*[Goods and services procurement templates - letter - award of Head Agreement / Customer Contract/]*

Your ref: [Insert supplier reference]*[delete line if no reference]*

Our ref: [Insert file no]

Enquiries: [Insert name]

Telephone: [Insert telephone number]

Email: [Insert email address]

[Title] [Full name]

[Position]

[Name of organisation]

[Street address]

[Suburb State Postcode]

Dear [Title] [Surname]

# Advice of Acceptance of Offer for Request [Number] for [Details as per title of Request] (the Request)

I refer to the “Preferred Respondent” letter dated [date].*[only applicable if preferred respondent letter previously sent to Respondent – also include “now” in next paragraph]*

The [State Agency name] is [now] pleased to accept your Offer for the above Request. Acceptance of this Offer constitutes an agreement between [Respondent legal entity name] *[include ACN, ABN and/or “trading as” if applicable]* (the ‘Contractor’) and the [Insert Contract Authority or Customer name]*[this* *must* *be the same entity name that was specified in the Request]* (the ‘Contract Authority’ *[or]* ‘Customer’).

The agreement is for the provision of [description of Goods/Services, including a reference to the agreement being a panel arrangement if applicable] for a period of [number of years] year/s from [Start date - Day Month Year] to [Finish date - Day Month Year]. There are [number], one-year extension options, exercisable at the absolute discretion of the Contract Authority *[or]* Customer.

The following details have been accepted:

**Price:** [insert price details]

**Price Variation:** [price variation details]

**Delivery:** [insert delivery details]

**Terms & Conditions:** [Insert those terms and conditions that are additional to those contained in the Request document and/or Request and General Conditions of Contract. e.g. amended and/or additional terms or conditions contained in the Respondent’s Offer that have been accepted by the Contract Authority]

**Settlement Discount:** [Settlement discount if applicable, otherwise delete]

#### **Management Issues:**

(a) The Contract Authority’s *[or]* Customer’s Representative for this agreement is [person’s name] (phone (08) [phone number]). [Person’s name] is responsible for the following contract management issues: *[add/delete from the list below]*

* performance monitoring of Contractor*[Insert agreed performance management requirements]*;
* minor dispute resolution issues;
* day-to-day Contractor arrangements such as premise access and security issues;
* day-to-day Contractor arrangements such as buying arrangements, verification of pricing and contractor reporting;*[CUA and Group Buys]*
* statutory compliance issues such as occupational health and safety, environmental, industrial and human resource management issues;
* payments and remuneration arrangements including invoice processing; and
* monitoring of the currency of relevant insurance coverage.

(b) Payment of Accounts:

Invoices must be sent to the address specified by the Customer in the Order.*[CUA and Group Buys]*

*[or]*

Invoices must be sent to: Contact name *[Agency Specific]*

Branch

Department

Address

(c) The Contract Authority, *[or]* Customer is also responsible for major dispute resolution, extensions, variations and termination; and

(d) A formal contract management plan will be utilised by the [Contract Authority *[or]* Customer] for the purpose of day-to-day management issues.*[delete this clause (d) if no CMP is to be developed by the Contract Authority or Customer]*

*[If any property belonging to the Contract Authority or Customer is to be provided to the Contractor for the purposes of providing the Goods and/or Services, it should be described below. Ideally all property should be individually listed, but where this is not appropriate or feasible, property can be grouped into descriptions.]* In connection with the Head Agreement or Customer Contract, the Contract Authority and/or Customer has agreed to supply the Contractor with the following items of personal property (the ‘Contract Authority’s Property’ or ‘Customer’s Property’) which are or will soon be the subject of a security interested granted to or held by the Contract Authority or Customer under this Contract: *[add/delete rows as required]*

* [insert description of a particular item or group of items];
* [insert description of a particular item or group of items]; and
* [insert description of a particular item or group of items].

For further information please contact [procurement officer's name] on (08) [phone number].

Yours sincerely

[Name of Authorised Officer]

[Position]

[Day Month Year] *[leave space for day to be written]*