



Comhairle Contae
Laoise | Laois
County Council

Service Requirement and Specification Document

For

Laois County Council

Supply of Cookers and Associated Items Framework

1. Introduction

- 1.1. The Supplier shall provide goods and supplies to the following specification, when ordered by the Employer, and otherwise to the requirements of the Framework.

2. Account Management

- 2.1. The Supplier shall nominate an Account Manager, who shall act as a point of contact between the Supplier and the Employer. This person shall have the authority to deal with all matters in relation to contracts and be responsible for the satisfactory delivery of the goods and supplies required.
- 2.2. The Account Manager shall be responsible for the following:
- i. Queries on goods/supplies, ordering, delivery, collections, invoicing and payments.
 - ii. Overall responsibility for a good working relationship with the Employer;
 - iii. Provide regular reports on performance as agreed with the Employer;
 - iv. Deal with disputes, complaints or concerns that cannot be adequately resolved;
 - v. Proactively discuss with the Employer ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings
- 2.3. On request they shall attend service review meetings, at the Employer's premises or online, which the Employer may hold from time to time (initially proposed as quarterly).
- 2.4. Account management activities are included in the Supplier's tendered rates, and as such are non-billable.
- 2.5. The Supplier shall provide the Employer with printed copies (min 3no.) of their catalogue/pricelist. Amended/updated copies shall be provided as required.
- 2.6. Where the Supplier operates an online catalogue/ordering system, they shall provide access, and training as required.

3. Ordering Supplies Under The Framework

- 3.1. No enforceable commitment of any kind will exist unless and until a formal written notification is issued to the Supplier by the Employer, requesting the Supplier to supply supplies/materials.
- 3.2. This formal written notification shall be in the form of an Order Form, to an agreed format. The Employer may provide Order Forms by post, electronically, on in person at the employer's premises. All order forms shall have a unique Order Reference Number.
- 3.3. Once the Supplier agrees to provide the requested supplies/materials; a Contract of Sale has been made under the Framework Agreement.
- 3.4. Where the Supplier has an existing system for placing orders in writing or online, the Employer may use this at its discretion.

- 3.5. The Supplier shall retain copies of Order Forms, to accompany Pro-Forma invoices, or as otherwise requested by the Employer.

4. Delivery

- 4.1. Delivery shall be within 5 business days of the date of order, unless otherwise agreed.
- 4.2. The minimum order for delivery shall be €200, unless otherwise agreed.
- 4.3. Delivery is to Laois County Council Housing Offices, Mountrath Road, Portlaoise, Co. Laois, unless otherwise agreed. Prior to delivery, the Supplier shall confirm with the Employer's nominated contact the time and arrangements for delivery, to ensure there are staff present to receive them.
- 4.4. The Supplier shall arrange, and be responsible for, loading and unloading of all supplies at the Employer's premises. Please note that the Employer does not have forklift facilities at their premises.
- 4.5. LCC may collect from the supplier's premises at its discretion.

5. Invoicing

- 5.1. All documentation shall be provided in electronic format, unless otherwise agreed.
- 5.2. At the end of every month, or more frequently by agreement, the Supplier shall promptly present a Pro Forma Invoice to Employer, listing the goods and supplies provided, whether they are Core, or Non-Core items, the order reference number, the date purchased, and the Non-Core discount applied (as applicable).
- 5.3. Core items shall be priced at the Framework rate.
- 5.4. Non-Core Items shall be discounted at the tendered Non-Core Item Discount.
- 5.5. Pro-Forma Invoices shall be accompanied by copies of all Order Forms referred to. The Pro-Forma Invoice, and associated Order Forms may be provided electronically.
- 5.6. On receipt and agreement of the Pro-Forma Invoice, the Employer shall raise a Purchase Order number, which the Supplier will refer to on their Invoice. Purchase Orders may take up to 15 days to raise.
- 5.7. Invoices shall include the same details as the Pro-Forma Invoice.
- 5.8. All invoices must include the Purchase Order Number, which will be provided in advance by LCC. Invoices without Purchase Order Numbers will be returned.

- 5.9. Invoices shall be forwarded to LCC Accounts Payable, Finance Department, Aras An Chontae, James Fintan Lalor Avenue, Portlaoise, Co. Laois, by post or email to accountspayable@laoiscoco.ie. Electronic documents to be provided in *.PDF format.
- 5.10. Payment for valid invoices (i.e. goods have been delivered and accepted; invoice is VAT compliant; and the invoice includes the PO number issued by LCC) shall be within 30 days of the date of receipt of the invoice.
- 5.11. The conditions of this Framework shall supersede any existing standard conditions (pre-printed on invoices/documentation or otherwise) which the Supplier customarily uses.

6. General Supplies Specification

- 6.1. The Supplier shall only provide goods and supplies which are sound, intact, fully functional and fit for the purpose for which they are intended.
- 6.2. Where manufacturers have prepared instructions, handbooks, manuals, information sheets, materials safety data sheets, or related documentation, the Supplier shall provide a copy with the all supplies.
- 6.3. Please note that where the specification has identified minimum requirements, suppliers may offer variant offers (alternatives) so long as the proposal meets the minimum requirements.
- 6.4. Materials, items and supplies provided shall be stored in suitable locations, which are dry, clean, and away from any sources of contamination.
- 6.5. Materials showing signs of water damage, sun damage, contamination, corrosion, cracking of deformation or otherwise not in an as-new condition will not be accepted, and shall be collected and removed at the supplier's expense.
- 6.6. Reconditioned ranges/cookers to include the following;
- Dismantle cooker, clean and inspect each component.
 - Cast components to be cleaned or sand/shot blasted.
 - Replace panels where they cannot be repaired to as-new or similar condition.
 - All cracked or otherwise defective panels, hotplates and other components to be replaced with parts in as-new or similar condition.
 - All confirmed, or suspected Asbestos -Containing Materials to be safely removed and replaced with suitable inert materials.
 - All external panels to be re-enamelled/powder coated/painted to as-new or similar condition.
 - Boiler must be replaced with **new** boiler.
 - Replace all pipework/fittings, seals, gaskets, grates, pans, firebricks, insulation, handles, rails to as new or similar condition.
 - Ranges/Cookers must function in an as-new condition, including doors, seals, flues, dampers, grates, access panels etc.