicated and as at the date of quotation submission and understand that the Authority may reject our submission if we provide false/misleading information;
* We declare that, upon request and without delay we will provide the certificates or documentary evidence referred to in the RfQ and/or quotation.
* We understand that the Authority may reject this quotation in its entirety if there is a failure to follow the instructions or meet the Conditions of Participation (section 2.9) set out in the RfQ; there is a failure to answer all the relevant questions fully; or if false/misleading information or content is provided in any section; and are aware of the consequences of serious misrepresentation;
* We understand no representation or warranty, express or implied, is or will be given by the Authority or any of its agents or advisors with respect to information included in this RfQ.

The quotation must be submitted by the organisation which it is proposed will enter into a formal contract with the Authority if awarded the contract. This Declaration must be signed:

* where the Supplier is a company, by a duly authorised representative of that company.
* where the Supplier is a consortium, by the lead authorised representative of the consortium, which organisation shall be responsible for the performance of the Contract.
* where the Supplier is a sole trader, he should sign and give his name in full together with the name under which he is trading.
* where the Supplier is a partnership, by all the partners or, alternatively, one only may sign, in which case he must have and should state that he has authority to sign on behalf of the other partner(s). The names of all the partners should be given in full together with the trading name of the partnership.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  |  |  |
| Print Name: |  |  |  |
| Job Title/Designation: |  |  |  |
| Date: |  | | |
| For and on behalf of: |  | | |
| Registered Number: |  | | |
| Registered Address: |  | | |
|  |  | | |