



CONTRACT GUIDE

Contract 367

Tyres & Ancillary Services

CONTRACT PERIOD: 29 April 2011 – 28 April 2014
(2 x 12 month extension options)

04/12



Procurement
Government Services

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Contract Summary

This contract provides for the supply and delivery of all major tyre categories, state wide. Tyres and Ancillary Services provides for the supply of pneumatic road tyres and ancillary products, such as inner tubes and valves, and associated services, such as fitting, wheel alignment and balance and also road side assistance for government vehicles.

Contact Us

NSW Procurement Client Support Centre

McKell Building 2-24 Rawson Place Sydney NSW 2000

T 1800 679 289

F (02) 9372 8687

E nswbuy@services.nsw.gov.au

I www.nswbuy.com.au

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

User guides are available to download on www.nswbuy.com.au

Introduction

This contract user guide is designed to provide customers with all the necessary information needed to purchase from contract 367.

NSW Procurement provides 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 Supply of Tyres and Ancillary Services for a term of three years expiring on 28 April 2014 with two extension options of 12 months each.

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

The contract is based on percentage discounts off the recommended retail prices.

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 Finance and Services.

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 Customer 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

Pricing by all Suppliers is fixed for twelve (12) months. Pricing is to operate so suppliers offer a discount off their recommended retail price (RRP) or equivalent.

Whilst a discount applies, the RRP or equivalent is subject to variation after twelve (12) months and may change in accordance with the price variation conditions of the contract.

Regular users of NSW Procurement contracts should consider using smartbuy for latest pricing. For further information please contact NSW Procurement Client Support Centre on 1800 679 289 or email: nswbuy@services.nsw.gov.au.

Placing an order through smartbuy®

Registered customers have the advantage of signing up as a smartbuy® user.

Simply visit www.smartbuy.nsw.gov.au, complete the e-form in the buyers section online and submit. Once confirmation of the online application is received back from your organisation's authoriser, a LOG IN and USER ID will be generated to allow you access to the Search and Browse facility of smartbuy®.

The search and browse facility allows you to view the goods and services listed and compare prices before placing an order.

smartbuy® training is available by phoning 1800 NSW BUY (1800 679 289).

Placing an order direct with supplier

Registered state contract users can order goods and services direct with the supplier.

By placing an order, an organisation is 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

- NSWBUY Identification 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 NSWBUY Identification Number each time you purchase from state contracts. If you are unsure of your NSWBUY Identification Number, please contact NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).

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

Section 2 – Range of Products

The items offered under this contract have been divided into the following categories:

Category Item no.	Product Categories
1	High Performance Vehicle tyres
2	Passenger Vehicles Tyres
3	4x4 & SUV vehicle Tyres
4	Light Commercial Vehicles tyres
5	Truck Vehicle tyres
6	Trailer Vehicle tyres
	Ancillary Service Categories
7	Front Wheel Alignment
8	Four Wheel Alignment
9	Puncture Repair
10	Tyres Disposal
11	Standard Wheel Balance
12	Road Side Service / Customer Support

Section 3 – Key Features

This section contains the key features of the contract that may be of interest to customers.

Conditions of contract

The new tyres & ancillary services contract contains conditions of contract, meaning customers as well as suppliers have commercial obligations to which they must adhere.

Products supplied

The range of products supplied may only be supplied to customers who are authorised to purchase under the contract.

Throughout the life of the contract some additional products may be included and others excluded from categories on contract. New products will be added to the contract provided they are approved by NSW Procurement. Similarly, products can also be excluded from the contract by NSW Procurement.

Aggregation of government purchasing - pricing

Prices under the new tyres & ancillary services contract reflect the considerable buying power of all government customers under co-ordinated purchasing arrangements supported by this contract.

Delivery

Delivery is free into store throughout NSW. Lead times may vary between suppliers. In most cases suppliers will have a high volume stock on common use items.

On-road emergency services

Five of the suppliers offer an on road emergency service. An extra charge may be imposed to utilise after-hours access to the supplier. Please confirm any additional charges when ordering products or arranging for the servicing outside normal business hours.

For further details please contact individual suppliers (See section 4).

Quantities or prices in dispute

Customers must pay the full amounts shown on invoices and statements rendered by Suppliers. The customer is to discuss any disputed invoice situations with Supplier and where appropriate obtain a credit or an amended invoice.

Distribution outlets

There are over 750 distributor outlets throughout NSW to service the contract. Information on outlets may be obtained by contacting the suppliers (refer Section 4). The seven suppliers will provide ample choice for clients for the provision and pricing of the tyres and ancillary services throughout the state.

Section 4 – Suppliers

The following suppliers have been appointed to Contract 367: Tyres & Ancillary Services:

Supplier summary

- Bridgestone Australia Ltd
- Goodyear & Dunlop Tyres (Aust) Pty Ltd (t/a Beaurepairs)
- Tyres4U Pty Ltd as Trustee for TWA Trust (t/a Tyres4U)
- Bob Jane Corporation Pty Ltd
- Kmart Tyre & Auto Service
- Toyo Tyre & Rubber Australia Ltd
- Yokohama Tyre Australia Pty Ltd

Customers are free to choose from which of the contractors they purchase from.

Some customers may decide to purchase exclusively from one of the above contractors, others may prefer to purchase from a number of contractors depending on the customer's specific needs and taking into consideration the products and product prices offered by each contractor.

Printed catalogues

Upon request, the contractor will provide printed catalogues of the products available for supply under the contract. These are free of charge to customers on a reasonable request basis. The information in the catalogues will be regularly updated by the contractor through newsletters and other bulletins, to ensure that customers are kept up to date on changes to the range of products available.

Bridgestone Australia

Contact Steve Corrigan,
Government and Major
Accounts Coordinator

ABN: 65 007 516 841

Postal address: PO Box 6020
Silverwater NSW 1811

Phone: 02 8756 4531 or
0408 031 002

Fax: 02 8756 4550

Email:
scorrigan@bridgestone.com.au

Help Desk Access

Tyre repairs or replacement on light truck, heavy truck, small agricultural/earthmover vehicles. This service is available on a 24 hour/seven day basis when the particular client is flagged onto the Emergency Tyre Assistance system. This service is not possible on passenger, recreational or light commercial type vehicles.

Emergency Service Assistance
telephone number - 1300382000

Goodyear & Dunlop Tyres (Aust) Pty Ltd (T/A Beurepaires)

Contact: Bill Madden, Major
Account Manager NSW

ABN: 86 004 098 346

Postal address: 498 Great Western
Highway St. Marys
NSW 2760

Phone: 02 8883 9208 or
0417 227 453

Fax: 02 8883 9222

Email:
bill_madden@beurepaires.com.au

Discount: Willing to offer a volume discount based on the purchase of 50 or more units of the same product, on the same order, and delivered at the same time at a rate of 5% extra discount.
Help Desk Access - 1800 809 514

Help Desk hours – Monday to Friday
7.30 - 5 pm. Saturday 8.00 am - 12 pm

Local Beurepaires Store
(Australia wide) - 132 381

Local Goodyear Auto Care Store:
(Australia Wide) 132 343

Response time – within 24 hours

National Emergency Number
Beurepaires offers as an exclusive service to account customers only, on road service to commercial vehicles (Mass>4.5 tonnes). This service is available during normal business hours (8am through 5pm) and after hours 24/7 by calling 1800 106 010 or the nearest Beurepaires store on 132381.

**Tyres4U Pty Limited as
Trustee for TWA Trust
(trading as Tyres4U)**

Contact: Thomas Hayes,
National Sales
Manager, Govt Sales
ABN: 60 455 036 246
ACN: 003 982 554
Postal address: P.O Box 233
Ashfield NSW 2131
Phone: 02 9716 1747 or
0412 049 530
Fax: 1800 788 988
Email: thomash@tyres4u.com.au

Help Desk Access

(Monday to Friday, 7.00am to 6.00pm)
1800 722 822

General Tyre inquiries

1800 688 788

**Technical assistance for Agricultural,
Earthmoving and Industrial tyres**

(24 hours as day, 7 days a week)

**After hours and general breakdown
hotline**

1800 001 024

**Bob Jane Corporation Pty
Ltd**

Contact: Malcolm Sproul or
Adam Brandon
ABN: 52 005 870 431
Postal address: 471 Williamstown
Road Port Melbourne
Victoria 3207
Phone: 0434 307 777 or
0408 606 004
Fax: 0390910735
Email: msproul@bobjane.com.au

Help Desk Access

Free call number is 13 26 25.
Bob Jane T-Marts do not provide off site
services

Kmart Tyre & Auto Service

Contact: James Cahill or
David Hooper
ABN: 73 004 700 485
Postal address: P.O. Box 1375
Castle Hill NSW 1765
Phone: 0412 136 582 or
0409 784 736
Fax: 02 9680 8171
Email: James.cahill@kmart.com.au or
fleet@kmart.com.au
Online: www.ktas.com.au

Help Desk Access

National number, 02 9680 6500,
operates Monday to Friday 8.00am to
5.30pm

Kmart do not provide off site services.

Store bookings:

13 13 28

7 day trading at specific stores.

Toyo Tyre & Rubber Australia Ltd.

Contact: Nicole Gilkison
ABN: 93 000 767 279
Postal address: PO BOX 5084 Minto
Business Centre
Minto NSW 2566
Phone: 02 8796 0266
Fax: 02 8796 0277
Email: Toyo-SY@toyo.com.au

Help Desk Access

The toll free numbers are 1800 897 379
& 1800 897 362.

Toyo does not have a help desk, but the
branch staff can answer any enquiries
from 8am to 5pm and will be able to
provide an answer immediately.

Yokohama Tyre Australia Pty Ltd

Contact: Christian Hansen,
Marketing Manager
ABN: 26 001 361 459
Postal address: 123-129 Silverwater
Road Silverwater
NSW 2128
Phone: 0421 053 275
Fax: 02 9737 8014
Email: hansen@yokohama.com.au

Help Desk Access

Please phone 1800 650 509 or email
thehub@yokohama.com.au for
information on Yokohama tyres, prices
and where to get fitting services

Section 5 – Contract Conditions

This section contains the key features of the contract conditions that may be of interest to customers. It does not contain all of the conditions of contract (a copy of which can be obtained by contacting NSW Procurement).

Organisations eligible to purchase from state contracts

- 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 Finance and Services, 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 local health districts;
- 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;
- Preschools/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 groups sponsored by Arts NSW.

Section 6 – Frequently Asked Questions

Can I choose any supplier?

Yes, you can purchase from any authorised supplier under this Contract

Do all suppliers offer fitting services?

Yes all suppliers provide fitting services

How does nominee purchasing operate?

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 (“SCCB”) to provide access to contractors of public sector agencies to SCCB 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 that public sector agency, to be authorised to place orders under standing offer agreements and registered by NSW Procurement.

Access of nominee purchasers to SCCB 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
- 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.

Please note: A nominee purchaser must not purchase goods or services under a SCCB 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 1800 679 289 or e-mail nswbuy@services.nsw.gov.au.

Section 7 – Contract Administration & Contractor Performance Survey

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. We seek all comments relating to contracts established by NSW Procurement (a division of the Department of Finance and Services) on behalf of NSW government agencies.

The feedback form can be found on the NSW Procurement website [here](#) or by calling the NSW Procurement Client Support Centre on 1800 679 289.

Information on service provider performance management is available on the NSW Procurement website [here](#).

Additional contract information:

The contract has been arranged and is administered by NSW Procurement. If you have any questions relating to the operation of the contract or for further information contact:

NSW Procurement Client Support Centre

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