



CONTRACT GUIDE

Contract 370

Card Fuel and Associated Products

**CONTRACT PERIOD: 1 January 2011 to 31 December 2013
plus 2 x 12 month extension options**

Contract Summary

This Guide has been prepared by NSW Procurement to assist in purchasing fuel from retail service stations with fuel cards. The State Contracts Control Board's Card Fuel & Associated Services Contract, contract number 370 (the "Card Fuel Contract") is for the period 1 January 2010 to 31 Dec 2013. The guide details how the card fuel contract operates and what Customers need to do to establish, maintain and administer accounts and fuel cards for the full range of products available under the contract. It also provides Customers with other necessary and useful information.

The benefits of the fuel contract are many and include the following:

- a) Very competitive contract prices are available all year round.
- b) Contract prices are fixed weekly.
- c) Contract prices are known in advance.
- d) Credit in the form of payment terms of up to 21 days from the end of the month of purchase is available.
- e) The convenience of fuel cards and the control they provide through detailed invoices.
- f) Contract prices are verified to ensure that prices charged by suppliers are correct.
- g) Fuel Transaction Data is available in a number of formats, free of charge, to import into Fleet and/or Finance Systems.

NSW Procurement

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Always ensure you obtain the latest version of the contract guide.

Enquiries to 1800 NSW BUY (1800 679 289) or visit the website www.nswbuy.com.au

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Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board and administered by NSW Procurement, an office of the Department of Services, Technology & Administration.

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.

New Customers

To register as a new customer intending to purchase from a State Contract, visit www.nswbuy.com.au and complete an application form which is located under *Buying for Government*. You can either complete the process on line or download and complete an application form. 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. You will also need this number to apply for access to the FUELnet website which displays Pricing and Conditions of Contract.

A secondary application process applies in the case of purchasing fuels through the Card Fuel arrangement. You will need to obtain a supplier application from to set up a government card fuel account with the supplier. The application forms for each supplier are available on the FUELnet website (www.fuelnet.com.au). Details on how to apply for government fuel cards are provided on the application form.

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

Further information on state contracts is also available on the website www.nswbuy.com.au

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Section 2 – Range of Products

The following products are available under Contract 370 via Card purchases:

Unleaded Petrol

Premium Unleaded Petrol

Automotive Diesel Fuel

Automotive Liquefied Petroleum Gas (LPG)

Ethanol Blended Fuel

Biodiesel

OPAL Fuel

Any other fuel product that may be available over the term of the proposed Agreement

In addition, it is possible to purchase other non-contract products on fuel cards, including lubricants, car wash, auto care and shop items. Upon setup of the card, the option to allow these products to be purchased on the card must be checked. Alternatively, the allowed products may be altered by contacting the relevant supplier.

Section 2 – Range of Products (Cont.)

Contract 370 Supply of Card Fuel and Associated Products

Supplier	Card Fuels Offered
BP Australia	<ul style="list-style-type: none">• Unleaded Petrol• Premium Unleaded Petrol• Automotive Diesel Fuel• Automotive Liquefied Petroleum Gas• Ethanol Blended Fuel• Biodiesel• OPAL Fuel.
Caltex Australia Petroleum Pty Ltd	<ul style="list-style-type: none">• Unleaded Petrol• Premium Unleaded Petrol• Automotive Diesel Fuel• Automotive Liquefied Petroleum Gas• Ethanol Blended Fuel• Biodiesel• OPAL Fuel
Shell Company of Australia	<ul style="list-style-type: none">• Unleaded Petrol• Premium Unleaded Petrol• Automotive Diesel Fuel• Automotive Liquefied Petroleum Gas• Ethanol Blended Fuel• Biodiesel• OPAL Fuel

Please refer to Section 4 of this document for Supplier Notes.

Section 3 – Frequently Asked Questions

3.1 What are the key points of the contract?

3.1.1 Who is contracted to supply fuel purchases using Fuel Cards?

Caltex, Shell and BP are the suppliers for purchases made using fuel cards. They provide all Petrol, Diesel and LPG and 10% ethanol blended fuel (E10) products where available.

3.1.2 How much are Card Fees in the contract?

Under the previous supply arrangement card fees were absorbed into the contract price of fuel. In the new Card Fuel contract fees are transparent

A transaction fee of \$0.187 inclusive of GST will apply on all Caltex transactions.

A transaction fee of \$0.33 incl. Of GST will apply on all Shell transactions.

BP does not apply a transaction fee.

3.1.3 Have there been any changes to the pricing structure of the previous contract?

For information regarding individual supplier's price basis please refer to Supplier's Notes at Section 4.

3.1.4 What are the payment terms of the new contract?

For information regarding individual supplier's payment terms please refer to Supplier's Notes at Section 4 All new "Non Government" accounts will be required to pay by Direct Debit. Direct Debit is a method of paying accounts automatically. The Customer authorises the supplier to receive payment automatically on the due date for payment through the transfer of funds from the Customer's bank account to the supplier's bank account. There are no additional costs in this process but it does ensure that accounts are paid automatically by the due date and that administration costs are kept to a minimum.

To provide authorisation, completed Direct Debit forms can be faxed, mailed or emailed to the supplier concerned. However, the original application must still be mailed, as banks will not accept faxed or photocopied signatures.

3.2 What are the Customer's Obligations and Rights?

The fuel contract contains comprehensive conditions of contract. Customers as well as suppliers have commercial obligations to which they must adhere. Details of these obligations can be found in the Conditions of Contract posted on the FUELnet website.

3.2.1 Registration of Customers

Products may only be supplied in the terms of this contract to those Customer organisations which are registered with NSW Procurement as authorised Users of State Contracts. Should your organisation be unsure as to whether it is eligible to use State Contracts, or if you are unsure of your organisation's eligible customer number, please contact the NSW Procurement Support Centre at www.nswbuy.com.au or 1800 NSWBUY (1800 678 289 for assistance.

3.2.2 Vehicles eligible to use the Fuel Contract

Privately registered vehicles are NOT eligible to be fuelled under the Fuel Contract. Only vehicles registered in the name of the authorised Customer organisation are eligible.

3.2.3 Quantities or Prices in Dispute

Customers must pay the full amounts shown on invoices and statements rendered by Suppliers subject only to the deduction of any items in dispute which shall be notified by the Customer to the Supplier in writing.

3.2.4 Disputes

Any disputes regarding the meaning or application of the Terms and Conditions of this contract which arise between Customer organisations and Suppliers should be notified

by the Customer within 48 hours of the incidence of the dispute to NSW Procurement.

3.2.5 Cancellation and Destruction of Fuel Cards

Fuel cards which are no longer required, either because the card issuer is no longer one of the contracted suppliers or because the vehicle nominated on the card has been disposed of, must be cancelled and destroyed. Customers will be held liable for all purchases made on unwanted, valid fuel cards which have not been cancelled and destroyed.

3.2.6 Lost or Stolen Cards

Customers must immediately report to the relevant suppliers details of any cards which are lost or stolen so they can be "hot listed" to prevent any further use. Customers are liable for all purchases made on such cards up to the time they are reported as lost or stolen. For more details on cancelling cards, please refer to Section 3.5.

3.3 Can Customers obtain supply under the Fuel Contract in all areas of NSW?

3.3.1 Fuel Card Usage

Customers can purchase fuel in NSW on Oil Company supplied fuel cards from any service station which accepts the oil company card across NSW. Most branded service stations will accept the fuel cards issued by their supplying oil company. A Caltex Card can only be used at a Caltex service station, whilst a Shell E10 card may be used at Coles Express in addition to Shell outlets. The only exception to this is where an independently branded service station advertises that they also accept Caltex fuel cards.

3.3.2 Australia-wide Purchases Using the Fuel Contract

Purchases can be made throughout Australia using Fuel Cards issued under the NSW State Government Contract. At the contract prices.

3.4 How does a Customer establish a new Fuel Card Account?

- a) Ensure that the organisation is registered with NSW Procurement as a Customer. If you are unsure about this, please contact the NSW Procurement Support Centre on 1800 NSW BUY (1800 679 289).
- b) Determine which supplier the organisation would like to receive fuel cards for.
- c) The Card Fuel Application forms are available to download from the FUELnet website. You will need your NSWBUY identification number and

the number of vehicles which cards will be ordered for.

- d) Complete the forms and direct them back to the supplier, whose details will be located on the application forms. **Note that privately registered vehicles are not eligible for fuel cards under the contract.**

The main types of fuel cards which are available are:

1. Vehicle card – The registration of the vehicle is embossed on the card, and
2. Personal card – The name of the driver is embossed on the card.

While other types of cards are available, it should be noted that they have lower levels of security. It is possible to have only the organisation's name embossed on a card, although it is recommended that a Personal Identification Number (PIN) is used with these cards.

Additionally, each card may have limitations imposed, such as volume, dollar value or product limitations.

3.5 How can a Customer Cancel a Fuel Card?

- 3.5.1 Fuel cards that are no longer required must be cancelled and destroyed in accordance with individual departmental guidelines. Customers will be held liable for all purchases made on unwanted valid fuel cards which have not been cancelled and destroyed. To cancel a fuel card contact the suppliers customer service centre.
- 3.5.2 Are there any additional charges involved in Cancelling or "Hot Listing" a Fuel Card?

The "Hot Listing" of lost or stolen cards together with the cancellation of cards is free of charge. In the case of cancelled cards, it is the responsibility of the Customer to destroy the card.

3.6 What are the elements that make up the fuel prices on invoices?

Fuel prices are made up of a number of separate pricing elements. These include:

- a) The weekly reference or list price
- b) Freight Differential where applicable (see section 3.8 for details)
- c) Federal excise

3.7 Do NSW Government Customers pay Federal Excise?

- 3.7.1 Yes. Federal Excise is payable on all major petroleum products including unleaded petrol, and diesel and is payable by all classes of Customers including NSW Government

Customers. Federal Excise is included in the prices invoiced by all suppliers.

Excise paid on diesel consumed in certain off-road uses and in certain specific industries can be claimed back from the Commonwealth Government via the Australian Tax Office. Refer to the ATO website for more details (www.taxreform.ato.gov.au).

- 3.7.2 If you use fuel in eligible activities, you may claim a rebate by completing and lodging a Registration and initial application form with the Australian Tax Office. You can obtain a form by ringing the Diesel Fuel Infoline on 1300 657 162. Alternatively, you can obtain these forms from the ATO website (www.taxreform.ato.gov.au). The ATO will send you 'Claim for Rebate' forms to make further claims.

3.8 What are Freight Differentials and where do they apply?

Freight differentials are costs added to the prices of petroleum products to reflect the freight cost of delivering those products.

Freight differentials can be viewed by accessing the FUELnet (www.fuelnet.com.au) website (Refer to **3.10** below for further details).

3.9 What Treasurer's Directions apply to Government Fuel Purchases?

There are several Treasurer's directions which are relevant to expenditure and payment for vehicle petroleum supplies:

1. Payment of claims for into-vehicle petroleum supplies (TD89/2)
2. Use of petro-credit cards for rented vehicles (TD86/4)

The Treasurer's Directions are available on the Internet at www.treasury.nsw.gov.au

3.10 Where can I access fuel contract rates and how?

The contract rates are available on FUELnet (www.fuelnet.com.au) a website established by the NSW government specifically to cater to the needs of fuel customers. Customers need to obtain a login and password to access FUELnet. Please email nswbuy.com.au should you need access to FUELnet.

Section 4 – Contractors

BP Australia Pty Ltd

Contact: Steven Todd
ABN: 53 004 085 616
Post address: **BP Australia Pty Ltd**
132 McCredie Rd
Guildford NSW 2166
Telephone: 02 9795 4619
Mobile: 0404 817 244
Facsimile: 02 9795 4621
E-mail: Steven.Todd@se1.bp.com
Internet: www.bp.com.au

Supplier Notes

Please note that comprehensive pricing, list of product discounts and other pricing related information is detailed on the FUELnet website under Schedule 3 of BP's Conditions of Contract.

Products

Unleaded Petrol, Premium Unleaded Petrol, Automotive Diesel Fuel, Automotive Liquefied Petroleum Gas (LPG) Ethanol Blended Fuel, Biodiesel, OPAL Fuel and any other fuel product that may be available over the term of the proposed Agreement. Details of the **370** sites across NSW, ACT and QLD where the discount applies can be found on the FUELnet website under Schedule 3 of BP's Conditions of Contract.

Site Locator

BP also has a site locator. The address is shown on the FUELnet website.

Card Pricing

All BP Card transactions for motor fuel Products and LPG will be charged at the Weekly Escalator Price (fixed from Monday to Sunday) or the Pump Price less Applicable Discount, whichever is the lower price at point of sale.

A discount Off Pump Price inclusive of GST applies to all transactions made in NSW (including ACT) and QLD. These discounts will also apply to transactions made by Eligible Customers travelling in Victoria, Tasmania and Northern Territory.

Additional Site Specific Rebates off ULP, E10 and Diesel

An additional site specific rebate applies to fuel purchases of ULP, E10 and diesel in the following NSW (including ACT) and QLD locations:

NSW – Goulburn, Orange, Wagga Wagga, Tamworth, Dubbo, Lismore, Bega, Port Macquarie, Cooma, Coffs Harbour, Grafton, Bathurst.

QLD - Toowoomba, Rockhampton, Warwick, Emerald, Gympie, Mackay, Garbutt, Bundaberg, Cairns, Mackay West, Maryborough, Gladstone.

Car Wash Pricing Option

A 50% Discount Off Car Wash will apply at BP Super Wash Sites. A list of BP Super Wash Sites can be found on the FUELnet website under Schedule 3 of BP's Conditions of Contract.

Transaction Fees

BP does not apply a transaction fee.

Payment Terms

Details of payment terms including optional early settlement discounts available for payments made on Direct Debit are set out in Schedule 3 of BP's Conditions of Contract, which are available on the FUELnet website.

Billing Cycles

The Contractor's billing cycles are as follows for each month:

1 st	-	10 th
11 th	-	17 th
18 th	-	24 th
25 th	-	31 st

Customers can nominate to receive automatic transaction (fuel transaction data) FTD weekly, fortnightly or monthly.

- If weekly is selected, four files each month will be sent covering each of the four billing periods.
- If fortnightly is selected, a file will be sent on the following business day after the 17th and 31st day of each month.
- If monthly is selected, one file will be sent the following business day after the last day of each month detailing transactions from the 1st to the end of the month.

FTD will be automatically emailed to the Customer's nominated representative in a Microsoft Excel 2003CSV format.

Section 4 – Contractors

Caltex Australia Petroleum Pty Ltd

Contact: Thomas Demos
ABN: 17 000 032 128
Post address: **Caltex Australia Petroleum Pty Ltd**
Business Manager Corporate Star Card
2 Market Street
Sydney NSW 2000
Telephone: 1300 364 583 or 02 9808 1546
Facsimile: 02 9250 5915
E-mail: tdemos@caltex.com.au
Internet: www.caltex.com.au

Supplier Notes

Please note that comprehensive pricing, list of product discounts and other pricing related information is detailed on the FUELnet website under Schedule 3 of Caltex's Conditions of Contract.

Products

Unleaded Petrol, Premium Unleaded Petrol, Automotive Diesel Fuel, Automotive Liquefied Petroleum Gas (LPG) Ethanol Blended Fuel, Biodiesel, and any other fuel product that may be available over the term of the proposed Agreement.

Site Locator

Caltex has a site locator. The address is shown on the FUELnet website.

Card Pricing

All Caltex's card transactions for motor fuel Products and LPG will be charged at the Caltex Reference Price (CRP) less the Applicable discount (inclusive of GST) or the Pump Price less the Applicable discount whichever is the lower price at point of sale.

A Discount off Pump Price inclusive of GST applies to all transactions made in NSW (including ACT) and QLD. These discounts will also apply to transactions made by Eligible Customers travelling in Victoria, Tasmania, South Australia, Western Australia and Northern Territory.

Additional Site Specific Discounts off Diesel

An additional site specific discount applies to purchases of diesel in the following NSW (including ACT) and QLD locations:

NSW – Wyong, Goulburn, Eastern Creek, Bega, Wentworth Falls, Grafton South

QLD - Toowoomba, Warwick, Emerald, Garbutt

Transaction Fees

A transaction fee of \$0.187 inclusive of GST will apply on all Caltex transactions.

Payment Terms

Details of payment terms including optional early settlement discounts available for payments made on Direct Debit are set out in Schedule 3 of Caltex's Conditions of Contract, which are available on the FUELnet website.

Billing Cycles

Payment Terms: 14 days Off Invoice (Weekly Billing Cycle)

An invoice will be forwarded on the 8th day of the month billing for all transactions made within the first 7 days of the month. Payment for this term needs to be made 14 days after. Transactions made from the 8-14 day will be invoiced on the 15th day of the month and payment will be required 14 days thereafter.

Payment Terms: 7 days off Invoice (Weekly Billing Cycle)

An invoice will be forwarded on the 8th day of the month billing for all transactions made within the first 7 days of the month. Payment for this term needs to be made 7 days after.

Payment Terms: 14 days Off Invoice (Fortnightly Billing Cycle)

An invoice will be forwarded on the 15th day of the month billing for all transactions made within the first 14 days of the month. Payment for this term needs to be made 14 days after. Transactions made from the 15-30(31) day will likewise be invoiced on the first day of the following month and payment will need to be made on the 14th day of that month.

Payment Terms: 7 days Off Invoice (Fortnightly Billing Cycle)

An invoice will be forwarded on the 15th day of the month billing for all transactions made within the first 14 days of the month. Payment for this term needs to be made 7 days after. Transactions made from the 15-30(31) day will likewise be invoiced on the first day of the following month and payment will need to be made on the 7th day of that month.

Section 4 – Contractors

The Shell Company of Australia Limited

Contact: Tony De Lorenzo
ABN: 46 004 610 459
Post address: **The Shell Company of Australia Limited**
Gate 5, Durham Street,
Rosehill, NSW
Telephone: 02 9897 8811
Mobile: 0424 146 739
Facsimile: 02 9897 8373
E-mail: tony.t.delorenzo@shell.com

Supplier Notes

Please note that comprehensive pricing, list of product discounts and other pricing related information is detailed on the FUELnet website under Schedule 3 of Shell's Conditions of Contract.

Products

Unleaded Petrol, Premium Unleaded Petrol, Automotive Diesel Fuel, Automotive Liquefied Petroleum Gas (LPG) Ethanol Blended Fuel, Biodiesel, OPAL fuel and any other fuel product that may be available over the term of the proposed Agreement.

Site Locator

Shell has a site locator. The address is shown on the FUELnet website.

Card Pricing

All Shell card transactions for motor fuel Products and Shell LPG will be charged at the Retailer's pump inclusive of GST (price set by Retailer not Shell) applicable at the time of the transaction less the point of sale discount (inclusive of GST) stated in Shell's Conditions of Contract which are available on FUELnet.

Please note that no discount applies to purchases of non Shell LPG (Auto Gas) that may be available in Shell Fuel Distribution Network.

Transaction Fees

A transaction fee of \$0.30 GST Exclusive or \$0.33 GST Inclusive will apply on all transactions during the term.

Optional Delivery

Cards can also be couriered at the optional delivery methods and charges stated in the table below:

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<u>Delivery Method</u>	<u>Turnaround time</u>	<u>Total charge (GST Exclusive)</u>	<u>Total charge (GST Inclusive)</u>
<i>StandardMail (Australia Post)</i>	<i>Within 1-4 working days, depending on the state to be delivered to.</i>	<i>\$0</i>	<i>\$0</i>
<i>ExpressPost (Australia Post)</i>	<i>Next day delivery to capital cities</i>	<i>\$7.27</i>	<i>\$8</i>
<i>Intra/Interstate OvernightCourier (TNT)</i>	<i>Overnight hand delivery to any location</i>	<i>\$27.27</i>	<i>\$30</i>

Section 5 – Eligible Customers

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 thereunder;
- 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.



Section 6 – Range of Products available under other State Contracts

Contract 366 - Bulk Fuel

Provides a range of bulk fuels including Unleaded, Diesel, Biodiesel and Aviation.

Contract 352 - Lubricating Oils and Greases

Provides a range of Lubricating Oils and Greases which include Engine Oils, Transmission Fluids, Tractor Transmission Fluids, Automotive Gear Oils, Hydraulic Antiwear Oil, Air Compressor Oils, Circulating Oils, Metal Working Fluids, Pharmaceutical Oils, Petroleum Jelly, Form Release Oil, Chain and Bar Oil, Automotive Brake Fluid, Rock Drill & Slideway Oil, Open Gear Lubricants, Transformer Oils, Engine Coolant, Cleaning Fluids, Corrosion Preventative and Greases

Contract 349 - Liquefied Petroleum Gas (LPG)

Supplies a range of Bulk LPG direct from the terminal or via distribution centre into approved customer owned or leased vessels. Supply of gas via cylinder exchange delivered to customer sites and/or picked up from retail stores. Cylinders are available in 9kg, 15kg, 18kg, 27 kg, 45 kg, and 90 kg. Rental of vessels for a range of sizes including all required maintenance. Maintenance of vessels for a range of standard services including but not limited to inspection, maintenance and certification.

Contract 653 - Acquisition of Motor Vehicles

This contract includes acquisition of passenger, sport utility, light commercial and heavy commercial vehicles.

Contract 603 - Disposal of Motor Vehicles

Disposal/re-marketing of Passenger and Commercial Vehicles as well as Trucks and Machinery.

Contract 367 – Tyres and Ancillary Services

Includes tyres suitable for Passenger vehicles, high performance passenger vehicles, recreational vehicles, light trucks, truck, bus and trailers, agricultural and implements, grader and earthmoving, forklift and industrial tyres, tubes, valves and flaps, tyre repair and disposal, electronic wheel balance and alignment and tyre fitting.

Contract 4005 - Compulsory Third Party Insurance

Significant discounts have been negotiated for Compulsory Third Party Insurance, which covers personal injury insurance that is required when registering a motor vehicle in NSW. With the convenience of a one stop shop through QBE Insurance (Australia) Ltd for all your insurance needs, your agency can negotiate further discounts on other services also on offer

QP681 – Rental Cars and Commercial Vehicles

Rental of Motor Vehicles in Australia and Overseas for passenger, recreational vehicles (SUV), people movers and commercial vehicles

For further information on the above contracts, please contact NSW Procurement Client Support Centre on telephone **1800 NSW BUY (1800 679 289)** or go to the [nswbuy](http://nswbuy.com.au) website to view the Contract Guides



Section 7 – Contract Administration & Contractor Performance Survey

NSW Procurement Contact Numbers

The Contract has been arranged and is administered by NSW Procurement. 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 (a business unit 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 NSW Procurement website at <http://www.nswprocurement.com.au/PDF/Policy/Service-Provider-Performance-Reporting-Guideline>

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.

Section 8 – Contract Updates

Updates to this Contract are listed chronologically below for information:

DATE	COMMENT

FURTHER INFORMATION

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