

CCOU20A05 – Provision of Office Supplies Order Form

CALL-OFF REFERENCE: CCOU20A05

THE BUYER: Office for Students

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. Once a week delivery.	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	Start of Contract
4	Electronic Invoicing	Start of Contract
5	Set up a punch out (or equivalent) system for placing orders	Within the first year of the 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 a call-off Contract, the volumes are not guaranteed.

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

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

At the start of the contract Payment will be made by Government Procurement Card at time of ordering.

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Before payment can be considered, each invoice must include a detailed breakdown of items ordered and the associated costs.

Once a punchout system has been implemented, the Supplier MUST issue one electronic invoice per Purchase order raised (consolidated invoices will be rejected) and send to: REDACTED.

The OfS operates a purchase to pay system. Therefore, all invoices submitted to the Authority must state the purchase order number. Any invoice submitted to the Authority without a purchase order number will be returned to the Supplier

BUYER'S INVOICE ADDRESS:

REDACTED

BUYER'S AUTHORISED REPRESENTATIVE

REDACTED

BUYER'S ENVIRONMENTAL POLICY

Office for Students: Not Applicable

BUYER'S SECURITY POLICY

Not Applicable.

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 and value;

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;
and

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:

All items should be available to order at all times in sufficient numbers. Orders should be on time as agreed and packed in appropriate recyclable packaging.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Deliveries	Deliveries on time and to the location provided on the Purchase order	98%
2	Invoices	Invoices must be issued per purchase order and must be received within 30 days.*	100%
3	Credits	Any credit notes must be issued within 30 days of notification of the non-delivery.	98%

* (after the punch out has been implemented)

Where poor Supplier performance is evident and Supplier fails to address concerns, the Buyer will require early termination of contract with 3 months' notice.

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