



# **Request For Quotation (RFQ)**

**Information and instructions for potential suppliers**

**January 23**

**Category: Referral Management System & Services**

## RFQ reference: SEETEC/RefMS – 01/23

###

### Contents

This document contains several different sections detailing the services required and outlined further below. Please ensure that this document is reviewed in its entirety for completeness. If any section(s) is/are found to be missing, please contact the appropriate Seetec representative named within this document without delay. **Failure to do so may compromise the integrity of any subsequent submission, with any incomplete proposals will be deemed non-compliant. Any non-compliant proposal is subject to exclusion from the evaluation process at the sole discretion of Seetec.**

**Note:**

Any required additions and/or corrections to the original RFQ document will be communicated in writing to all recipients.

* **Overview**
* **Proposal Information**
* **Supplier performance management**
* **Submission Instructions**
* **Service level expectations**
* ***Schedule (1):* Specification**
* ***Schedule (2):* Service Level Agreement**
* ***Schedule (3*): Supplier Information submission**
* ***Schedule (4):* References**
* ***Schedule (5):* Proposal templates**
* ***Appendix (1):* Terms and Conditions**
* ***Appendix (2):* Contractor Guidance notes**
* ***Appendix (3):* Confidentiality**

### Contact details

Should you have any queries relating to this RFQ or require any further explanation, communications should be directed to the representative named below:

|  |  |
| --- | --- |
| Name | Andrew Jarvis |
| **Position** | Senior Procurement Category Manager |
| **Mobile Telephone** | 07548 096689 |
| **E-mail** | Procurement@seetec.co.uk |

###

### Seetec Overview

Seetec Group are one of the UK and Ireland’s largest and most experienced providers of Government funded public and business services. Founded in 1984, Seetec has close to 40 years' experience of helping businesses to grow, communities to flourish and people from all walks of life to reach their full potential. People are at the heart of everything we do and we are wholly committed to empowering those we work with to better their lives, meaning that we can embed social value into our work and services. We are transforming over 100,000 lives every year through education, training, employment opportunities, rehabilitation, recovery, health and wellbeing services. On top of all this, Seetec Group are a 51% Employee-Owned organisation, making Seetec the 16th largest Employee-Owned Company in the UK.

**Seetec Group** has 5 business areas within its structure:-

* **Seetec Business Technology Centre (SBTC)** consists of the Corporate Services teams that deliver behind-the-scenes services, like payroll, bid writing and marketing, that support our operational business areas and keep everything working together. We provide support to the other Seetec business areas in terms of looking after their finance, HR, marketing, communications and IT requirements
* **Seetec Employability and Skills – both in the UK and in Ireland.** In the UK**,** we work predominantly in England, whilst in the Republic of Ireland, we work predominantly in the West, North West, Midlands, North East and Dublin areas. Our mission is to empower people in work, life and wellbeing. We support thousands of people each year to build confidence, skills and move towards and into work
* **Interventions Alliance (IA)** - we use our research base and experience, as well as collaborating with organisations, to confront some of the all-too-common social care and criminal justice challenges, designing and innovating new interventions that address areas of critical need
* **Seetec Training** - We deliver vocational training, including apprenticeships, across a range of industries and levels, including professional and public services, transport and logistics and aviation engineering. Working with large and small employers across the UK, we enable businesses to meet current and future skills needs, while helping individuals of all ages to build a rewarding career
* **Pluss CIC** - We create and source jobs and opportunities, and by focusing on people’s strengths we raise aspirations and help them overcome their barriers to work and develop the skills that employers are looking for.

### Seetec Procurement

Our vision is to ensure we achieve the best possible services at the right price to ensure we can continue to work with and deliver against our wide-ranging employment and health services programmes, that support participants in overcoming barriers, enabling progression and helping them to progress through the programme.

Further information on Seetec, including who we are and what we do can be found by visiting: [Seetec website](https://seetec.co.uk/)

### Proposal information

**Scope**

* This RFQ document gives both current and potential suppliers the opportunity to submit proposals for the supply of services required by Seetec
* The RFQ is designed to help suppliers provide consistent and comparable proposals.
* The scope of this RFQ covers the Supply of referral management system software and support services for our Multiply Contract funded by the UK Government through the UK Shared Prosperity Fund

**Submission**

* Supplier proposals must be returned **no later** than 5pm GMT on 31 January 2023
* All supplier responses are to be made via e-mail in the stipulated format and application. Any deviation from this may inhibit our ability to assess your submission, any may result in disqualification from further review.
* No hard copy is to be submitted in response to this RFQ unless specifically requested by the originator of the RFQ named in the “Contact Details” section.
* By submitting a response to this RFQ suppliers/contractors accept all of the provisions of this document including service level expectations and the application of Seetec terms and conditions of purchase.

**Evaluation**

* The RFQ contains specific instructions detailing the type and format of information that is required. **Failure by a supplier to either follow the requested format or respond to all questions may inhibit our ability to evaluate your proposal and result in proposal rejection**. The RFQ is intended to permit Seetec to evaluate all sourcing options that are available and identify an option which meets our objectives of cost, quality and service optimisation. Completeness of response is vital to allow valid evaluation.
* Each proposal submitted will be evaluated impartially against the same set of criteria which may include, but not necessarily be limited to, the following:
* Purchase price competitiveness
* Service level capability
* Product quality
* Support infrastructure
* Provision of training / after-sales support
* Range / geographic coverage
* Any information relating to spend or volume is to be regarded as indicative only and is not to be interpreted or construed as any commitment or obligation regarding future business levels.
* Should the indicative values be exceeded significantly during the term of the agreement then the parties agreed that rebates may apply, therefore please provide examples of the structure of any possible rebate mechanisms that you are willing to adopt/apply
* Creativity and proactive approaches to reduce overall costs will be taken into consideration.
* Suppliers are encouraged to provide any additional information (in a concise format) that may support their proposals.
* Seetec may need to contact suppliers for clarification or additional information concerning their proposal and may request presentations both electronically and/or via site visits. **It is highly likely that any required presentations will be undertaken remotely.**

**Responsibility for proposal costs**

* Any and all costs incurred by suppliers in the development of proposal responses and their subsequent submission are entirely the sole responsibility of the proposing party and shall not be charged in any form or manner to Seetec.

**Contract duration**

* Any contracts/agreements will include a specific termination clause. Seetec reserves the right to reconsider at any time any contract / agreement that no longer matches its expectations in terms of service and / or cost profile.
* Contract duration: February 2023 – March 2025

**Payment terms**

* Standard Seetec payment terms shall apply to any contract/agreement.
* Standard payment terms are 30 (thirty) days net monthly account.
* No other payment terms shall be acceptable unless agreed to in writing by a representative of Seetec.
* Any invoice received that states unauthorised or unagreed payment terms shall automatically default to Seetec standard payment terms.
* Suppliers are encouraged to respond with invoice payment proposals that minimise the number of payment transactions or reduce administrative burden for invoice payment by any alternative mechanism.

**Withdrawal of proposal**

* Suppliers may withdraw their proposal from consideration at any time prior to reaching of an agreement by notifying the nominated Seetec representative in writing.

**Right to reject**

* Seetec reserves the right to reject any or all proposals or any portion thereof and is not required to disclose the reasons for rejection.
* Neither receipt of a proposal by Seetec nor failure to reject a proposal shall impose any legal obligation(s) upon Seetec.
* Seetec is under no obligation to procure or contract for the goods or services requested in this RFQ document.

**RFQ documents**

* Seetec reserves the right to retain all proposal submissions.
* No proposals in whole or part, or any accompanying information, will be returned unless such arrangements are made in advance of receipt of the proposal by Seetec. Any and all costs incurred would be the sole responsibility of the requesting party.

**Proposal process completion**

* Discussions and/or negotiations will be based upon the initial responses to this RFQ. However, if, at the sole discretion of Seetec, these discussions are deemed unsuccessful with any or all respondents, then Seetec reserves the right to discontinue the process.
* Notwithstanding any other statement in this RFQ, Seetec is under no obligation to enter into any agreement or contract with any respondent.
* The proposal process will conclude when Seetec executes an agreement or enters into a contract with a selected supplier, **OR** when Seetec terminates the proposal process for any reason.
* Seetec is under no obligation to disclose the reason(s) for termination of the proposal process.

**Proposal validity**

* Each and every aspect of the supplier proposal must remain valid for a minimum period of 60 (sixty) days from the closing date for receipt of proposals.

**Specification compliance**

* Suppliers are expected to ensure absolute conformity and compliance with the specification contained within **Schedule 1 (One)** of this RFQ.
* Any deviation from the required specification must be highlighted and a supporting statement provided explaining why there is a deviation and how compliance with Seetec’s performance expectations would be achieved.
* It will be mandatory that following the reaching of any contract/agreement, any proposed changes to the original specification as detailed within this document, encompassing aspects such as product/process/service **must only be instigated with the express and written permission of a representative of Seetec**, irrespective of whether there is any impact upon performance.
* Any supplier selected by Seetec will have responsibility for ensuring that all relevant environmental, national and international legislation, directives, approvals, bye-laws, standards, regulations and accreditations are fully adhered to and complied with under all circumstances. It is the responsibility of the supplier to ensure that any changes, amendments or updates to such aspects are fully implemented in accordance with requirements no later than the designated date by which such changes, amendments or updates come into force.

**Ordering method**

* Seetec is continually striving to purge transactional activity from the supply chain, and therefore will adopt the most effective and beneficial approach to communicating requirements to suppliers.
* The method of order placement will depend upon the type of good/service being requested.
* Options for placement of orders could include, but not necessarily be limited to, the following:
* Individual purchase order generation
* Generation of a ‘blanket order’ covering a specific time period in conjunction with a consolidated list of approved services/goods.
* Ordering method will be determined by Seetec and will be discussed with selected shortlisted suppliers.

###

### Supplier performance management

**Performance monitoring**

* In order to support the levels of organisational performance demanded by Seetec, suppliers will be expected to consistently achieve specific service levels.
* Accordingly, a high level of technical competence is required of all suppliers such that effective performance-monitoring information reports can readily be provided. It should be noted that Seetec expects a professional approach from all its suppliers, and performance measurement plays a vital role in ongoing supplier evaluation.
* Performance management is a responsibility of both Seetec and its suppliers. It is expected that suppliers will participate in evaluation of appropriate performance metrics on a reciprocal basis with Seetec.
* Achievement of agreed service levels will be reviewed on a regular basis between Seetec and the Supplier. **Any deviation from agreed parameters will be linked within any contract/agreement to a schedule of financial rebates payable to Seetec in the event of adverse performance.**
* It is expected that if performance falls below an agreed standard, the selected supplier will make all necessary endeavours to address the issue(s) raised, in order to bring performance back to an acceptable level. Seetec will work with the supplier when and where appropriate to promote supplier development and performance improvement, however, consistent failure to achieve minimum acceptable standards, sustained deterioration in performance levels, or failure to address the causes of performance deficiencies will be considered as appropriate grounds for Seetec to consider termination of any/all contracts/agreements that may exist between Seetec and the supplier.
* Specific Service Level Agreements (SLA’s) and/or Key Performance Indicators (KPI’s) will be in accordance with the requirements of any contract/agreement.
* Regular reviews will be held attended by Senior Management representation of both parties in order to evaluate supplier performance against expectations and obligations.
* **In order to support the anticipated requirements of a programme of supplier performance management, it is expected that selected suppliers will ensure that a defined and empowered account management structure is installed at the outset of any contract/agreement.**

**Audit**

* Seetec reserve the right to conduct a comprehensive supplier audit as part of the supplier selection programme.
* Following the award of any contract/agreement, periodic audits of systems and procedures will form an integral element of the supplier performance management and development initiative.
* Specific improvement plans will be required to address any audit observations, and these will form part of the improvement targets to be assessed at the regular review meetings.

**Competitive pricing**

* Seetec expects suppliers to be highly competitive on the criterion of price at the outset of any business relationship, and just as importantly, on an ongoing basis. Quality and customer service levels must remain of paramount importance and must not be sacrificed or compromised in order to achieve competitive pricing.
* Seetec reserve the right to ‘market-test’ pricing levels at any time during the term of any contract/agreement to ensure that costs are being managed appropriately. **It is expected that suppliers will actively review the market on an ongoing basis to ensure that Seetec are always receiving the best possible pricing structure available.**
* It is intended that any supplier to Seetec will share the philosophy of year-on-year cost reductions and will proactively promote, and actively participate in, opportunities that will reduce the expenditure profile of Seetec.
* Seetec also expects that suppliers will continually identify and recommend activities that will contribute to further improvements to quality or service.
* Suppliers must be willing to provide comprehensive cost-breakdown information relating to the provision of goods/services if so requested by Seetec. Details that may be requested could include, but not necessarily be limited to, aspects such as material cost / scrap allowance/machine throughput rate / direct labour rate / indirect labour rate / overhead contribution / profit margin / packaging costs / transportation/etc.

**Continuous improvement philosophy**

* Seetec has an expectation that all of its suppliers will continually work towards improving their own systems, processes and products with the intention of reducing cost and purging of non-value added activity out of the organisation.
* Suppliers will be expected to demonstrate their proactivity with regard to continuous improvement activity on an ongoing basis.
* Continuous improvement is a part of the supplier management and development programme that will be utilised by Seetec.

### Submission instructions

* All proposals are to be returned to the nominated Representative named within this RFQ document.
* Submissions are to be returned via e-mail in the stipulated application & format; non-compliance with this requirement may be considered as suitable grounds for disqualification from further consideration.
* No hard copy documentation should be submitted unless explicitly requested by Seetec Purchasing.
* By submitting a response to this RFQ, respondents accept Seetec’ standard terms and conditions of purchase and understand the context of the requirement.
* Proposal details must only be submitted for those areas that the supplier is both confident and capable of being able to provide. If an item/product group/service is beyond the current scope/capabilities of the supplier, then this aspect should be omitted from inclusion on any proposal.
* All files must be scanned for viruses using a market-recognised and up-to-date computer program prior to return to Seetec.
* Recipients of the RFQ are obliged to promptly notify Seetec of any ambiguity, inconsistency, or error that they discover upon examination of the RFQ documents that could impede their ability to submit a valid proposal within the indicated timescale.
* Any attempts to unduly influence any Seetec personnel with regard to the outcome of the evaluation and selection process, or any other attempt to distort, restrict, undermine or delay the process will be considered as sufficient grounds for immediate disqualification from the process with no right of appeal. This is at the sole discretion of Seetec.
* Activities that could be construed as being sufficient grounds could include, but not necessarily be limited to, the following circumstances:

(a) Communicating to a person, other than the person calling for these submissions, the amount or approximate amount of the proposal, or any other commercially sensitive information.

(b) Entering into any agreement or arrangement with any other person that they shall refrain from submitting a proposal or influence the amount of any proposal to be submitted.

(c) Offering or paying or giving or agreeing 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 submission or proposed submission for the said work any act or thing of this sort described above.

* In this declaration, the word “person” includes any persons and any body or association, corporate or incorporate; and “any arrangement” includes any such transaction, formal or informal, and whether legally binding or not.
* **All proposals must be received by Seetec NO LATER THAN 5pm on Tuesday 31st January 2023**

### Service Level Expectations

**Purpose**

* The purpose of this section is to unambiguously state service standards expected of the supplier and Seetec. It details the responsibilities placed on both parties in order to achieve the standards set out in this document. It is to be read in conjunction with the RFQ document.

**Amendments**

* Any amendments to this document will only be by agreement of both parties and must be in writing. The document will be re-issued and signed after any amendments are agreed.

**Review**

* Reviews of the Service Level Agreement will be attended by Senior Management Representation from both parties and will include a comprehensive review of all aspects of business performance including adherence to stipulated Service Level Agreements (SLA’s) – schedule (2).

**Pricing**

* The prices applicable to the Contract must relate to the services / goods being supplied *and must be inclusive of delivery charges*.
* **It must be noted that Seetec do not accept ‘standard’, ‘blanket’ or ‘annual’ price increases.**
* Seetec are looking for ways in which to reduce expenditure year-on-year and expects its suppliers to do the same.
* In the event that extraordinary circumstances prevail, then any proposed adjustment to pricing must be submitted in writing to the Seetec authorised representative no less than 60 (sixty) days in advance of the suggested effective date. Any variations in pricing are subject to discussion. Any invoices submitted by a supplier at a price higher than that agreed and confirmed in writing by a Seetec’ authorised representative will be debited back to the prevailing value pending conclusion of any negotiations. **No price is valid until agreed in writing by Seetec’ authorised representative.**

**Volumes**

* Any volumes indicated within any RFQ document or indicated at any other time and in any other medium, including verbally, are to be regarded as indicative only for the purposes of obtaining and evaluating competitive quotations. Any volume information referenced does not impose any obligation or commitment upon Seetec to take any or all of any items/services listed at the volumes given.
* Any volumes called-off within a particular contract are not to be regarded as either a constant level of demand or as any indication of any trends within the demand profile – historical information should not be used as a baseline for assessment of future demand.

**Purchase order**

* For each purchase made, Seetec will provide a purchase order number. The supplier **must** refuse to provide the goods/services should Seetec staff fail to provide this number. Failure to adhere to this requirement will be regarded as a fundamental breach of this Service Level Agreement.

**Product specification**

* All products provided under the terms of the agreement must be always compliant with all appropriate and relevant national and/or international standards.

**Schedule (1): SPECIFICATION**

1. **Purpose**
	1. Seetec is seeking to establish an Agreement for customer referral management software to support the organisation in the delivery of its Multiply contract which is a project funded by the UK Government through the UK Shared Prosperity Fund.

This is led and managed by Seetec. This project offers support to people who need to improve their numeracy skills, including those with disabilities and with a focus on geographies underserved by existing provision. 75 volunteer champions will be recruited to engage others onto the project where they will receive a numeracy assessment and be referred to courses with further education providers. (“The Agreement”)

* 1. The Agreement shall be for an initial period of 25 months (Initial Contract Period); Seetec may extend the duration of the Agreement for any agreed period from the expiry of the Initial Contract Period, subject to the satisfactory performance of the Supplier, the needs of the projects, and in agreement between the Parties, as well as the continuation of funding.
1. **Background To Requirement**
	1. Seetec has secured funding to deliver ‘Cornwall Counts’, the Multiply project, as part of the Cornwall Good Growth agenda.
	2. Seetec is seeking a supplier to provide customer referral management software and support for this project.
	3. The software will enable Seetec and its partner organisations to record participants’ details and refer them to other numeracy providers.
	4. The software will be able to record outputs in real time related to participant demographics (incl. but not limited to geography, disability status), referral number, referral source and distance travelled assessment
2. **Scope Of Requirements**
	1. We intend to award a contract to the supplier that is able to meet all the needs for the project
	2. **Experience required**

Suppliers should demonstrate that they have previous experience in the following:

* Implementation of software across multiple sites to multiple non-technical users
* Supply of software and support to local, multi-partner projects
* Technical and development work of software to enable better integration with local services and usability
* Supply and support to third sector organisations
* Software development in collaboration with operational, non-technical, staff
* Compliance with data security requirements, including, but not limited to, GDPR obligations
	1. **Services**
* Collaboration - the supplier will need to work closely with our delivery staff and those of our partners to ensure that the software and support meet the needs of the project
* Training for operational staff – all software and data entry requirements will need to be trained out to Seetec and partner organisations’ staff initially and on an ongoing basis (for new staff and refreshers for existing staff)
* Scalability – we are looking for a flexible system that can be scaled up or down, according to the needs of the project
* Person-centred approach – project participants (i.e. those engaging with Multiply champions and accessing numeracy support) must be at the heart of the system
* Multiple referral entry points – the system must be capable of supporting referrals from Seetec and partner organisations’ staff and other providers who are given access
* Unlimited sign ups, unlimited referrals – we need a system that has no limits on the numbers of participants that can be supported
* Easy access to directory of services – this must be easy to maintain and access so that participants, Seetec and partner organisations’ staff and other referrers are able to view and assess appropriate providers
* Incorporation of multiple measurement and evaluation tools – the system should support different tools so that Seetec staff can measure distance travelled for participants and report on that
* Accessible from multiple locations using a variety of hardware and software, including tablets and laptops. It is anticipated that a cloud-based solution will be the most effective solution.
* Reporting – requirements will include (but not limited to): distance travelled, providers used, aggregated demographic data for participants.
* Support:
* The Supplier shall manage all user requests and incidents, classifying, prioritising, and assigning an incident based upon the classification,
* The Supplier shall provide the following activities as part of the Service / Help Desk to Seetec:
* Incident Management,
* Problem Management,
* Configuration Management,
* Release Management,
* Service-level Management,
* Availability Management,
* Capacity Management,
* IT Service Continuity Management; and
* Security Management
* The Supplier shall provide and meet the Prioritisation targets and SLA’s as defined in Schedule 2.
* The Supplier must meet 90% of all agreed time resolutions which are defined on the priority of the incident.
* The Supplier shall meet the priority ranges from P1 to P4, where P1 is of top priority and P4 is scheduled or confirm details of the process by which it follows and can demonstrate a clear route of escalation.
* The Supplier shall evaluate the priorities on a case-by-case basis including developing a comparison matrix based on impact and urgency of the incident or request.
* The supplier shall provide a quarterly report on incidents, response times and resolutions
* Data security requirements: the supplier will ensure that data entered into the system is stored securely and backed up regularly and data will not be stored outside UK. The software must have robust user access controls.
* The supplier will ensure they have a full suite of policies and processes (to be provided by the successful supplier as part of due diligence) including those that cover management of data, security, access, back up and business continuity
* Meetings with Seetec staff:

Monthly – with the Seetec Multiply Regional Lead

Six monthly – with the Seetec Operations Manager

**Schedule (2): SERVICE LEVEL AGREEMENT – *to be developed and finalised in conjunction with the successful supplier***

Please include proposed SLA targets in your submission

**Support / Help Desk**

This is an example of the proposed target and response time, but other proposals will be accepted.

As such these priorities have a defined indicative agreed time of resolution:

| **Priority** | **Description** | **Response** | **Target Response Time** | **Target Resolution Time** |
| --- | --- | --- | --- | --- |
| P1 | Critical | Immediate response and sustained effort using all available resources until resolved. | 30 mins | 4 working hours\* |
| P2 | Severe | Immediate response by IT engineer. May interrupt staff working on lower priority calls for assistance. | 30 mins | 1 working day\* |
| P3 | High | Quick Response by IT engineer. May interrupt staff working on lower priority calls. | no target | 2 working days\* |
| P4 | Medium | Response by IT engineer as workload allows. | no target | 5 working days\* |

**Schedule (3): SUPPLIER INFORMATION SUBMISSION**

**Please complete and submit the attached Due Diligence Questionnaires with your competed RFQ submission.**

 

**Implementation**

|  |
| --- |
| **Should your company be successful in their response to this RFQ, how would you manage implementation? *Please include details of any timing plans (including key milestones), resource requirements, etc.*** |
|  |
| **Who would have responsibility for managing contract implementation? *(Name and/or position)*** |
|  |
| **Who would manage the contract on an ongoing basis? *(Name and/or position)*** |
|  |
| **Please provide details of your company’s proposed account management structure:** |
|  |
| **What issues could you envisage arising during implementation, and how would you seek to mitigate the potential impact of those issues?** |
|  |

**Management information**

|  |
| --- |
| **Please provide a summary of the type of management information you are capable of providing, and in what format this information could be provided.** |
|   |

**Schedule (4): REFERENCES**

**References**

Please advise contact details for three references whom Seetec may approach; ideally references should relate to an organisation of a similar level of complexity and diversity to Seetec.

The following details are required:

* Contact name
* Contact position
* Contact telephone number, and e-mail address
* Customer name
* Nature of customer business
* Length of trading relationship

*As a matter of courtesy, please ensure that any reference contacts are made aware that they may be contacted by Seetec.*

|  |
| --- |
| **Reference #1** |
| **Reference #2** |
| **Reference #3** |

**Schedule (5): SUPPLIER PROPOSAL TEMPLATES**

### Appendix (1): Terms and conditions

****

**Appendix (2): Contractor Guidance completion notes**

****

**Confidentiality and non-disclosure**

### Confidentiality and non-disclosure

* All responses to this RFQ will be treated as strictly confidential.
* All Seetec information provided within this document or disclosed during verbal discussions or provided at any other time and in any other medium is to be treated by your company as strictly confidential and proprietary. Any information provided by Seetec is to be used by your company solely for the purpose of responding to this RFQ document. Unauthorised disclosure of information may result in disqualification from the selection process.
* Seetec may request at any time that any information that has been provided be returned or destroyed at the sole discretion of Seetec.
* Notwithstanding the foregoing, neither your company nor Seetec shall be required to treat as confidential information that is:
1. In the public domain through no fault of yours or ours;
2. Already lawfully in the possession of the receiving party prior to disclosure by your company or Seetec;
3. Received from a third party, where the third party is not known to be obligated to a party hereto referred to keep such information confidential; and
4. Information requested by any governmental or regulatory body or an arbitrator having jurisdiction over the party directed to make such disclosures.
* Obligations relating to non-disclosure of confidential information shall remain in effect for a period of 7 (seven) years from the date of receipt of such information.
* The provisions, conditions and clauses of the Seetec mutual non-disclosure agreement (NDA) take priority and precedence over any aspect of this summary.

**PLEASE NOTE: In the event that your company decides not to respond to this RFQ, please delete this document in its entirety and confirm to Seetec within seven working days without making or retaining any copies.**