



CONTRACT GUIDE

Contract No. 1769

Soft Skin Cash in Transit Services

CONTRACT PERIOD: 19 April 2010 to 18 April 2013 with two (2) by one (1) year options to extend



Contract Summary

As opposed to armoured cash collection, 'soft-skin' cash collection caters to smaller amounts of cash and other negotiable instruments to be collected at DET, TAFE and other government facilities.

The contract has been developed to provide collection, transportation, banking, and risk management services between the collection point and recipient.

The state has been divided into eleven (11) Contract Regions with pre-selected contractors, providing competitive rates and quality outcomes.

NSW Public Works

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (1800 679 289)

E nswbuy@commerce.nsw.gov.au

I www.nswbuy.com.au

Always ensure you obtain the latest version of the User Guide.

Updated versions of this and other User Guides are available by phoning 1800 NSW BUY (1800 679 289) or visit the website www.nswbuy.com.au

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Introduction

This user guide is designed to provide customers with all the necessary information needed to utilise Soft Skin Cash in Transit Services.

NSW Procurement and NSW Public Works provide a full range of procurement services for government agencies and other clients. Services include contract management of common use contracts. These are state contracts on a rolling one to five year renewal cycle for the supply of products and services in common use across many agencies.

The Contract is for a term of **three (3) years** expiring on **18 April 2013**.

This State contract allows users to achieve considerable cost savings due to the combined purchasing power of the State Government. It offers value for money including competitive rates, and a quality range of products.

Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board (Board) and administered by NSW Procurement and NSW Public Works.

A list of the categories of organisations eligible to purchase from the state contracts is given in Section 5 of this Guide. Most eligible organisations have already registered with NSW Procurement in which case they have immediate access to the contracts.

To register as a new customer, visit www.nswbuy.com.au > Purchasing for Government. You can either complete the process on line or download an application form for completion. Once approved, you will be advised of your NSWBUY Identification Number and are then eligible to use any of the state contracts administered by NSW Procurement.

Phone 1800 NSWBUY (1800 679 289) if you have any problems completing your application form or if you wish to check your registration status.

Prices

Prices may change in accordance with the price variation conditions of the contract if there are any. Regular users of State contracts should consider using smartbuy® for latest pricing. For further information on smartbuy®, please contact NSW Procurement Client Support Centre on telephone 1800 NSW BUY (679 289).

Placing an Order

Official orders are to be placed with the relevant supplier. By placing an order you are entering into a contract with the supplier and, as a minimum, the following information should be included in the Official Order:

- Contract Number and Name

- Name and address of Supplier and Customer
- Customer Registration Number*
- Customer's Order Number
- Date of Order and Date of Delivery
- Item, product code, contract price, quantity and any accessories

You need to quote your Customer Registration Number each time you use NSW Procurement and NSW Public Works contracts. If you are unsure of your number, please contact NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

Smartbuy®

smartbuy® is the NSW Government's electronic procurement system that supports departments and other authorised buyers to facilitate the streamlining of procurement processes, assisting with the move from paper-based to electronic procurement. Delivering a complete procurement solution from supplier engagement and catalogue management, through to purchasing and reporting, we provide a real-time, electronic connection to your suppliers.

Please note that this service cannot be purchased through smartbuy® at this time, however, all relevant information relating to the contract can be found on the smartbuy® website.

Tap into our wealth of procurement knowledge, IT infrastructure, training and support services, leaving you time to concentrate on core business.

smartbuy® solutions can support your electronic procurement initiative and achieve direct savings by:

- Increasing purchasing compliance, leading to direct cost savings and product rationalisation
- Reducing transaction and administration costs of purchasing by decreasing the effort of placing orders and removing duplicate processes
- Reducing consumption and improving cash management through reduction of purchasing

cycle times

- Reducing an organisation's IT investment and system duplication by utilising existing applications
- Delivering purchasing advantages to organisations through access to a large competitive range of suppliers
- Providing low to zero cost entry for suppliers, removing duplicate costs in the trading support of each agency
- Bringing transparency to the purchasing element of the supply chain through improved reportability.

For more information visit the website at www.nswprocurement.com.au or contact the NSW Procurement Client Support Centre on 1800 NSW BUY (679 289) or eBS_Supportdesk@commerce.nsw.gov.au

ICT Services E Portal

This technological innovation has been designed by NSW Procurement to assist in streamlining ICT purchases for NSW Government agencies.

The online portal allows buyers direct access to a comprehensive range of ICT services provided by a number of small, medium and large accredited suppliers.

From software development, internet products and services to IT consultancies, this innovative approach to purchasing will save you time and money. Within minutes, agencies can request quotes from single or multiple suppliers.

For further information, please phone the Client Support Centre on 1800 NSW BUY (1800 679 289) or email nswbuy@commerce.nsw.gov.au.

Contact

For further information please call NSW Procurement Client Support Centre on:

T 1800 NSW BUY (679 289)
F (02) 9372 8077
E nswbuy@commerce.nsw.gov.au
I www.nswbuy.com.au

Section 2 – Range of Services

The services available under the Soft Skin Cash in Transit Contract include:

- Collection of Cash, cheques, money orders; and
- Transportation, banking and risk management

The fundamental requirement of the Contract is to mitigate the risk of harm to office staff and occupants of the Site during the movement and transfer of cash.

A maximum cash limit may apply as determined by the service provider upon completion of a risk assessment. The maximum cash limit only applies to cash notes and not to coins or other forms of tradeable currency (such as cheques, money orders, etc).

The Soft Skin Cash In Transit Services Contract has rates encompassing four (4) levels of collection. These are:

Programmed Services

1. One Collection per week
2. Two collections per week
3. More than two collections per week

Ad Hoc Service

4. Minimum of four (4) hours notice with a maximum response time of six (6) hours.

The contract has separate rates for each package to supply the above four levels of service to:

- DET Facilities
- DET Facilities, Multiple Drop Off
- Other Government Organizations

A Multiple Drop-off rate is included in the contract to be used by DET Facilities. This is to cater for the collection of banking from a designated location and depositing at two separate locations or banks.

The rates for each package region and collection service are available on the smartbuy® website. You may also contact the NSW Public Works, Facilities Management Unit on:

T 02 9372 7373

F 02 9372 7552

E facilitiesmanagement@services.nsw.gov.au

I <http://publicworks.nsw.gov.au/asset-facilities-management>

Section 3 – Key Features

Services

- The service provider for your Contract Region will assess the risk involved and develop a suitable strategy for your cash collection needs
- Various collection options are available, as outlined in Section 2 of this User Guide
- Containers are provided by the bank or the contractor depending on the site
- Plain clothed Collection Officers and unmarked vehicles are used to minimize risk in soft skin cash collection
- A prompt payment discount is offered by some contractors (please refer to Section 4)

Quality Management

- The Contract can be used by Government Agencies throughout the entire state of NSW
- The eleven (11) Contract Regions are based on DET education areas which allow for more efficient delivery of services
- Predetermined rates by specific contractors are competitive and represent value for money
- All contractors have been thoroughly checked for their financial and service capabilities
- Being a government developed contract, you are ensured that all protocols and processes have been followed in evaluating the suppliers
- The services undertaken are in accordance with the WorkCover Cash In Transit Code of Practice 2002 (as amended) and other applicable standards and codes.

Section 4 – Contractors

The following service providers have been appointed to
Contract 0901769: Soft Skin Cash In Transit Services

Contractors

Australia Wide Security

Address: PO Box 67, St Pauls NSW 2031
Phone: 02 9664 6644
Fax: 02 9664 4666
Email: security@awsb.com.au

Knight Guard Protection Services

Address: PO Box 672, Hornsby NSW 1630
Phone: 02 9477 6642
Fax: 02 9477 5451
Email: administration@knightguard.com.au

ASAP Armoured

Address: PO Box 151, Granville NSW 2142
Phone: 1300 882 373
Fax: 1300 886 236
Email: sales@asap.com.au

SNP Security

Address: PO Box 983, Hamilton NSW 2303
Phone: 02 4940 7777
Fax: 02 4961 6705
Email: enquiries@snpsecurity.com.au

The contractors have been chosen to supply a service to specific region packages, and customers are only able to use the contractor chosen for their region. The region packages are outlined below.

Contract Regions

The 11 Contract Regions used for the contract are based on the Department of Education and Training (DET) education areas.

Contract Region	Areas	Contractor
Contract Region 1	Albury Deniliquin Wagga Wagga Griffith	Australia Wide Security Brokers
Contract Region 2	Bankstown Granville	Knight Guard Protection Services
Contract Region 3	Armidale Moree Tamworth	Australia Wide Security Brokers
Contract Region 4	Batemans Bay Queanbeyan Shellharbour Wollongong	Knight Guard Protection Services
Contract Region 5	Bathurst Dubbo Orange Broken Hill	Australia Wide Security Brokers
Contract Region 6	Bondi Port Jackson Sutherland St George	Knight Guard Protection Services
Contract Region 7	Blacktown Mount Druitt Penrith Parramatta	Knight Guard Protection Services
Contract Region 8	Campbelltown Fairfield Liverpool	Knight Guard Protection Services
Contract Region 9	Clarence/Coffs Harbour, Lismore Taree, Port Macquarie Tweed Heads/Ballina	SNP Security
Contract Region 10	Central Coast Lake Macquarie New Castle Maitland	Knight Guard Protection Services
Contract Region 11	Hornsby Northern Beaches Ryde	ASAP Armoured

Discount

A prompt payment discount is offered by certain contractors if payment is made within ten (10) working days.

Contractor	Discount
Australia Wide	0.00%
Knight Guard	1.50%
ASAP Armoured	5.00%
SNP Security	0.00%

Section 5 – Contract Conditions

Organisations Eligible to Purchase from the Contract

The following organisations are eligible to purchase from the Contract:

- a) Any Department, Agency or Office of the Commonwealth including any Statutory Authority constituted under Commonwealth legislation;
- b) Any Department, Agency or Office of any State or Territory of the Commonwealth, including any Statutory Authority constituted under State/Territory legislation;
- c) Any Council of a city, municipality or shire constituted by a State or Territory;
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation there under;
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the Government, in respect of such service;
- f) Any Authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Commerce, or an official delegate of the Minister, to issue orders for supplies comprised in the Agreement.

For the purpose of parts (d) and (e) above examples of typical organisations include, but are not limited to:

- Government Schools and Private Schools;
- TAFE Colleges;
- Public Hospitals and Area Health Services;
- Trustees of Public Parks;
- Boards;
- Tribunals;

- Commissions; and
- Registries.

For the purposes of part (f) above authorities to which permission has been given generally have:

- Charitable or benevolent status;
- Non-profit objective;
- Level of government subsidy/support.

Examples are:

- Non-Government Schools;
- Pre-Schools/Kindergartens and Child Care Centres;
- Child Care Centres (excluding privately owned);
- Family Day Care Administrations;
- Nursing Homes (excluding privately owned);
- Other community based service providers;
- Student support groups which are established under the auspice of the relevant school or education institution;
- Arts based groups sponsored by the Ministry for the Arts.

Collection / Banking

Registered Collection Officers will attend to the nominated site at a specific time organised between the Contractor and the Facility Manager.

Upon collection of the Container, the attending Collection Officers will ensure:

- Site records are completed in relation to each specific collection;
- The Containers are secured within his or her vehicle. The Contractor, once having the Container is liable for any loss, until the Container is delivered to the designated recipient and a Receipt is obtained;
- The Containers are delivered to the designated recipients by close of business on the same day of collection; and

-
- Receipts are obtained from the designated recipient will be returned to the site on the next scheduled visit.

Containers, Security Seals and Consumables

The supply of Containers and security seals will be provided by:

- DET Schools – The designated bank
- TAFE's & other Agencies – The Contractor

The Contractor will supply each Site with Service Transaction Registers which will be used to record all cash collection, banking service and other Services related transactions.

Where applicable, the Contractor will liaise with the Facility Managers to ensure that the availability of Containers, security seals, and Service Transaction Registers is adequately maintained during the Term of the Contract to meet the needs of the Site. Any additional Containers and/or security seals, and/or Service Transaction Registers requested by the Facility Manager will be delivered to the Site on the next scheduled visit.

Any unused security seals and all Containers belonging to the Contractor will be returned upon request at the end of the Contract Term.

Contractor Liability

The Containers are to be securely sealed and remain sealed until the time of delivery to the designated recipient. The Supervisor at the designated location will immediately contact the Site and verify the contents as collected by the Collection Officer.

Any discrepancies in the contents of the Containers will be recorded and reported immediately to the Facility Manager, Customer (if applicable), and the Board. In addition, the Contractor will notify the NSW Police

Service of the discrepancy and will assist with any subsequent investigation.

If a discrepancy occurs and the security seal is broken before delivery to the designated recipient, the Contractor will reimburse the Site for the full amount of the discrepancy; whether the discrepancy involves cash, negotiable instruments, or a combination of both. Where a discrepancy involves negotiable instruments, the Contractor will be entitled to a refund of any amounts able to be recovered by the Site from the original payee, less an administrative fee as determined by the Board.

Customer Responsibility

The Customer is responsible for the support in services to its Facilities and may direct the contractor to add or delete Services related to its Facilities within the scope of the Contract (e.g. DET is the customer for the school collection).

The Facility Manager is responsible for the day-to-day management of his or her Facility and will be responsible for paying the Contractor for the provision of the Services, either directly or via a Customer (e.g. The DET facility manager for a school is the school principal).

The containers must be ready for transportation at the time of collection, with counting completed and all relevant information filled out for the recipient.

Service Agreement

The Contractor is to enter into a service agreement for each site. This agreement sets out the Days and collection window for the service provision. Separate forms are available for Non School sites and School sites. The forms are attached to this user guide for your information.

Section 6 – Frequently Asked Question

Operation of Nominee Purchasing

Introduction

The Nominee Purchaser Arrangement was created under section 18 of the *Public Sector (Goods and Services) Regulation 2000* (NSW). The Regulation allows the State Contracts Control Board (“Board”) to provide access to contractors of public sector agencies to Board standing offer agreements for the provision of goods and services. These contractors are known as Nominee Purchasers. The public sector agencies making the nominations are known as Nominating Agencies.

What is a Nominee Purchaser?

“Nominee Purchaser” means a contractor to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for things done as such a contractor and registered by NSW Procurement. Access of Nominee Purchasers to Board standing offer agreements:

- Is limited to standing offer agreements relevant to the contract between the Nominating Agency and the Nominee Purchaser, and which are specifically listed in the Nominee Purchaser’s registration; and
- Is for a fixed period of registration, usually ending on the completion of the term of the contract between the Nominating Agency and the Nominee Purchaser.
- A Nominee Purchaser must not purchase goods or services under a Board standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

If you have any further enquires, or are interested in using this facility please call NSW Procurement Client Support Centre on telephone 1800 NSW BUY (679 289) or e-mail nswbuy@commerce.nsw.gov.au.

Code of Behaviour – Protection of Children and other Vulnerable People

The Contractor must not employ or permit to be employed on work under the Contract at the Site a person whom the Principal advises the Contractor poses unacceptable risks to children or other vulnerable people cared for at that site.

The Contractor must not employ or permit to be employed on work under the Contract at the Site a person who has been convicted of a serious sex offence and is a prohibited person under the *Child Protection (Prohibited Employment) Act 1998* (NSW).

The Contractor must not employ a person or permit a person to be employed on work under the Contract at the Site continuously for more than 20 working days or intermittently for more than 20 working days out of any 12 weeks, unless the Contractor has provided the Principal with that person’s particulars and their consent to employment screening in the form of the *Prohibited Employment Declaration* available at: <http://www.kids.nsw.gov.au>

Government Taxes, Duties and Charges

The rates available in smartbuy® are exclusive of GST.

Insurance

The Contractor has arranged with a reputable insurance company:

- Public Liability Insurance
- Workers Compensation Insurance

Q1 Can I change providers?

A No, The suppliers have tendered for specific packages and they are not able to provide services to other packages.

Q2 Can I use this service for school canteens?

A No, Most Canteens are not included in the DET coverage as they are either privately run or run by the P&C's.

Q3 Can I use a contractor not listed in a particular Package?

A No, The suppliers have tendered for specific packages and they are not able to provide services to other areas.

Q4 Can additional services be included?

A Yes, Additional services may be included on a site by site basis on request by the customer.

Section 7 – Contract Administration & Contractor Performance Survey

NSW Procurement & Public Works Contact

This Contract has been arranged and is administered by NSW Public Works. If you have any questions relating to the operation of the Contract then contact:

NSW Procurement Client Support Centre

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 NSW BUY (679 289)
F (02) 9372 8077
E nswbuy@commerce.nsw.gov.au
I www.nswbuy.com.au

To help us maintain a high level of service and to meet Agencies' obligations under NSW Government Service Provider Performance Management Guidelines, we seek your feedback concerning suppliers' performance under contracts established by NSW Procurement and NSW Public Works (business units of the Department of Commerce) on behalf of NSW Government Agencies.

All reporting officers should be familiar with the requirements of the "Service Provider Performance Management" available on the Department of Commerce website at:

<http://www.ogp.commerce.nsw.gov.au/Government+Guidelines/Goods+and+Services+Procurement/Goods+and+Services+Procurement+Publications.htm>.

The feedback form can be found on the NSW Procurement website at www.nswbuy.com.au or by calling NSW Procurement Client Support Centre on 1800 NSW BUY.



A Division of the Department of Services, Technology & Administration

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FURTHER INFORMATION

For further information or to obtain a copy of the Contract Guide, please contact the Client Support Centre.



SECURITY SERVICES FOR SCHOOL BANKING AGREEMENT

AGREEMENT made this.....day of20.....

BETWEEN "The Contractor"

AND The School Principal, _____

The terms of this Agreement shall be in accordance with the NSW Government Contract for "Soft Skin Cash In Transit Services" in NSW for the Department of Education and Training", Contract Number (0901769)

The Contractor agrees to provide a cash collection and banking service as described in the abovementioned contract. For Schools, collections are required on the following basis during school term, excluding staff development days* and public holidays:

Each:

Monday between.....am/pm and.....am/pm

Tuesday between.....am/pm and.....am/pm

Wednesday betweenam/pm and.....am/pm

Thursday between.....am/pm and.....am/pm

Friday between.....am/pm and.....am/pm

* The School is to advise the Contractor of dates for staff development days or other such days when collections will not be required.

Services shall commence on theday of.....200..., and continue for the period of the contract or until discontinuation of the service at the request of the school. Any variation to arrangements for collections made under this Agreement shall be in the form of a new Agreement.

Other collections may be required from time to time, by individual arrangement at the specified rate. Services will be billed on a monthly basis at the applicable contract rates directly to the school.

Signed..... Witness.....
For the Contractor

Date.....

Signed..... Witness.....
Principal

Date.....

**For DET Sites
A copy of this signed Agreement MUST be lodged with the
School and Regional Financial Operations
seven (7) working days prior to the commencement of the service.**

Fax: 1300 300 165

SOFT SKIN CASH IN TRANSIT SERVICES AGREEMENT

AGREEMENT made this.....day of20.....

BETWEEN "The Contractor" _____

AND The Customer, _____

The terms of this Agreement shall be in accordance with the NSW Government Contract for "Soft Skin Cash In Transit Services" in NSW, Contract Number (0901769)

The Contractor agrees to provide a cash collection and banking service as described in the abovementioned contract. For the nominated Sites, collections are required on the following basis, excluding staff development days* and public holidays:

Each:

Monday between.....am/pm and.....am/pm

Tuesday between.....am/pm and.....am/pm

Wednesday betweenam/pm and.....am/pm

Thursday between.....am/pm and.....am/pm

Friday between.....am/pm and.....am/pm

* The Customer is to advise the Contractor of dates for staff development days or other such days when collections will not be required.

Services shall commence on theday of.....200..., and continue for the period of the contract or until discontinuation of the service at the request of the Customer. Any variation to arrangements for collections made under this Agreement shall be in the form of a new Agreement.

Other collections may be required from time to time, by individual arrangement at the specified rate. Services will be billed on a monthly basis at the applicable contract rates directly to the Customer.

Signed..... Witness.....
For the Contractor

Date.....

Signed..... Witness.....
Customer

Date.....