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CONFIDENTIAL
BUYING GUIDE

CONTRACT FOR THE PROVISION OF: Courier Services – Lot 2 (International Services)											
PERIOD											
FROM:	02/09/2019			TO:	31/08/2022						
CONTRACT REF:	PMR2003NE		ISSUE No:	20-01	DATE OF ISSUE: 18-12-2020						
CONTRACT OFFICER:	Ian Husson		TEL No: 8611	EMAIL: contracts@gre.ac.uk							
AGREEMENT TYPE: Consortia (NEUPC)											
PURPOSE OF BUYING GUIDE: Contract Details and Product/Prices Information TARGET: Authorised Officers for the Purchase of Books, E-Books, Standing Orders and other Related Material											
1.0	SPECIAL ORDERING INSTRUCTIONS										
1.1	ORDERING PROCEDURES										
1.1.1	The North Eastern Universities Purchasing Consortium (NEUPC) undertook an extensive competitive tender exercise under the EU Procurement Directive and Public Sector Procurement Rules to establish a Framework Agreement for purchase of a wide range of Shipping and Courier Services.										
1.1.2	This contract can be established by Direct Award based on ranked position, capacity to deliver works, lead in times, or any other parameters that affect the ability to call off to ensure the work or services are delivered within any constraints they are facing. This means that while the number one ranked Supplier shall be given first refusal, Individual / Faculty / Directorate reserve the right to award to the next ranked Supplier on the list (and so on) should there be a business-related justification for doing so.										
1.1.3	Should assistance be required in identifying a particular service that is not on the Core Lists please contact Procurement & Business Services on ext. 8611.										
2.0	APPROVED CONTRACT SUPPLIER DETAILS										
2.1	LOTS AND APPROVED SUPPLIERS										
Lot 2 – International Services											
	Service Scope: In addition to the general requirements the awarded bidders will be required to provide professional advice on: <ul style="list-style-type: none">• Import and Export Duty• Import and Export Regulations on restricted or embargoed locations• Restrictions on types of goods that may be imported/exported										
	Highest Ranking Supplier		Parcelforce (Can be used without obtaining further quotes from other suppliers)								
	Other Suppliers (in order of Ranking) (To be invited to submit quotations only where the Highest Ranking Supplier is unable to meet your specific needs)		<table><tr><td>1. Parcelforce</td><td>4. Deltec</td></tr><tr><td>2. DHL</td><td>5. City sprint</td></tr><tr><td>3. Logistica</td><td>6. YSDS</td></tr></table>			1. Parcelforce	4. Deltec	2. DHL	5. City sprint	3. Logistica	6. YSDS
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3. Logistica	6. YSDS										
2.2	SUPPLIER CONTACT DETAILS										
2.2.1	Parcelforce		Acc. Manager: Mark Burdett								
	Web: https://www.parcelforce.com/		Tel: 07843 290617								
			Email: mark.burdett@parcelforce.co.uk								
2.2.2	DHL		Acc. Manager: Manpreet Singh								
	Web: www.dhl.com		Tel: 07599 556394								
			Email: manpreet.singh3@dhl.com								
			Acc. Manager: Martin Price								
			Tel: 07773 007878								
			Email: martin.price@dhl.com								
2.2.3	City sprint		Acc. Manager: Roger Castle								
	Web: www.citysprint.co.uk		Tel: 07467370030								
			Email: rcastle@citysprint.co.uk								

2.2.4	Deltec	Acc. Manager: Anne Mason
		Tel: 07795 303382
		Email: anne.mason@deltec-international.com
2.2.5	Logistica	Web: www.deltec-international.com
		Acc. Manager: Connor Bench
		Tel: 07814876550
2.2.6	YSDS	Email: cb@logistica-europe.co.uk
		Web: www.logistica-europe.co.uk
		Acc. Manager: Brent Stansfield
		Tel: 07834 986 437
		Web: www.ysds.com
		Email: brent.stansfield@ysds.com
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	PURCHASE ORDERS AND AUTHORISED EXPENDITURE	
3.4.1	Before placing a purchase order, ensure that you have adequate approved budgetary provision and where necessary make suitable arrangements to cover the total whole life cost. Your purchase order via the e-Purchase Ordering system must be properly coded with Organisation and Account Codes .	
3.5	PURCHASE AND e-PURCHASE ORDERING SYSTEM	
3.5.1	Ordering is now streamlined, and efficiency achieved by the roll-out and use of the e-Purchase Ordering system. The use of "Call-Off" purchase orders is currently restricted to Services Contracts for a realistic or nominal value followed by a 'Purchase Order Variation' for each subsequent purchase via the original "Call-Off" purchase order.	
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.	
3.6	SPECIFICATIONS, SUSTAINABILITY AND PRICING	
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 Sustainable Products Price List will be compiled and included in the Buying Guide site for use.	
3.7	"BEST FIT" REPLACEMENTS	
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.	
3.8	LARGE PURCHASES AND ADDITIONAL SUPPORT	
3.8.1	When large or high value purchases are being considered, client representatives are advised to contact Procurement & Business Services via Contracts@gre.ac.uk for assistance and advice, so that additional discounts and other advantageous terms can be negotiated.	
3.9	DELIVERIES	
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.	

3.10	COMPLAINTS (e.g. QUALITY, DELIVERY, PERFORMANCE)
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 Client/Customer Opinion Survey form at: https://docs.gre.ac.uk/rep/procurement/performance-monitoring-and-suggestion-form
3.11	HEALTH & SAFETY, COSHH REGULATIONS
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.
3.12	INVOICE PROCESSING AND PAYMENT
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.
3.13	CONFIDENTIALITY
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.
3.14	HELP AND ADVICE
3.14.1	If you have any queries regarding this Buying Guide contact the Contract Administrator .
4.0	CONTRACT RATE CARDS
4.1	The spreadsheet gives the rate cards for each Approved Supplier on the Framework Agreement. The rate cards calculate the NI rate, nett charge rate, etc., applicable to the hourly pay and annual leave entitlement of the temporary staff to be employed under the Framework Agreement. These negotiated rates offer a significant saving on normal market rates.
4.2	Please note that rates tendered at the Framework level are ceiling rates and may be improved upon at mini competition but cannot be increased.



Vincent M John, Director of Procurement & Business Services