# Invitation to Quote

Cycling Mechanics Training

##### Closing Date: 17:00 on Monday 27February 2023

# Definitions

In this Invitation to Quote, the terms listed below shall have the corresponding meanings assigned to them. The term ‘person’ shall include persons and any body of persons, corporate or non-corporate.

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| Term | Definition |
| ‘Bidder’ | Any person who has, or is seeking to, submit a Quotation to the Council. |
| ‘Contract’ | A legally binding agreement between the Council and one or more Bidders for the goods/ services/ works specified in paragraph 1.1 of these Instructions to Bidders. |
| ‘Contractor’ | Any person awarded a Contract by the Council. |
| ‘the Council’ | The Council of the London Borough of Waltham Forest. |
| ‘Invitation to Quote’ or ‘Quotation Documents’ | The documents issued by the Council to Bidders in connection with this Procurement Process. This shall include, but not necessarily be limited to, this document (including these Definitions, the Instructions to Bidders and all Appendices) and the Conditions of Contract. |
| ‘Member’ | An elected member of the Council of the London Borough of Waltham Forest. |
| ‘Procurement Process’ | Means the procedure set out in the Instructions to Bidders by which Quotations will be invited and evaluated. |
| ‘Quotation’ | An offer submitted to the Council by a Bidder in response to this Invitation to Quote. |
| ‘Submission Date’ | The last time and date by which Quotations may be submitted, as specified in paragraph 3.1 of these Instructions to Bidders. |

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| Instructions to Bidders |

#### General information

* 1. The London Borough of Waltham Forest (‘the Council’) invites Quotations for the Cycling Fasttrack Mechanics Course (‘the Contract’). **The services are described in Appendix 1 (‘Specification’).** The Contract shall commence on Friday 17 March 2023 and continue up to and including Monday 31 July 2023. The Council, at its sole discretion, reserves the option to extend the Contract for up to a further 2 months.
  2. Quotations must be submitted for the whole of the Contract. Quotations for part only may be rejected.
  3. The Council reserves the right to accept any Quotation in whole or in part or not at all.
  4. The Council shall not accept liability for any costs incurred in the preparation and submission of any Quotation, including in the event that the Council terminates the Procurement Process for any reason and/or where a Bidder is unsuccessful in being awarded the Contract.
  5. All requests for clarification and further information must be submitted electronically via the London Tenders Portal. **Telephone and email enquiries will not be accepted.** Such requests must be submitted by no later than **12:00pm on Friday 27th February 2023.** Bidders shall not otherwise make contact with any representative of the Council in connection with this Invitation to Quote unless instructed in writing by the Council.
  6. As a matter of course, the Council will disclose details of all requests for clarification/ further information, and any resulting action or explanation from the Council, to all Bidders. However, the Council will not disclose the identity of the original enquirer and shall omit any information it believes may be commercially sensitive.
  7. Bidders must ensure they read and understand all Quotation Documents, including, but not necessarily limited to, this document (including the Definitions, the Instructions to Bidders and all Appendices) and the Conditions of Contract. Any queries regarding any of the Quotation Documents must be raised with the Council prior to the Submission Date.
  8. The Council is subject to the Freedom of Information Act 2000 (“the FOIA”) and the Environmental Information Regulations 2004 (“the EIR”). Bidders shall therefore be aware that, following the award of the Contract, the Council may be required to publicly disclose any part of the Contract, including the successful Bidder’s submitted Quotation, except for any information which is exempt from disclosure under the relevant provisions of the FOIA and/or the EIR.

#### Preparation of Quotations

* 1. Valid Quotations **must** include all of the following documents, each duly completed in the form provided in this Invitation to Quote:

1. Appendix 2: Supplier Suitability;
2. Appendix 3: Pricing Schedule;
3. Appendix 4: Method Statements (including any supporting documentation);
4. Appendix 5: Declaration.
   1. Bidders must complete their Quotation in full. Incomplete Quotations may be rejected.
   2. All pricing information must be submitted in Appendix 3 (‘Pricing Schedule’). **Please do not provide pricing information on separate sheets or in other Quotation Documents**.
   3. Bidders must provide a response to **all** questions (hereafter to referred to as ‘Method Statement Questions’) set out in Appendix 4 (‘Method Statements’). Responses to all Method Statement Questions must be set out in Appendix 4 only; **please do not provide responses on separate sheets or in other Quotation Documents**. If you are required to submit any supporting documents, these should be clearly marked with the relevant question number.
   4. Responses to each Method Statement Question must not exceed 500 words. **Any part of a response that exceeds this word count will not be evaluated**. Any text within or linked to any diagrams, pictures, charts or tables included in a response **will be** included in the word count. However, where a Method Statement Question requires any supporting documents to be submitted, any text contained within these supporting documents **will not** be included in the word count.
   5. Quotations must be submitted in the English language only.
   6. Bidders must not, prior to any such time as the Contract is awarded, disclose to any person other than the Council the price or approximate price of their proposed Quotation, except where such disclosure, in confidence, is necessary to obtain insurance premium quotations or other undertakings necessary for the preparation of their Quotation.
   7. The Contract, and all purchase orders raised by the Council, shall be subject the Conditions of Contract appended to this Invitation to Quote. **Bidders shall not make or propose any amendments to the Conditions of Contract**. Any queries regarding the Conditions of Contract must be raised with the Council prior to the Submission Date.
   8. Bidders must meet the minimum insurance requirements set out in Appendix 2 (‘Supplier Suitability’). Bidders who do not already meet these requirements must provide a statement confirming that they shall do so in the event that their Quotation is successful.
   9. Bidders must not make any alterations to any Quotation Document, except where expressly permitted.
   10. All prices/rates shall be entered in the Price Schedule in pounds sterling and exclusive of Value Added Tax.
   11. Prior to submitting a Quotation, Bidders must fully satisfy themselves as to the requirements of the Contract. The Council shall deem all prices/rates submitted by Bidders to be fully inclusive of all costs, obligations, liabilities and risks which may be incurred in meeting the requirements of the Contract, and will not consider any claims from the Contractor/s for additional payments on grounds of want of knowledge.

#### Submission of Quotations

* 1. Quotations must be uploaded by **17:00 on Monday 27February 2023** (‘the Submission Date’). **Quotations submitted after this time will not be accepted**.
  2. Valid Quotation**s** mustinclude all of the documents identified in paragraph 2.1.
  3. Bidders **must** **not** submit with their Quotation any information or documentation that has not been specifically requested by the Council, such as:

1. information/documentation not relevant to a Quotation or the Procurement process, such as general sales literature/ brochures;
2. any Procurement Document not specified in paragraph 2.1 (for example, the Conditions of Contract).
   1. Quotations shall remain open for acceptance for a minimum of 60 days from the Submission Date.

#### Evaluation of Quotations

* 1. The Council reserves the right to reject a Quotation if:

1. it does not comply with any of the requirements set out in the Invitation to Quote; or
2. it contains any significant omissions; or
3. the Council deems it to have been priced abnormally low.
   1. Where certain information within a Quotation is incomplete or missing, or where specific documents are absent, the Council may require the Bidder to complete or submit such information or documentation after the Submission Date. However, Bidders shall not be permitted to submit any missing information or documentation that is subject to the award criteria/sub-criteria specified in paragraph 4.5 (such as but not limited to pricing information and method statements).
   2. Where the Council believes a Quotation to contain one or more errors or inconsistencies, the Council may require the Bidder to clarify and/or amend the relevant parts of their Quotation. However, no opportunity shall be given to amend any information subject to the award criteria/sub-criteria specified in paragraph 4.5, except to correct a demonstrable arithmetical or interpretive error.
   3. Bidders shall be aware that failure to submit any missing/incomplete information or documentation requested by the Council, or to respond to a request to clarify or amend any part of their Quotation, or to do any of these things within any specified timescales, may lead to the rejection of their Quotation.
   4. Quotations will be evaluated on the basis of the following evaluation criteria and sub-criteria:

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| Criteria | Criteria weighting | Sub-criteria | Maximum weighted score |
| Price | 60% | Price | 70% |
| Quality | 40% | **Please describe your previous relevant experience providing training, qualifications and where relevant supporting people in work experience in the cycle mechanics sector** | 15% |
| **Please describe how will you deliver the programme** | 15% |
| **What is your risk mitigation strategy to ensure learners are recruited, engaged and supported throughout the academy programme to ensure maximum positive outcomes?** | 10% |

* 1. The sub-criteria weightings represent the maximum scores **(hereafter referred to as ‘maximum weighted scores’)** that can be attained in relation to each of the corresponding sub-criteria.

## Evaluation of price

* 1. The evaluation of price will be based on the ‘grand total price’ specified by Bidders in the Pricing Schedule (Appendix 3).
  2. The lowest ‘grand total price’ submitted will be allocated the maximum weighted score of 70%. The other ‘grand total prices’ submitted will be scored in relation to the lowest ‘grand total price’ as follows—

*(lowest Quotation price ÷ other Quotation price) x maximum weighted score*

## Evaluation of quality

* 1. The evaluation of quality will be based on the responses submitted by Bidders to the Method Statement Questions set out in Appendix 4 (‘Method Statements’).
  2. Method Statement Questions shall be evaluated according the following scoring methodology:

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| Score | Description | Rationale |
| 5 | Excellent | Proposal meets requirements in full |
| 4 | Good | Proposal meets requirements in almost all respects; some minor omissions when compared with an “excellent” response |
| 3 | Satisfactory | Proposal meets requirements to a basic standard; satisfies basic/fundamental requirements only |
| 2 | Poor | Proposal fails to meet requirements in full; indicates that basic/fundamental requirements would be met only partially |
| 1 | Very poor | Proposal significantly fails to meet requirements; contains significant shortcomings |
| 0 | Unacceptable/ no response | Completely fails to meet requirements or does not provide a proposal at all |

* 1. For example, a Quotation attaining a score of 5 for any Method Statement Question will therefore attain the maximum weighted score for that question. Scores of less than five will result in weighted scores calculated as follows:

*(maximum weighted score ÷ 5) x score*

* 1. Any Quotation attaining a score of 0 for any Method Statement Questions will be rejected without further evaluation.
  2. Failure to provide a response to any Method Statement Question will result in the Council allocating a score of 0 for that question.

## Final evaluation scores

* 1. The final overall score for each Bidder will be calculated by adding their final weighted Price score to their final weighted Quality score to give an overall combined score (expressed as a percentage).

## Notification of Bidders

* 1. Acceptance of a Quotation by the Council shall be communicated in writing to the successful Bidder. All unsuccessful Bidders shall be notified in writing of the Council’s decision.

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| Appendix 1: Specification |

**Waltham Forest Council seeks a supplier to offer cycle mechanic training to residents including a level 2 cycle mechanic training, to allow them to gain a job in the industry or become self employed.**

**Background**

In April 2019, Waltham Forest declared a Climate Emergency. The Council had already taken important steps, implementing the award-winning Enjoy Waltham Forest scheme and becoming the first authority in the UK to announce it would fully divest its pension funds from oil, gas and coal stocks. In the summer of 2019 London’s first independent Climate Emergency Commission was established. The overall aim was to radically change behaviours within the whole of Waltham Forest to reach a target of net zero-carbon emissions by 2030. Net zero would mean carbon emissions would be dramatically reduced and any remaining emissions offset, neutralising the environmental impact of activities in the borough.

The Green Economy Action Plan is an extension of the vision outlined in the council’s Climate Emergency Action Plan. It will identify how the Council can support businesses to decarbonise, support the growth of low carbon goods and services businesses and support local people into green jobs. This tender forms part of this work.

5000 green jobs will be created in Waltham Forest by 2050, and xx by 2050. As a growing economy Waltham Forest is well placed within London to capitalise on the opportunities this brings for local residents, to improve their quality of life and support the rising cost of living.

ULEZ is expanding from 29 August 2023 to include Waltham Forest and results indicate that bicycle demand increases significantly (27.9%) after the introduction of ULEZ. Waltham Forest by 2025 is expected to have 288,840 potential cyclable trips by residents – a 20% increase from 2015 estimates. To match the increasing demand of cyclists and to support the grown jobs demands, this academy will address the skills gap.

**Enjoy Waltham Forest**

Building on the success of Enjoy Waltham Forest, the Council is creating more pleasant streets and neighbourhoods in which people can more easily walk and cycle to create a cleaner, greener, and healthier borough for all.

The borough’s roads are being re-prioritised to encourage more walking and cycling. Road safety has been improved by delivering new road filters, part-time road closures, new segregated cycle lanes, improved pedestrian crossings, new pocket parks, new bike hangars, tree planting, 20mph speed limits on most residential roads plus some main routes, free cycle skills training, and bike hire to encourage cycling. Key highlights in recent years include:

* Cycling: The Council has built 50km of new cycle tracks across the borough as part of the [Enjoy Waltham Forest programme](https://www.enjoywalthamforest.co.uk/)and installed 600 new bike hangars. There will be a further 150 bike hangars, four station hubs and a cycle route in South Grove.
* Electric Vehicle Charging Strategy: The Council has installed over 400 public access vehicle charging points. The Council aims to [double its Electric Vehicle Charging Points to over 1,000 by summer 2023](https://newsroom.walthamforest.gov.uk/press-releases/cee95f79-0c71-487d-873c-4e7ffe9f4590/waltham-forest-council-awarded-1m-funding-for-500-new-electric-vehicle-charging-points-in-borough).
* Launched Zero Emissions Delivery Scheme in 2017/18. By March 2021 the scheme had 69 businesses signed up.  This successful service supports businesses across the borough and delivers goods using EV bikes and EV vans.

**Number of cyclists**

Waltham Forest Council has installed 12 permanent cycle counters at locations across the borough to monitor levels of cycling. In 2021 the numbers of cyclists recorded at these locations increased by 79% since 2019. This demonstrates an ever-growing need for cycle mechanics in the borough to service demand.

**Grants for bike surgeries**

Since 2019 Waltham Forest Council has been funding local community groups that encourages residents to become active and improve wellbeing. Sessions funded by the Community Walking and Cycling Fund include learn to ride, cycle maintenance workshops and social walks. This demonstrates an increased interest in cycling from broad demographics in the borough.

After four successful rounds of projects which saw over 2000 more residents walking and cycling across the borough, we are excited to announce a further £30,000 more funding in 2023.

The aim of the fund is to develop and support the work of community groups to reach more residents than the Council would ordinarily be able to and to ensure as many people as possible enjoy the benefits of walking and cycling. Our new and existing projects look to build stronger communities, promote sustainable transport options, and support healthier lifestyles among our residents, alongside helping to tackle social isolation and loneliness.

With the number of residents growing and taking to the streets with bikes, we need to address the skills shortage of cycle mechanics in the borough. As well as providing residents the skills to ride a bike, we need to provide adequate services and access to maintenance and repairs.

**Electric-assist bikes**

E-bikes are being increasingly popular and are a great way to make cycling more accessible. Waltham Forest Council has set up a Community Cycle Loan scheme that is available to anybody who lives, works or studies in Waltham Forest in exchange for a small refundable deposit. This scheme is comprised of standard, cargo and electric-assist bikes. As the demand of cyclists and electric assist bikes increase in the borough, we require locally skilled individuals to be able to provide servicing services to ensure upkeep of these bikes.

Local businesses who offer cycle mechanic services are growing, but the vocation has historically been seen as unfavourable – not considered as ‘a real occupation’.

The trade website BikeBiz showed four vacancies for bike mechanics across the UK, two of which disclose salaries of, respectively, “£12,100, depending on experience,” and “starting at £14,601+.” Both of those compare unfavourably to official statistics showing that median weekly pay for full-time employees was £489 in the year to April 2009, equivalent to an annual salary of more than £25,000.

Many courses have shown to lack in providing skills needed on the ground. Theresa Webb, who wrote the City & Guilds course together with her husband Alf provides its application in the real world. The work experience element of the programme will further cement the participants new skills in the workplace.

**Provision of a Fast Track Cycling Mechanic Academy**

The Council wish to appoint a successful bidder to deliver a pilot programme to offer 10 residents training to support them into employment or to become a self-employed bike mechanic.

With the cost-of-living crisis having a big impact on a wide range of residents, the academy will attract a diverse range of people from all ages, skill sets and backgrounds. Residents who join the academy will be looking to learn new skills and to begin a career within the cycle trade.

Recruitment of individuals attending the training will be carried out by London Borough of Waltham Forest. The tendered organisation will be required to support recruitment by inputting on all marketing collateral using their experience.

A total of 10 people will be recruited on the programme and 8 minimum will complete the training. We recommend the training element to be delivered during the day and on weekdays. However, we are flexible to deliver some evening sessions to ensure we can support participants with other commitments to attend. Recommendations for delivery is encouraged by the tendered organistion in their submission.

The training will be delivered in-person, London Borough of Waltham Forest can support in sourcing a local location within the borough, however the tendered organisation can also provide their own space providing it is local and easily accessible for participants. As part of the training element participants will be provided refreshments to ensure they are hydrated and alert. Refreshments and venue will need to be considered and included in your quotation.

**The grand total budget for this project is £12,000.00 + VAT.**

**Outcomes**

The tender organisation/business will be able to demonstrate they have successfully achieved the desired outcomes listed below.

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| **Activities** | **Quantity** |
| Hours of training | 80 hours + per learner |
| Qualifications delivered | 10 learners qualified (minimum 8) |
| Start and finished | 10 learners (minimum 80% to complete the course) |
| Work Experience | 10 learners (minimum 8) |

The programme will include 3 core elements:

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| **Offer** | **Activity / Qualification** | **Offer Description** |
| Training | 10 Residents to complete City & Guilds “Level 2 Cycle Mechanic” course (or equivalent) | This City and Guilds course is the industry entry level for professional cycle mechanics. It is suitable for anyone seeking employment as a mechanic in the cycling industry as well as keen cyclists wishing to extend their expertise into fully servicing and repairing their own cycles.  The supplier will be able to deliver this qualification in a location based in the borough or in within close proximity. Training will be delivered during the week days between Monday and Friday, during the day. We are open to exploring some evening activities to support residents with other commitments.  Each candidate will have obtained a qualification upon completing the qualification.  Participants will learn:   * To understand the range of cycles on the market, their components, and functions * The use of cycle-specific tools * How to carry out a comprehensive cycle check * Skills to diagnose, replace and repair a range of cycle types and their components * Legislation relevant to a cycle workshop * Health and Safety regulations, as well as British and European cycle standards |
| Work Experience | 2-week work experience | The provider will play an important role in supporting the Council to locate high quality work experience or placement opportunities for participants to gain real-life experience, as we support their transition into employment, using their contacts.  how many days/hours minimum? What do we expect them to learn/experience? Will this come after the training? Will it be paid?  Participants will be required to have completed a minimum of 2-weeks work experience at a local business. LBWF will supporting in making connections to relevant businesses and hosts. The work experience element will be delivered upon completion of the qualification.  Work experience is a valuable element to the programme. We want participants to get a full hands-on experience as cycle mechanics, engaging with customers, fulfilling orders and applying their knowledge by working in real-life scenarios. Administrative duties can be part of the placement but should not be the primary activities. |
| Employment | Group and one to one support provided to the cohort by Waltham Forest Council’s Employment and Opportunities team. | Our Employment and Opportunities team offers accredited and non-accredited employability and skills training for unemployed people, with a focus on people who face barriers to work. We have designed multiple pathways into volunteering, work placement and employment, designed to take advantage of the growth in the cycling sector.  Participants wishing to go down the self-employed route will be supported by our BIPC team and Adult Learning Service.  The provide is not expected to support the employment team directly with recruitment but we encourage the provide to support LBWF by providing links to employers and organisations with vacancies. |

**Timeline for the programme**

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| **Activity** | **Date** |
| Tender published | Monday 6 February 2023 |
| Deadline for clarification questions | Friday 17 February 2023 |
| Tender submission deadline | Monday 27February 2023 |
| Tender evaluation period | Monday 27 February to Monday 6 March 2023 |
| Contract awarded | Friday 10 March 2023 |
| Notification to suppliers | Tuesday 14 March 2023 |
| Contract start date | Friday 17 March 2023 |
| Contract end date | Monday 31 July 2023 |
|  | |
| Participants Recruited | Monday 3 April to Monday 15 May 2023 |
| Qualification delivery | Monday 22 May to Monday 5 June 2023 |
| Work experience delivery | Monday 19 June to Friday 30 June 2023 |
| Employment Support | Monday 19 June 2023 onwards |

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| Appendix 2: Supplier Suitability |

#### General information

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| Company name: |  |
| Address: |  |
| Contact name: |  |
| Contact telephone number: |  |
| Contact email address: |  |

#### Insurances

The Contractor shall be required to hold the following types and minimum levels of insurance**.** **Please provide a copy of your insurance policy documents as proof of insurance cover**.

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| Type of Insurance | Minimum level of cover |
| Public Liability | £5,000,000.00 |
| Professional Indemnity | £1,000,000.000 |
| Employer’s Liability | £5,000,000.00 |

If you do not already meet any of the minimum levels of insurance specified above, please provide a statement below confirming that you will do so in the event that your Quotation is successful.

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| Appendix 3: Pricing Schedule |

***Please insert any additional lines you would like to add to the pricing schedule.***

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| Description | Quantity | Unit Price | Total Price |
| Delivery of qualification | Per learner | £ | £ |
| Work experience support | Per learner | £ | £ |
| Employment Support  Supporting the employment team to find relevant vacancies and make necessary introductions to organisations and employers. This will be included as part of the tender’s social value | Per learner |  |  |
| Staffing, if not included in qualification/training costs | 1 | £ | £ |
| Other, please specify | 1 | £ | £ |
|  | Grand total | | £ |

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| Appendix 4: Method Statements |

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| Method Statement 1 – Experience (400 words) |
| **Please describe your previous relevant experience providing training, qualifications and where relevant supporting people in work experience in the cycle mechanics sector**  **Responses should comment on:**   * **Please provide a background to your organisation and list the cycling programmes that are, or have been, managed by your organisation.** * **Explain the experience and skills of the staff members who will be involved in delivering this academy** * **Describe your experience supporting people out of work, or changing careers, into the sector** |
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| Method Statement 2 – Your Proposal (400 words) |
| **Please describe how will you deliver the programme**  **Responses should comment on:**   * **Provide evidence that you understand the brief, its risks and challenges.** * **Your activity programmes’ intended delivery methods, content, partners or consultants involved.** * **The proposed location for training and its accessibility to Waltham Forest residents** |
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| Method Statement 3 – Engagement (400 words) |
| **What is your risk mitigation strategy to ensure learners are recruited, engaged and supported throughout the academy programme to ensure maximum positive outcomes?**  **Responses should comment on:**   * **How will you retain learners on the programme and avoid any drop-outs?** * **What will you do to support learners who find difficulty in obtaining employment?** * **How will you ensure there is regular communication with London Borough of Waltham Forest and other stakeholders?** |
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| Appendix 5: Declaration |

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| **In submitting this Quotation, I/We: -**   1. in the event that My/Our Quotation is successful and I/We are awarded the Contract, I/We undertake to execute and perform the Contract for the sums set out in the completed Pricing Schedule and according to the methods described in My/Our responses to the Method Statement Questions, and shall do so in accordance with the Conditions of Contract, the Specification and the other documents and appendices referred to in the Invitation to Quote. 2. certify that this Quotation is bona fide and intended to be competitive, and that I/We have not: 3. fixed or adjusted the amount, prices, charges or rates in the Quotation by or in connection with any agreement or arrangement with any other person or by reference to any other Quotation; or 4. entered into any agreement with any other person that they shall refrain from submitting a Quotation, or as to the amount of any Quotation to be submitted; or 5. directly or indirectly canvassed any Member or employee of the Council concerning the acceptance of any Quotation, or directly or indirectly obtained or attempted to obtain information from any such Member or employee concerning any other Quotation; or 6. offered to pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Quotation or proposed Quotation any act or thing of the sort described above; or 7. committed an offence under the Bribery Act 2010 and any subordinate legislation made under the Bribery Act 2010 or given any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972. 8. understand that the Council may be required to publicly disclose any part of My/Our Quotation if its disclosure is requested under the Freedom of Information Act 2000 or The Environmental Information Regulations 2004; 9. certify that all information supplied is accurate to the best of My/Our knowledge and belief. I/We understand that the submission of false information may result in the disqualification of My/Our Quotation; 10. warrant that this Quotation is bona fide and that the person submitting it (named below) is duly authorised to do so.   In this document, the term ‘person’ shall include persons and any body of persons, corporate or non-corporate. | |
| Name: |  |
| Position: |  |
| Signature: |  |
| Organisation name: |  |
| Date: |  |