

THIS DOCUMENT IS BOOKMARKED

**CONFIDENTIAL**  
**BUYING GUIDE**

**CONTRACT FOR THE PROVISION OF:**  
**MOBILE PHONE HANDSET, VOICE, DATA AND RELATED SERVICES**

PERIOD						
FROM:	July 2020		TO:	July 2021		
CONTRACT REF:	B2B		ISSUE No:	2020(1)	DATE OF ISSUE:	22/10/2020
CONTRACT OFFICER:	Mark Roust		TEL No: 8697		EMAIL: <u>contracts@gre.ac.uk</u>	
AGREEMENT TYPE: B2B						

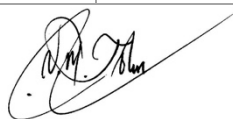
**PURPOSE OF BUYING GUIDE:** Outline of Contract Arrangements and Ordering Information  
**TARGET:** ILS Authorised Officer for Mobile Phones and users in Faculties, Institute and Directorates

This document should be read in conjunction with [Mobile Phone Policy](#), [Policy for mobile and remote working](#) and [mobile email security](#).

Mobile Email Security

1.0	SPECIAL ORDERING INSTRUCTIONS		
1.1	ORDERING PROCEDURES		
1.1.1	ONLY University Secretary/Head of Directorate/Faculty/Institute can authorise the provision of a Business Mobile Phone after a legitimate business need is identified.		
1.1.2	Please liaise with ILS, Trevor Hamm <a href="mailto:t.hamm@greenwich.ac.uk">t.hamm@greenwich.ac.uk</a> Ext. 8748 (Do not go direct to the supplier) for more information with regard obtaining a Business Mobile Phone.		
2.0	CONTRACTED SUPPLIERS		
2.1.1	Garnell Corporate Communications Arundel House Garnell Business Park Brownfields Welwyn Garden City Herts AL7 1AY <a href="https://www.garnell.com/">https://www.garnell.com/</a>	FOR USE BY ILS ONLY:	
		Acc. Manager: Rachard Carnochan	
		Tel: 01707 321100	Mob. 07872 033 322
		Email: <a href="mailto:rachard.carnochan@garnell.com">rachard.carnochan@garnell.com</a>	
		Email: <a href="mailto:customercare@garnell.co.uk">customercare@garnell.co.uk</a>	
3.0	STANDARD INSTRUCTIONS		
3.1	CONTRACT AWARD		
3.1.1	In compliance with the University's Procurement Policy & Standard Procedures and good procurement practice to achieve value for money, competitive tenders have been obtained for the above contract. After comparative analysis and evaluation, the contract was awarded to the Supplier(s)/Service Provider(s) offering the best Value for Money in terms of the most economically advantageous and favourable service level overall.		
3.2	SCOPE AND STATUS OF THE CONTRACT		
3.2.1	Please refer to the Contract Schedules for particular Supplies or Services to ascertain the full scope of the arrangements.		
3.2.2	This Contract is an agreement between the University of Greenwich and the Contract Supplier or an approved source under a Consortia or National arrangement. No other supplier may be used to provide the goods and/or services covered by the contract without prior consultation with and approval of Procurement & Business Services.		
3.3	CONTRACT REFERENCE		
3.3.1	When placing Purchase Orders, the Contract Reference provided in this Buying Guide and Schedules must be quoted to ensure that preferential prices and delivery terms are secured.		
3.4	APPROVED AND AUTHORISED EXPENDITURE		
3.4.1	Before contacting ILS regarding acquiring a Mobile Phone, please ensure that you have adequate approved budgetary provision and where necessary make suitable arrangements to cover the total whole life cost of the handset and usage costs. The approval of your line manager is essential and the your request must meet the criteria stated in the Mobile Phones Policy.		
3.5	e-PURCHASE ORDERING SYSTEM		
3.5.1	Orders for approved Mobile Phones will be placed by ILS s vis the Parabilis eProcurement system.		
3.5.2	The correct and specific product or commodity code must be used for ordering Supplies via the e-Purchase Ordering system as and when required. The availability of Catalogues and Punch-out facilities will be gradually introduced, and notice given in future Buying Guides and Newsfeeds. The "Free Text" facility should not generally be used for ordering Supplies.		

3.5.3	Please ensure that any genuinely urgent Purchase Order placed by telephone is immediately confirmed by issue of an individual Purchase Order, otherwise payment of the supplier's invoice will be delayed, and the supplier will be reluctant to supply items on that basis in the future.
<b>3.6</b>	<b>SPECIFICATIONS, SUSTAINABILITY AND PRICING</b>
3.6.1	Please refer to the Specifications and Pricing Schedule to ensure that you are ordering the right items utilising any discounts and paying the right price. Where possible a special <b>Sustainable Products Price List</b> will be compiled and included in the Buying Guide site for use.
<b>3.7</b>	<b>"BEST FIT" REPLACEMENTS</b>
3.7.1	Where an intended purchase is to replace an existing suite or range of items within a Faculty, Directorate or Institute, similar compatible products should be ordered to ensure proper co-ordination and maintenance of the approved style. The availability of "green" or Sustainable alternatives from the approved Contract Supplier should be considered in deciding on "best fit" or compatible replacements.
<b>3.8</b>	<b>LARGE PURCHASES AND ADDITIONAL SUPPORT</b>
3.8.1	When large or high value purchases are being considered, client representatives are advised to contact Procurement & Business Services via <a href="mailto:Contracts@gre.ac.uk">Contracts@gre.ac.uk</a> for assistance and advice, so that additional discounts and other advantageous terms can be negotiated.
<b>3.9</b>	<b>DELIVERIES</b>
3.9.1	Delivery times where quoted in the schedules are realistic estimates and are subject to fluctuation particularly during peak demand, immediate pre and post public holiday and manufacturers' factory closure periods (usually during July and August). Clients and customers are advised to check delivery dates with the Contract Supplier before placing a Purchase Order.
3.9.2	If access to the intended delivery point is restricted, please specify this on the Purchase Order and state any special arrangements, convenient delivery times and provide adequate contact details of the nominated person who will receive the delivery.
<b>3.10</b>	<b>COMPLAINTS (e.g. QUALITY, DELIVERY, PERFORMANCE)</b>
3.10.1	Where supplies delivered or services provided are found to be defective, damaged, or of unsatisfactory or inferior quality or accompanied by incorrect documentation, please inform the supplier or service provider immediately so as to register the problem and instigate corrective action.
3.10.2	If the supplier or service provider fails to resolve the defect satisfactorily or the problem becomes repetitive, please contact Procurement & Business Services for assistance or provide feedback by completing the <a href="https://docs.gre.ac.uk/rep/procurement/performance-monitoring-and-suggestion-form">Client/Customer Opinion Survey</a> form at: <a href="https://docs.gre.ac.uk/rep/procurement/performance-monitoring-and-suggestion-form">https://docs.gre.ac.uk/rep/procurement/performance-monitoring-and-suggestion-form</a>
<b>3.11</b>	<b>HEALTH &amp; SAFETY, COSHH REGULATIONS</b>
3.11.1	Where the purchase of hazardous supplies is possibly subject to the COSHH (Control of Substances Hazardous to Health) Regulations, any such product must not be used in the University until operatives are familiar with information contained in the appropriate Health & Safety Data Sheet, a COSHH assessment has been made and the Local Safety Officer and/or University's Health & Safety Advisor has considered the use of the product acceptable under specified conditions.
3.11.2	All Service Providers and Contractors are required to submit Method Statements prior to commencing service delivery, maintenance, installation or construction work and agree to comply with the Estates & Facilities Directorate Safety, Health and Environmental Requirements for Contractors. Clients are advised to monitor the methods used and inform the Health & Safety Unit, ext 9001 of potential contraventions.
<b>3.12</b>	<b>INVOICE PROCESSING AND PAYMENT</b>
3.12.1	Supplier and contractors will submit invoices for supplies or services delivered and should contain the relevant Account Reference, Order Number, Delivery Note Number(s) and Requisition Order Number where appropriate.
3.12.2	Clients are responsible for checking invoices against the appropriate Delivery/Packing Notes and any Collection Notes and details contained in the Buying Guides to confirm that the correct charged only for supplies and services delivered. Any detected anomalies in invoices received must be reported to the supplier so that immediate and corrective action can be taken.
3.12.3	Please note that failure of the University to make payment for correct invoices can result in the supplier levying a late payment claim which will have to be met from the relevant client's budget, therefore delays in checking, reconciling and passing invoices for payment should be avoided.
<b>3.13</b>	<b>CONFIDENTIALITY</b>
3.13.1	All Contract details are Strictly Confidential and must not be disclosed to suppliers or persons outside of the University's employ, or employees unless necessary for performance of their official duties.
<b>3.14</b>	<b>HELP AND ADVICE</b>
3.14.1	If you have any queries regarding this Buying Guide contact the <b>Contract Administrator</b> .



Vincent M John, Director of Procurement & Business Services