

CCOU20A05 – Provision of Office Supplies Order Form

CALL-OFF REFERENCE: CCOU20A05

THE BUYER: University of Bristol

BUYER ADDRESS REDACTED

THE SUPPLIER: Lyreco UK Limited

SUPPLIER ADDRESS: REDACTED

REGISTRATION NUMBER: REDACTED

DUNS NUMBER: REDACTED

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 17th December 2020.

It's issued under the Framework Contract with the reference number RM6059 Framework Contract for the provision of Office Stationery and Electronic Office Supplies.

CALL-OFF LOT(S):

Lot Number	Lot Description	Relevant (Yes / No)
1	Office Stationery and Electronic Office Supplies	N
2	Office and Electronic Office Supplies	Y
3	Electronic Office Supplies	N

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6059
3. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6059
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 4 (Call-Off Tender)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
4. CCS Core Terms (version 3.0.7)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

Not Applicable.

CALL-OFF START DATE: 4th January 2021, with a mobilisation period from contract award

CALL-OFF EXPIRY DATE: 3rd January 2023 (where the extension option is undertaken)

CALL-OFF INITIAL PERIOD: Two (2) Years, with an option to extend for a further one (1) year.

CALL-OFF DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Orders to be set as a minimum/ Consolidated where possible. Next day deliveries	Start of contract
2	Packaging to a minimum and the use of recyclable materials to be used for deliveries.	Start of Contract
3	Electronic Catalogue compatible with current system	Start of Contract
4	Mi Reporting – report to include own brand solutions, spend, environmental spend, based on deliveries and emissions.	Monthly from start of Contract

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

CALL-OFF CHARGES

REDACTED

As this is a call-off Contract no volumes are guaranteed.

A full breakdown off pricing per item can be found at Call-Off Schedule 5 – Pricing details.

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

All purchases to be made by Purchase order and invoiced in accordance payment terms 60 days from invoice.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs and a valid purchase order number.

Invoices should be submitted to: email – REDACTED.

All invoices must be submitted by email only. We require suppliers to be able to support invoicing at no additional costs to the Authority.

BUYER'S INVOICE ADDRESS:

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

REDACTED

BUYER'S SECURITY POLICY

REDACTED

SUPPLIER'S AUTHORISED REPRESENTATIVE

REDACTED

PROGRESS REPORT FREQUENCY

The successful provider shall provide monthly reports, no later than the 10th working day of the month, to the Authority contract manager including, but not limited to:

Details of products purchased, including volumes, value and purchaser details;

Issues and complaints report:

Date of notification;

Issue details;

Resolution time

Resolution used; and

Any suggested service/product improvements.

Savings report

Carbon off-setting report

Market knowledge information:

Details of any known end of life products that might affect the Authority;

Details of emerging/new products that may be of benefit to the Authority;

Identified replacement products that would improve value to the Authority.

PROGRESS MEETING FREQUENCY

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier should present new ways of working to the Authority during annual Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

KEY SUBCONTRACTOR(S)

Not Applicable.

COMMERCIALLY SENSITIVE INFORMATION

Supplier Pricing

SERVICE CREDITS

The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Deliveries	Deliveries on time and to the location provided on the Purchase order.	98%
2	Reporting	Monthly MI reports	98%
3	Supplier Performance	Availability and Performance – Account Manager Customer Service	95%
4	Products	Product Stocks – Levels and availability	98%
5	Environmental	Fuel emission, Packaging	80%

Poor performance will be reported to the framework, which could result in retendering or awarding to another supplier.

ADDITIONAL INSURANCES

Not applicable.

GUARANTEE

Not Applicable.

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	REDACTED	Signature:	REDACTED
Name:	REDACTED	Name:	REDACTED
Role:	REDACTED	Role:	REDACTED
Date:	REDACTED	Date:	REDACTED