APPENDIX 1 - SPECIFICATION FOR PPE AND OCCUPATIONAL CLOTHING, WORKWEAR AND FOOTWEAR

Corporate Contract

DN 721479

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1. Introduction and Scope

1.1. BCP Council is procuring a goods supplier for Personal Protective Equipment (PPE), uniform and workwear.

1.2. The contract aims to deliver exceptional value for money, enhanced sustainability, improved professional image, and foster an inclusive culture in which everybody feels seen, respected, and valued.

1.3. The Council provides enough uniforms for staff to have clean uniforms for every shift to avoid daily washing.

1.4. Products are required to be procured in line with sustainable procurement strategies, utilising natural fibres where possible to ensure staff comfort (particularly important in relation to menopause and peri-menopause).

1.5. The scope of supply extends to all operations across the Council including but not limited to the following:

1.5.1. Housing

1.5.2. Seafront

1.5.3. Grounds maintenance, parks and countryside

1.5.4. Construction teams (highways, buildings)

1.5.5. Transport / fleet

1.5.6. Waste

1.5.7. Leisure

1.5.8. Security

1.5.9. Parking / civil enforcement

1.5.10. Hospitality / catering

1.5.11. Cleansing

1.6. Due to uncertainties surrounding future budgets, the Council provides no guarantees as to the volume or value of goods under the framework and any quantities referred to are provided for indicative and/or evaluation purposes only.

2. Lots and CPV codes

2.1. Suppliers are being sourced for each of the following lots:

2.1.1. **Lot 1 – Site PPE** (e.g. products meeting EN471 designed for safety in and around highways and construction environments)

2.1.1.1. 18444000: Protective headgear

2.1.1.2. 35113000: Safety equipment

2.1.1.3. 18424000: Gloves

2.1.2. **Lot 2 – Trade** (e.g. products designed for user comfort and to protect the skin)

2.1.2.1. 18000000: Clothing, footwear, luggage articles and accessories

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2.1.2.2. 18110000: Occupational clothing
2.1.2.3. 18330000: T-shirts and shirts

2.1.2.4. 18424000: Gloves

2.1.3. **Lot 3 – Healthcare** (e.g. products designed for use within a healthcare setting, including both personal protection and user comfort)

2.1.3.1. 18000000: Clothing, footwear, luggage articles and accessories

2.1.3.2. 18110000: Occupational clothing

2.1.3.3. 18330000: T-shirts and shirts

2.1.3.4. 18424000: Gloves

2.1.4. **Lot 4 – Hospitality and Funeral** (e.g. products designed for use within a hospitality and catering setting, including both personal protection and user comfort)

2.1.4.1. 18000000: Clothing, footwear, luggage articles and accessories

2.1.4.2. 18110000: Occupational clothing

2.1.4.3. 18330000: T-shirts and shirts

2.1.5. **Lot 5 – Security & Civil Enforcement Officer (CEO) (**e.g. products designed for use within a security and civil enforcement setting, including both personal protection and user comfort)

2.1.5.1. 18000000: Clothing, footwear, luggage articles and accessories

2.1.5.2. 18110000: Occupational clothing

2.1.5.3. 18330000: T-shirts and shirts

2.1.5.4. 35113000: Safety equipment

2.1.6. **Lot 6 -–Leisure and Seafront***

2.1.6.1. 18000000: Clothing, footwear, luggage articles and accessories

2.1.6.2. 18110000: Occupational clothing

2.1.6.3. 18330000: T-shirts and shirts

2.1.6.4. 18412000: Sportswear

*NOTE: This Lot and associated Appendix is subject to amendments - e.g. colours and collars

2.1.7. **Lot 7 – Footwear**

2.1.7.1. 18800000: Footwear

2.1.7.2. 18830000: Protective footwear

2.2. Suppliers may tender for single or multiple lots.

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3. Requirements

3.1. The weight of all garments must be of a standard weight for their intended purpose unless otherwise specified.

3.2. **Health and safety**

3.2.1. Provide relevant product information including health and safety standards and COSHH documents in electronic format.

3.2.2. All relevant products must be UPF rated 30 minimum to provide good protection against UV radiation and be EN 13758-2 compliant.

3.2.3. Suppliers on this framework must work with the Council to ensure that the Council complies with its legal obligations under the Public Sector Equality Duty (PSED), part of the Equality Act 2010, which aims to promote equality, eliminate discrimination and foster good relations between different groups. This impacts the design and availability of PPE suitable for people with protected characteristics.

3.3. **Product Range and Punch-Out-Catalogue**

3.3.1. Provide Punch-Out-Catalogue access to product ranges that include garments designed specifically to fit females.

3.3.2. Provide Punch-Out-Catalogue access to product ranges that include garments designed for a wide range of sizes. Provide product information within the Punch-Out-Catalogue environment to size and fit. Clearly define the available sizes and provide detailed information about the intended fit. This includes measurements for chest, waist, hips, length, and any other relevant dimensions. Whether it's a relaxed fit, slim fit, or tailored fit, communicating the expected fit helps customers choose the right size.

3.3.3. Provide product information within the Punch-Out-Catalogue environment on material composition. As such specify the primary fabric and any additional materials used in the garment. For instance, if it's a shirt, mention if it's made of 100% cotton, a cotton-blend, or other fabrics. This information is crucial for understanding the garment's texture, comfort, and care instructions.

3.3.4. Provide product information within the Punch-Out-Catalogue environment on colour and design details: Specify the colour or colours available for the garment, and if applicable, provide details on any patterns, prints, or design elements. This information helps customers visualize the product accurately and make informed decisions based on their requirements.

3.3.5. Product that HMRC would otherwise categorise as a tax-deductible benefit will be labelled in a manner that encourages sustainable actions at the end-of-life stage – for example with a discreet removable tag, albeit the essential HMRC test is whether the employee would readily be recognised as wearing a uniform by the person in the street. A detachable badge is not sufficient to make the clothing to which it is attached part of a uniform.

3.3.6. Develop or otherwise implement B2B “Punch-Out-Catalogue” connectivity between your website (where online ordering is supported) and the Council’s finance system (Microsoft Dynamics). This connection must enable buyers to add product to basket and return the basket to the Council’s controlled

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purchasing environment for approvals before confirming the order to the supplier.

3.3.7. Provide and maintain a B2B Punch-Out-Catalogue to enable the Council to use its existing financial / buying system to access your entire offering, removing the need for external sales processes – including the following functionality:

3.3.8. Display your products and services as you would on your existing sales website, but through the Council's existing buying system – this includes showing all of the vital content, including both product copy, specifications, images, and pre-negotiated pricing.

3.3.9. Display the correct, up-to-date pricing for the Council in real time.

3.3.10. Provide the Council with a one-click shopping experience that integrates seamlessly with our buying system, letting the Council process orders quickly in an online, digital environment.

3.3.11. Provide Punch-Out access to personalised, branded product options.

3.3.12. Display accurate stock levels at all times – the Supplier's system should simply update as its back-office system updates and display inventory levels in the Punch-Out portal.

3.3.13. Add new "in-scope" product(s) to the product range(s) in specific Lots by agreement with the Contract Manager.

3.3.14. 24/7 access to buying environment.

3.4. Enable free text orders for items not included in the Punch-Out-Catalogue.

3.5. Provide an email address for requests for quote (RFQ). All RFQs will be followed up by a purchase order.

3.6. **Customer service desk**

3.6.1. Provide customer service desk access by phone and/or email and /or web contact from Monday to Friday; 09:00 to 17:00.

3.6.2. Provide knowledge and advice to customers on product suitability including alternative products with better performance and/or better value.

3.6.3. Process and manage / resolve complaints.

3.7. **Deliveries to site and returns**

3.7.1. Deliver non-bespoke product to nominated site(s) within 24 hours.

3.7.2. Deliver branded products to nominated site within 48/72 hours.

3.7.3. Replace faulty products (Including logoed goods) within seven business days.

3.7.4. Observe opening/closing times for Council sites noting that site specific opening/closing times may vary, and some sites may have access restrictions.

3.7.5. Ensure that delivery drivers / operatives wear appropriate PPE that is clean, not obscured and worn correctly.

3.7.6. Comply with site specific safety rules for Council depots and work sites including signing in, traffic management, PPE and safety induction for any specific work sites – noting that failure to observe Council safety rules and

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instructions relating to site and/ or depot method statements and risk assessments will result in the exclusion from site.

3.7.7. Minimise disruption to work sites and/or the Council's operations when delivering goods by operating in a proportionate and efficient manner.

3.7.8. Deliveries will be accompanied by digital Delivery Notes.

3.7.9. Returns will be collected by the Supplier from agreed site(s).

3.7.10. Take-back and recycle transport packaging.

3.8. **Branding with Council identity**

3.8.1. The colour palate must be in accordance with "BCP Council Brand Guidelines_Uniforms_Web 15.12.2023" presented at Appendix 2.

3.8.2. The size and positioning of words and logos must be in accordance "BCP Council Brand Guidelines_Uniforms_Web 15.12.2023" presented at Appendix 2.

3.8.3. Branding options will include:

3.8.3.1. heat-seal.

3.8.3.2. embroidered patch.

3.8.3.3. embroidered garment.

4. Standards

4.1. High visibility products must conform to all relevant performance standards namely BS EN 471.

4.2. Textile standards – these standards mirror the mandatory criteria of Government Buying Standards – Textile standards v2.0 dated January 2010.

4.2.1. **Pesticides** - For products made from cotton or other natural cellulosic fibres, the final product shall not contain more than 1 ppm (parts per million) in total of the following substances (Note: Most of these pesticides are already banned from placing on the market and use.)

4.2.1.1. 2,4,5-T

4.2.1.2. Dinoseb and salts

4.2.1.3. Methamidophos

4.2.1.4. Aldrin

4.2.1.5. Endrin

4.2.1.6. Monocrotophos

4.2.1.7. Captafol

4.2.1.8. Heptachlor

4.2.1.9. Parathion

4.2.1.10. Chlordane

4.2.1.11. Hexachlorobenzene

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4.2.1.12. Parathion-methyl

4.2.1.13. Chlordimeform

4.2.1.14. Hexachlorcyclohexane α

4.2.1.15. Propethamphos

4.2.1.16. DDT

4.2.1.17. Hexachlorcyclohexane, β

4.2.1.18. Toxaphene

4.2.1.19. Dieldrin

4.2.1.20. Hexachlorcyclohexane, δ

4.2.2. **Dyes** - Dyes classified as sensitising/allergenic, carcinogenic, mutagenic or toxic to reproduction: The following dyes shall not be used in the final product:

4.2.2.1. C.I. Basic Red 9 C.I. 42 500

4.2.2.2. C.I. Disperse Blue 26 C.I. 63 305

4.2.2.3. C.I. Disperse Orange 37

4.2.2.4. C.I. Acid Red 26 C.I. 16 150

4.2.2.5. C.I. Disperse Blue 35

4.2.2.6. C.I. Disperse Orange 76 (previously designated Orange 37)

4.2.2.7. C.I. Basic Violet 14 C.I. 42 51

4.2.2.8. C.I. Disperse Blue 102

4.2.2.9. C.I. Disperse Red 1 C.I. 11 110

4.2.2.10. C.I. Direct Black 38 C.I. 30 235

4.2.2.11. C.I. Disperse Blue 106

4.2.2.12. C.I. Disperse Red 11 C.I. 62 015

4.2.2.13. C.I. Direct Blue 6 C.I. 22 610

4.2.2.14. C.I. Disperse Blue 124

4.2.2.15. C.I. Disperse Red 17 C.I. 11 210

4.2.2.16. C.I. Direct Red 28 C.I. 22 120

4.2.2.17. C.I. Disperse Brown 1

4.2.2.18. C.I. Disperse Yellow 1 C.I. 10 345

4.2.2.19. C.I. Disperse Blue 1 C.I: 64 500

4.2.2.20. C.I. Disperse Orange 1 C.I. 11 080

4.2.2.21. C.I. Disperse Yellow 3 C.I. 11 855

4.2.2.22. C.I. Disperse Blue 3 C.I. 61 505

4.2.2.23. C.I. Disperse Orange 3 C.I. 11 005

4.2.2.24. C.I. Disperse Yellow 9

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4.2.2.25. C.I. Disperse Blue 7 C.I. 62 500

4.2.2.26. C.I. Disperse Orange 11 C.I. 60 700

4.2.2.27. C.I. Disperse Yellow 39

4.2.2.28. C.I. Disperse Yellow

4.2.3. **Arylamines -** The final product shall not contain the following arylamines (from azo dyes):

4.2.3.1. 4-aminodiphenyl (CAS no. 92-67-1)

4.2.3.2. 3,3'-dimethylbenzidine (CAS no. 119-93-7)

4.2.3.3. Benzidine (CAS no. 92-87-5)

4.2.3.4. 3,3'-dimethyl-4,4'-diaminodiphenylmethane (CAS no. 838-88-0)

4.2.3.5. 4-chloro-o-toluidine (CAS no. 95-69-2)

4.2.3.6. p-cresidine (CAS no. 120-71-8)

4.2.3.7. 2-naphthylamine (CAS no. 91-59-8)

4.2.3.8. 4,4'-methylene-bis-(2-chloraniline) (CAS no. 101-14-4)

4.2.3.9. o-amino-azotoluene (CAS no. 97-56-3)

4.2.3.10. 4,4'-oxydianiline (CAS no. 101-80-4)

4.2.3.11. 2-amino-4-nitrotoluene (CAS no. 99-55-8)

4.2.3.12. 4,4'-thiodianiline (CAS no. 139-65-1)

4.2.3.13. p-chloroaniline (CAS no. 106-47-8)

4.2.3.14. o-toluidine (CAS no. 95-53-4)

4.2.3.15. 2,4-diaminoanisol (CAS no. 615-05-4)

4.2.3.16. 2,4-diaminotoluene (CAS no. 95-80-7)

4.2.3.17. 4,4'-diaminodiphenylmethane (CAS no. 101-77-9)

4.2.3.18. 2,4,5-trimethylaniline (CAS no. 137-17-7)

4.2.3.19. 3,3'-dichlorobenzidine (CAS no. 91-94-1)

4.2.3.20. 4-aminoazobenzene (CAS no. 60-09-3)

4.2.3.21. 3,3'-dimethoxybenzidine (CAS no. 119-90-4)

4.2.3.22. o-anisidine (CAS no. 90-04-0)

4.2.4. **Flame retardants -** The following flame retardants shall not be used in the final product:

4.2.4.1. PBB (Polybrominated biphenyls) CAS no. 59536-65-1

4.2.4.2. pentaBDE (Pentabromodiphenylether) CAS no. 32534-81-9

4.2.4.3. octaBDE (Octabromodiphenyl ether) CAS no. 32536-52-9

4.2.5. **Pentachlorophenol and tetrachlorophenol**

4.2.5.1. For products made from cotton or other natural cellulosic fibres, the final product shall not contain more than 0.5ppm (parts per million) of pentachlorophenol. *(Note: Pentachlorophenol is already banned from*

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pesticide applications in the group of plant protection products and severely restricted for other pesticide applications including biocides applications.)

4.2.6. **Phthalate softeners -** For products that come into direct contact with the skin the following phthalate softeners shall not make up more than 0.1% by weight of the final product:

4.2.6.1. DEHP (Di-(2-ethylhexyl)-phthalate) CAS no. 117-81-7

4.2.6.2. BBP (Butylbenzylphthalate) CAS no. 85-68-7

4.2.6.3. DBP (Dibutylphthalate) CAS no. 84-74-2

4.2.7. **Formaldehyde**

4.2.7.1. The amount of free and partly hydrolysable formaldehyde in the final fabric shall not exceed 20 ppm in products for babies and young children under 3 years old, 30 ppm for products that come into direct contact with the skin, and 75 ppm for all other products.

4.2.8. **Heavy metals -** The amount of Cadmium (Cd), Chromium (Cr), Nickel (Ni), Lead (Pb), Copper (Cu) in the final product shall not exceed:

4.2.8.1. Cadmium (Cd) - 0.1 ppm

4.2.8.2. Chromium (Cr) - 2.0 ppm

4.2.8.3. Nickel (Ni) - 4.0 ppm

4.2.8.4. Lead (Pb) - 1.0 ppm

4.2.8.5. Copper (Cu) - 50.0 ppm

4.2.9. **Useful life of textiles products: durability** - Where relevant, the following fitness for use criteria of the EU Ecolabel must be met (full criteria document available at Commission Decision of 9 July 2009 establishing the ecological criteria for the award of the Community Ecolabel for textile products (notified under document number C(2009) 4595)Text with EEA relevance (europa.eu) :

4.2.9.1. Shrinkage (criterion 34)

4.2.9.2. Resistance to fading from washing (criterion 35)

4.2.9.3. Colourfastness to perspiration (criterion 36)

4.2.9.4. Colourfastness to wet rubbing (criterion 37)

4.2.9.5. Colourfastness to dry rubbing (criterion 38)

4.2.9.6. Resistance to fading from light (criterion 39)

5. Invoicing

5.1. The Supplier must work with the Council to minimise the impact in finance back-office of invoice processing. This means:

5.1.1. Paper invoices are unacceptable and specifically a default failure to fulfil an obligation.

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5.1.2. Invoices without a Purchase Order (PO) number are unacceptable and specifically a default failure to fulfil an obligation – except in the case of Summary Level Monthly Invoice (see below).

5.1.3. High quantity of invoices overall is unacceptable and specifically a default failure to fulfil an obligation.

5.1.4. Electronic invoices are acceptable.

5.1.5. PO-flip E-Invoices are acceptable.

5.1.6. Low quantity of invoices overall is acceptable.

5.1.7. Consolidated **Summary Level Monthly Invoice** (PDF) accompanied by detailed excel / .csv **Backing File** is acceptable.

5.2. The Supplier shall submit separate **Summary Level Monthly Invoice** (PDF format) for each of the **High-Volume Customer Department** [1].

5.3. The metrics to define a "High-Volume Customer Department" will be agreed at the outset of the contract.

5.4. Each **Summary Level Monthly Invoice** shall be supported by an excel **Backing File** containing detailed data.

5.5. **Summary Level Monthly Invoices** and **Backing Files** must be submitted by email within two working days of month-end to the **High-Volume Customer Department's** nominated email address(es). **Backing Files** must present separate lines for each item supplied. Columns will be headed as follows:

5.5.1. PO Number if applicable [2]

5.5.2. Date of PO if applicable

5.5.3. Product Code

5.5.4. Product Description

5.5.5. Unit of Measure (UoM)

5.5.6. Free text to quantify UoM as applicable [3]

5.5.7. Cost Per Unit

5.5.8. Quantity

5.5.9. Total line price

5.5.10. Differentiation between Delivery and Collection

5.5.11. Delivery Site Identifier if applicable

5.5.12. Collection Vehicle Registration if applicable

5.5.13. Cost Centre if applicable

5.5.14. Project Code if applicable

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[1] You are not required to submit a Summary Level Monthly Invoice accompanied by detailed Backing File for Low-Volume Customer Departments.
[2] Purchase Order (PO) Numbers will generally apply to orders with delivery to BCP depot / site.
[3] UoM such as bag, roll, box are insufficient and must be supported by weight, dimensions, contents and so on.

5.5.15. Itemised lines for extra charges apply such as waiting times, returned product, cancellation fees, express delivery fees and so on as applicable

5.5.16. Date of supply

5.5.17. Time of supply

5.5.18. Ticket Number as applicable

5.6. The descriptions of items on **Backing Files** shall match exactly the descriptions of items supplied.

6. Pricing and Payment

6.1. Application of Core Discount:

6.1.1. The supplier will on an annual basis, identify a list of 10 "Core Products" for each relevant Lot. Core Products are identified as the 10 products in each Lot that the Council buy in the highest quantities irrespective of size or gender.

6.1.2. Pricing for Core Products will be adjusted from tendered rates by applying the Core Discount.

6.1.3. Core Product pricing will remain valid for 12 months until the following Core Discount review.

6.1.4. Core Discount means the percentage stated within tender submission.

6.1.5. The initial identification of Core Products shall be 6 months after the commencement date of the contract.

6.2. Summary Level Monthly Invoices will be settled in full following quick-time (ballpark) validation.

6.3. Slow-time validation will be accompanied by any queries and credit notes.

6.4. Where required for operational reasons the supplier will accept payment by Purchasing Card (PCard).

7. Account / Contract Management

7.1. Provide a single, allocated Account Manager who will:

7.1.1. Seek to build, develop and maintain relationship with the Council's single, allocated Contract Manager.

7.1.2. Seek to build, develop and maintain relationships with all relevant teams within the Council to ensure that product supplied is a good match to specific operational requirements.

7.1.3. Attend quarterly reviews meetings with the Council's Contract Manager that may be at the Council's premises.

7.1.4. Attend ad hoc issue-related meetings with the Council's Contract Manager as required.

7.1.5. Advise the Council's Contract Manager on innovations and improvements / industry best practices which may lead to improvements in service delivery.

7.1.6. Provide and review Key Performance Indicator (KPI) data in KPI reports.

7.1.7. Provide and review management information (MI) data in MI reports.

7.1.8. Provide review and analysis of complaints including:

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7.1.8.1. Time taken to provide an appropriate response
7.1.8.2. Time taken to be told the outcome of any investigation.
7.1.8.3. Time taken to be told about any action taken arising from the outcome of the complaint.

7.1.9. Provide a new rate to be added to the Schedule of Rates where the Council requires (a) product that is absent from the Schedule of Rates.

7.1.10. Seek to optimise value for money for the Council:
7.1.10.1. Implement a plan for to improve value for money year on year.
7.1.10.2. Continually benchmark price and quality against other suppliers to ensure value for money to the Council.
7.1.10.3. Optimise efficiency to minimise operational costs.

7.1.11. Provide the Council with an early warning of any situation, actual or forecast, that could impact the Supplier's ability to supply compliant product including but not limited to:
7.1.11.1. new or emerging compliance standards.
7.1.11.2. supply chain instability including manufacture and distribution networks.
7.1.11.3. price instability.

7.1.12. Contract management meetings will be held on a quarterly basis. The Supplier will ensure their appropriate representative(s) attend.

7.1.13. Contract management meetings will allow the Council and the Supplier to review the current arrangements, resolve any outstanding performance issues, and for the Supplier to make recommendations to improve the service and make it more cost effective.

7.1.14. There may be a need to arrange meetings in between the contract management meetings when timely action is required, performance has slipped or where either party has identified areas of improvement to the service.

7.1.15. Management Information (MI) Reports will be submitted by the contractor in digital format as Excel file, to the Council's contract manager, one week prior to each contract management meeting. The quarterly review periods shall be:
7.1.15.1. Q1 (April to June)
7.1.15.2. Q2 (July to September)
7.1.15.3. Q3 (October to December)
7.1.15.4. Q4 (January to March)

7.1.16. MI Reports will include but not be limited to the following:
7.1.16.1. Key Performance Indicator (KPI) metrics
7.1.16.2. Any changes to relevant UK Regulations and Guidance will be immediately integrated into the contract
7.1.16.3. Summary Sales Report
7.1.16.4. Purchase Order Report

7.1.17. Summary Sales Report showing:
7.1.17.1. Cumulative purchase order value last month (whole Council)
7.1.17.2. Cumulative non-purchase order sales value last month (whole Council)

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7.1.17.3. Analysis of variance between sales with PO and sales without PO last month (whole Council)
7.1.17.4. Volume and value of invoices last month (whole Council)
7.1.17.5. Volume and value of credits last month (whole Council)
7.1.17.6. Volume and value of overdue invoices last month (whole Council)
7.1.17.7. Sales value splits by product category last month (whole Council)
7.1.17.8. Volumes of key products last month (whole Council)

7.1.18. Purchase Order Report showing:
7.1.18.1. Order Date
7.1.18.2. Order Number
7.1.18.3. Order Value
7.1.18.4. Product items and quantities
7.1.18.5. Name of buyer
7.1.18.6. Delivery address

8. Training

8.1. The Supplier will market and otherwise promote the supply contract within the Council's internal market so that Council staff know what they can buy and how, and the quality standards they should expect. The Council routinely uses MS Teams for this purpose.

9. Termination

9.1. In advance of the contract end date the Supplier will provide volume and value data that is materially significant to parties that may be interested in tendering for the next generation opportunity. Such data will include but not be limited to:

9.1.1. Cumulative sales value **per year (whole Council)** for last two years of contract period.

9.1.2. Sales value splits by product category **per year (whole Council)** (e.g. hi-vis trousers) for last two years of contract period.

9.1.3. Volumes of key products **per year (whole Council)** for last two years of contract period.

9.2. Data will be provided in editable excel format.

9.3. Data will be provided in a timely manner accordance with the timescales set out by the Council's Contract Manager.

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10. Key Performance Indicators (KPIs)

The Supplier will be required to meet a series of Key Performance Indicators (KPIs) under which their overall performance under the Contract will be measured from day 1 but not enforced for the first three months. KPIs will be measured during quarters where:

Q1 is April to June

Q2 is July to September

Q3 is October to December

Q4 is January to March

KPIs will include but not be limited to the following – Contractors note that the Council reserves the right to add new KPIs to address emerging issues:

KPI no	Description	Required performance level %	Performance level requiring immediate action %	Definition	Frequency of KPI Report	Means of calculation	Formula
1	Availability of online system	100%	99%	% of time online ordering system is available to view product and place orders	Quarterly	The number of outage hours (a) expressed as a percentage of the total number of hours (b)	a/b expressed as a % to 2 decimals
2	Speed of delivery of order	98%	95%	% of orders delivered next day		The number of orders delivered next day (a) expressed as a percentage of the total number of orders (b)	a/b expressed as a % to 2 decimals

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3	Returns rate (as a proxy for both quality of the items and accuracy of order fulfilment)	98%	95%	% of line items ordered and subsequently returned.	Quarterly	The number of returns (a) expressed as a percentage of the total number of line items ordered (b)	a/b expressed as a % to 2 decimals
4	Complaints	100%	95%	% of complaints resolved within 48 hours	Quarterly	The number of complaints resolved within 48 hours (a) expressed as a percentage of the total number of Orders (b)	a/b expressed as a % to 2 decimals
5	Invoice accuracy	100%	98%	% of invoices submitted that fail to match to Purchase Orders	Quarterly	The number of Invoices submitted that fail to match to Purchase Orders (a) expressed as a percentage of the total number of Invoices (b)	a/b expressed as a % to 2 decimals

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