



DETSOA-78764 for Provision of School Uniforms and Representative Sports Uniforms

Frequently asked questions

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What to consider before changing your school uniform provider

You should always determine the below well in advance (at least 18 months) if you have decided to change your school uniform provider. When making a decision to change providers you should always determine the following:

- ***Is there a contract in place?*** – How long does the contract have to run and do you have to make any decisions based on the end date of the contract?
- Discuss with your current provider how much stock they have on hand, how much fabric they have in stock, and how many garments this fabric would make.
- Write to your current provider and inform them that no more fabric should be purchased and that you intend to go out to the market for a new provider.

You **SHOULD NOT**:

- Contact your current provider and tell them that you are changing your school uniform provider immediately as the Contractor will need time to reduce old style stock
- Leave your provider with stock/fabric that is exclusively made for your school

Contact Corporate Procurement Branch procurement.ggs@qed.qld.gov.au if you have any questions.

What is the available under this arrangement?

The Arrangement has been established for the supply of School and Sports uniforms under two Categories:

1. School Uniforms

- a. School Uniforms - Wholesale Supply: The supply of School Uniforms to Schools and or P&Cs under a wholesale contractual arrangement and the Eligible Customer manages the retail of uniforms/apparel to the End User.
- b. School Uniforms - Onsite Retail Supply: The supply of School Uniforms to End-users through an on-site Uniform Shop. Schools outsource management of an onsite retail outlet to a commercial operator whose responsibilities include wholesale sourcing of apparel.
- c. School Uniforms – Offsite Retail Supply: The supply of School Uniforms to End Users from the Suppliers Offsite Retail Premises.

2. Representative School Sports Uniforms

- a. Representative School Sports Uniforms – Wholesale supply: The wholesale supply of Representative School Sports Uniforms to each of the twelve (12) RSSO's with multiple Districts under each Region that are responsible for the Representative Sports Team selected in each of the regions; and/or one (1) QSS who oversees the Queensland State Representative Teams.
- b. Representative School Sports Uniforms – Retail Supply through an online uniform shop: The Supplier is engaged by a District and/or RSSO and/or QSS to supply Representative School Sports Uniforms directly to players/officials selected in a Representative Teams through an online uniform shop.

Out of Scope

- a. Sports equipment;
- b. School and athletic footwear;
- c. Personal Protection Equipment (PPE) including sunglasses, high visibility vests, steel cap boots and eye protection

Who can supply under the arrangement?

A list of suppliers and the categories and regions they are approved to supply under can be found by referring to the Supplier Matrix.

How long is the arrangement term?

The Arrangement Term is to December 2021 with possible extensions.

How do I use this arrangement?

- **Choose a supplier:** a list of preferred suppliers can be accessed through the Supplier Matrix
- **Seeking a quote:** Templates for requesting quotes have been developed to assist you in ensuring you get appropriate quotes and are able to evaluate offers easily.
- **Pricing:** Whilst the Arrangement includes pricing for generic school uniform garments, customers should seek quotes based on their specific requirements. The following information relates to obtaining quotes:
 - a) Customers should seek a quote based on their specific requirements prior to placing an Order. Where possible, the Supplier's Account Manager will support Customers in this process by assisting in defining requirements and determining order quantities, providing stock turnover advice, providing samples of any new goods proposed and visiting the Customer's site where it is reasonable and necessary to do so.
 - b) Customers should be aware of any minimum quantities that apply to orders; see individual Suppliers Terms and Conditions schedule which can be accessed through [OnePortal](#).
 - c) Quotes provided are to detail break quantity pricing where such pricing brackets will offer better value to the Customer. For example, where a Customer seeks a quote for 100 shirts but better pricing may be achieved if 150 shirts are purchased, the quote is to include pricing for 100 shirts and 150 shirts (shown separately).
 - d) Where Customers seek quotes for supply that will result in deliveries being made in longer than 12 month intervals, the quote is to indicate any applicable price rises to be incurred during the period of supply.
 - e) Quotes are to detail the country of origin for goods and provide a range of options and pricing if applicable (i.e. overseas manufacture and price, Australian manufacture and price).

- f) Quotes that detail “Australian made” goods are to specify the extent of Australian manufacture, for example, whether fabric is made in Australia and/or goods are fully sewn in Australia and/or goods are finished in Australia (labelled and embroidered).
 - g) Quotes are to detail delivery timeframes. If overseas and Australian made goods are offered and have different timeframes, the different timeframes should be detailed on the quote.
 - h) Quotes are to detail freight costs (if any).
 - i) Quotes are to detail whether any milestone payments are proposed.
- **For one-off purchases:** Once you have received quotes and selected a supplier, issue a purchase order. Make sure to quote the SOA number on the Purchase Order; that way, the terms and conditions of the SOA will apply. When issuing a Purchase Order for the goods, delivery and payment dates and any requirements that are individual to your school order should be clearly notated within the comments section of the Purchase Order.
 - **For an agreement with a supplier to provide goods over a period of time:** Once you have evaluated quotes and selected a supplier, complete an Order (Schedule A: Contract Schedule). The Order can be found on OnePortal. The Order sets out the terms of the Agreement between the customer and the supplier and is required to be signed by both parties. When making purchases under the Order a Purchase Order should be issued as per above.
Please note: the School Logo Licence Agreement is to be included in the [Order](#) for convenience. Both documents are signed at the same time.

What happens if I am ordering custom fabric, garments or accessories?

For the purposes of this Arrangement the following definitions apply:

Customer-Specific Fabric is fabric that is manufactured or dyed for a specific Customer and that, by reason of its colour or pattern, would be unsuitable to be sold to other customers of the Contractor.

Customer-Specific Garments are garments made from Customer-Specific Fabric.

Ordering regular (not Customer-Specific) garments

Ordering under this Arrangement will take place as follows:

- a Customer will request a quotation
- the Contractor will provide a quotation
- the Customer will signal acceptance of a quotation by issue of a purchase order (or equivalent document)

Ordering Customer-Specific garments

If a Customer wishes to order Customer-Specific Garments, ordering will take place as follows:

- a Customer will request a quotation
- the Contractor will provide a quotation which advises both:
 - the total number of Customer-Specific Garments required to be purchased by the Customer; and

- the total amount of Customer-Specific Fabric required to be purchased by the Contractor on behalf of the Customer in order to fulfil the order
- the Customer will signal acceptance of a quotation by issue of a purchase order (or equivalent document)
- when the Customer accepts the quotation and issues a purchase order (or equivalent document), the Contractor is to ensure that:
 - the total number of Customer-Specific Garments ordered are listed on the order;
 - the total amount of Customer-Specific Fabric required to be purchased by the Contractor to fulfil the order is listed on the order; and
 - the purchase order (or equivalent document) has been signed by the Customer and the Contractor.

Do I need to seek more than one quote?

A Customer may seek a quote from one or more suppliers. It is recommended however that you seek quotes from at least two (2) suppliers for one off orders and at least three (3) quotes for recurring, long term or high value orders.

How can I view the arrangement pricing?

School Uniforms: The prices shown in the pricing schedules (Suppliers Pricing Schedules can be accessed through OnePortal for each Supplier should be used as a guide only for **basic clothing** and individual designs, changes etc. will be at an additional cost. As Customers will have individual requirements, quotes should be sought to ensure that design requirements are met.

Sports Uniforms: Basic pricing lists are not available for Supplier comparison. It is recommended that at least two (2) quotes are sought to ensure value for money.

Remuneration:

Customers may request that the Supplier pays remuneration to the Customer for **Retail** Uniforms sold. The remuneration, where requested, will be negotiated with each Eligible Customer.

Where the Supplier is contracted to pay remuneration to the Customer for uniform sales, the Department's preferred method is that the Supplier will pay to the Customer the agreed Remuneration based on sales to the Customer/End User on a quarterly basis, commencing from the Commencement Date of the Contract.

Where the Supplier is contracted to pay remuneration, the remuneration is to be included in the Pricing for each uniform item.

Why should I use a supplier on the arrangement?

The Arrangement has been established after a competitive process and offers a range of benefits including:

- Reduces the need to complete tenders;
- Support DoE Dress Code and Sun Safety Strategy via the adherence to Australian Standards.
- Specific terms have been negotiated that protect the Customer, including:

- a) Procedures for ensuring consistent quality of garments
 - b) Standard payment terms
 - c) Established delivery timeframes
 - d) Identified freight charges
 - e) Procedures for fault rectification and dealing with complaints
 - f) Procedures to ensure consistency in fabric colour
 - g) Support to schools to manage stockholdings and stock turnover
- The Arrangement is actively contract managed. Supplier performance is monitored and issue/dispute resolution assistance is available if needed.

For full details of the terms of each Supplier's agreement with the department, see individual Suppliers Terms and Conditions schedule which can be accessed through OnePortal or by emailing procurement.ggs@ged.qld.gov.au.

Is it mandatory to use the arrangement?

No. Use of the Arrangement is not mandated. If you don't use the Arrangement, you need to follow the department's purchasing guidelines and seek the requisite number of quotes and complete and Alternative Sourcing Strategy when required. Quotes should be assessed based on value for money which will include more than the purchase price; adherence to Australian Standards, the after sales support required/being offered, the administrative cost of seeking quotes and the terms and conditions applicable to the supply will all need to be considered.

What do I need to do when transitioning from one supplier to another?

- During the term of the Arrangement, Customers can be expected to utilise a number of Suppliers.
- When transitioning out of a Contract with a Customer, it is the responsibility of the incoming and outgoing Supplier to negotiate any transition of fabric or garments between those parties.
- An exception occurs if the Supplier has purchased Customer-Specific Fabric (defined as "*fabric that is manufactured or dyed for a specific Customer and that, by reason of its colour or pattern, would be unsuitable to be sold to other customers of the Supplier*") on behalf of the Customer. If a Customer terminates the Contract for convenience, elects to change the school uniform or otherwise does not wish for the Supplier to manufacture garments on the Customer's behalf, the Customer may enter into negotiations to purchase the balance of any unused Customer-Specific Fabric listed in the Order and signed off by the Customer.
 - Please note these negotiations are limited to the amount of Customer-Specific Fabric listed in the Order and signed-off by the Customer. If no amount of fabric is listed in the Order, the Customer will be under no obligation to purchase any fabric from the Supplier regardless of whether the fabric was purchased or manufactured solely for the use of the Customer.
 - Please note that in the case the Contract is terminated for performance or quality issues, the Customer will be under no obligation to purchase any fabric from the Supplier regardless of whether the fabric was purchased or manufactured solely for the use of the Customer.

When should I place my order?

Each of the Suppliers on the Arrangement has provided details of their standard delivery timeframes. To access information regarding the standard delivery timeframes please refer to the pricing schedules on OnePortal. Please note that there will be different delivery timeframes depending on the type of order including:

- Ad-Hoc Orders
- Back to School
- New School
- Individual Sports

It is important when seeking a quote that you also seek information about delivery timeframes. The delivery timeframe should be provided in writing and included on the Purchase Order raised by the customer.

Is a stockholding service (staggered delivery) available?

Many suppliers offer a stockholding service where the Supplier will hold some stock and payment is only made when goods are delivered. This will greatly reduce delivery timeframes for ad hoc orders. To access information regarding the Supplier's stockholding service details please refer to the Suppliers Terms and Conditions schedule which can be accessed through OnePortal. If you access a stockholding service, you must tell the Supplier how long you want the stock held for (e.g. six months). The Supplier is required to:

- provide you with a quarterly report in respect of balance of stock held for your school.
- work collaboratively with your school to manage stockholdings, with the objective of ensuring that stockholdings are completely depleted at the end of a Contract period.

Generic terms and conditions of the arrangement

The Suppliers agreement with the Department contains a number of terms and conditions, some of which are:

Australian Standards

Suppliers are to work with Customers to ensure that school uniforms and sports uniforms (when appropriate) conform with the following Australian Standards or equivalent:

- AS/NZS 1249:2014 Children's nightwear and limited daywear having reduced fire hazard;
- AS/NZS 2392:1999 Textiles Labelling of Clothing, Household Textiles and Furnishing;
- AS/NZS 2622:1996 Textile Products Fibre Content Labelling;
- AS/NZS 1957:1998 Textile - Care Labelling; and
- AS/NZS 2621:1998 Textiles - Guide to the selection of correct care labelling instructions from AS/NZS 1957
- AS/NZS 4399:2017 Sun Protective Clothing

State Schools must ensure that School Uniforms adhere the [DoE Dress Code Policy](#).

Design

Customers retain ownership in any goods design created as a result of a Contract formed under the Arrangement. Any change in design must be approved by the Customer and agreed between the parties in writing before being

implemented. The Supplier must not incorporate any design change until the Customer's written approval has been given.

Logo

Copyright in logos and images supplied by Customers to the Supplier in any form remains the property of the Customer. The Customer's authorised representative must provide the Supplier with a licence (see link below) before the Supplier is authorised to use any logo or image in the production of goods under the Arrangement.

PLEASE NOTE: The Supplier must sign a 'prior to commencement of manufacture of goods.

Scope of supply

Either the Supplier or the Customer may propose goods additional to those listed in the Pricing Schedule for supply under the Arrangement. The Supplier must not supply any goods until goods description, design, price and any special terms and conditions (i.e. one-off buy of senior's shirts or study tour uniform) have been agreed in writing between the Parties.

Fabrics

- All quotes provided must show the country of origin of the fabric.
- All Suppliers are to provide samples (either garment or swatches) to the Customer for any new production. The Customer will keep the sample garments for quality assurance and future colour matching purposes.

Sizing

The Supplier is to ensure that sizing is consistent throughout the term of the Arrangement. Where the Supplier offers goods made in different locations (Australia and overseas), the Supplier is to ensure that sizing is consistent across all manufacturing locations.

Special sizing

The Supplier must cater for special sizes and changes to garments required to cater for special needs, unusual body shapes or irregular sizes. Pricing for special sizing must be made clear in all quotes provided to Customers.

Delivery

- The Supplier must deliver within the timeframe detailed on the Official Order.
- Delivery is to occur within the core business hours 08:00 to 15:30 Monday to Friday unless prior agreement has been obtained from the Customer. No delivery is to be left at a Customer's location during designated periods of closure for example term breaks, holidays, student free days and local holidays (e.g. regional show holidays).
- With the exception of stockholding or where there is an individual agreement with the Customer, all orders shall be delivered in full within the agreed timeframes.
- Back orders and/or part orders will be placed at the discretion of the Customer. No freight is applicable to delivery of back orders or part orders.

Packaging

- Customers will nominate the packaging requirement at the time of placing the Order. The Supplier must advise the Customer of price difference between packaging options.
- The Supplier agrees to remove any large packaging that cannot reasonably be broken down and disposed of through the Customer's normal waste facilities.

Invoicing and payments

- Standard 30 day payment terms.
- For information regarding Supplier's additional discounts or payment terms please refer to Suppliers Terms and Conditions schedule. The Supplier must provide an itemised invoice with each delivery.
- If a single order results in multiple deliveries over a period of time, delivery dockets are to be included with each delivery and a single invoice provided with the final delivery. The invoice must be a Tax Invoice and quote the official Departmental Purchase Order number (where applicable) and Arrangement Number and Title.

Warranties and returns

For information regarding each Supplier's Warranty and return procedures please refer to Suppliers Terms and Conditions schedule.

Goods recall

Should any goods supplied under this Arrangement be withdrawn from distribution, recalled by the manufacturer, or otherwise found not suitable for use, the Arrangement Contract Manager will coordinate a recall of the goods. Replacements or credits will be issued.

Complaints

Complaints in respect of faulty goods, service delivery and other issues should be dealt with in the first instance between the customer and the Supplier's Account Manager. The Supplier's Account Manager will liaise with the Customer no later than five (5) business days after receiving notification of the complaint. Any complaints that are not resolved to the Customer's satisfaction can be escalated to the Principal's Contract Manager for action.

Communication and marketing

The Supplier must not promote goods that are not offered and accepted by Customers for supply under the Arrangement. Failure to comply with this provision may be deemed a material breach of the Arrangement and the Supplier may be required to show cause as to why the Arrangement should not be terminated. If you have any questions about marketing activities, contact the Arrangement Contract Manager on procurement.GGS@qed.qld.gov.au or by telephone 1300 366 612 (Option 4).

More information, questions, concerns?

All information, supporting documentation and forms related to this arrangement is available on [OnePortal](#). Procurement Services Branch (PSB) actively contract manages this Arrangement. PSB provides Suppliers with feedback in respect to their performance and address any issues. If you have any questions, concerns or would like some more information, don't hesitate to contact procurement.ggs@qed.qld.gov.au or by telephone 1300 366 612 (Option 4).