All sections must be completed without ambiguity and returned as per the instructions provided via the chest and by the deadline indicated.

All Quotations are to be submitted in the English Language.

If you have any questions or queries please make contact via ‘The Chest’ at the earliest opportunity**.** Both questions and answers will either be made public on ‘The Chest’, or a response directed to the originator depending on the content.

Additional documents must be attached to the relevant question to which theyrelate.

Please **do not** include general marketing or promotional material for your organisation, either as answers for any of the questions or for any other reason.

You should approach your submission as if Merseytravel knows nothing about your organisation and provide full details to the questions asked**.**

You must complete the Price Submission in the format specified. All the prices quoted should be in sterling and exclude VAT (which will be paid in addition to the Quotation price where appropriate). To reduce the need for further clarification:

• Do not leave fields blank - if there is no charge for a specific item enter zero

• If a specific unit price is requested please do not insert your own

• Prices should be submitted to 2 decimal places and formulae should not be included.

• Clearly detail any additional charges not specified on the template ensure that you follow any additional instructions on the price submission document

Your quotation should remain open for acceptance for a period of 30 days. A quotation valid for a shorter period may be rejected.

If you encounter any technical problems associated with this process please log issues via ProcontractSuppliers@proactis.com or go directly to <http://proactis.kayako.com/default>. For critical and Time-sensitive issues (normally requiring resolution within 60 minutes) then please call 0330 005 0352. Supplier help guides are also available on “The Chest” from [www.the-chest.org.uk](http://www.the-chest.org.uk).

Please note: **The submission of the supplier’s response via ‘The Chest’ is considered to be an electronic signature and that the designated person submitting the quote has the authorisation to do so.**