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9 April 2018

Dear Supplier

**REQUEST FOR PROPOSALS – SUPPLY OF ENDOMECHANICAL INSTRUMENTS,
ELECTROSURGICAL INSTRUMENTS, ENERGY PLATFORMS AND CONSUMABLE
PRODUCTS**

PHARMAC invites proposals for the supply of Endomechanical Instruments, Electrosurgical Instruments, Energy Platforms and Consumable Products to New Zealand DHB hospitals.

This request for proposals (**RFP**) letter incorporates the following schedules:

- Schedule 1 sets out the background to the RFP and the range of products included and types of proposals sought;
- Schedule 2 describes the process that PHARMAC expects to follow in relation to the RFP;
- Schedule 3 specifies the general information you need to include in your proposal;
- Schedule 4 and Attachments 1, 3 and 4 specify the format, product information and specification that you must include as part of your proposal; and
- Attachment 2 contains the PHARMAC Standard Terms and Conditions to list Medical Devices on the Pharmaceutical Schedule.

All proposals must be submitted to PHARMAC via the Government Electronic Tenders Service (**GETS**) (www.gets.govt.nz) no later than 5.00 p.m. on **11 May 2018**.

If you have any questions about this RFP, please post these on GETS.

We look forward to receiving your proposal.

Yours sincerely



Lisa Williams
Director of Operations

Schedule 1: Background to RFP and types of proposals sought

1. Background to RFP

(a) *PHARMAC's role in Medical Devices*

PHARMAC is currently responsible for national contracting for medical devices used in a DHB hospital setting and working towards managing the assessment, standardisation, prioritisation and budget impact of medical devices for the District Health Boards (DHBs). In August 2012, Cabinet approved an accelerated plan for transitioning this work to PHARMAC.

(b) *Reasons for running the RFP*

PHARMAC is taking a phased approach to its activity in medical devices. More categories of medical devices will gradually be listed in the Pharmaceutical Schedule. Endomechanical Instruments, Electrosurgical Instruments, Energy Platforms and Consumable Products as stated in Schedule 1, clause 4(a) of this RFP (**Endomechanical and Electrosurgical Products**) were indicated as being part of the second tranche of categories that would be listed.

(c) *Impact of RFP*

PHARMAC intends to establish national listing agreements (**National Contracts**) with suppliers to secure the supply of Endomechanical and Electrosurgical Products used in DHB hospitals. It is expected that Endomechanical and Electrosurgical Products, subject to National Contracts, will be listed in Section H, Part III of the Pharmaceutical Schedule. National Contracts would not be exclusive supply arrangements, and it is likely that multiple suppliers of equivalent Endomechanical and Electrosurgical Products will be listed, where appropriate.

There may be some products associated with, but not exclusive to, Endomechanical and Electrosurgical Products that are already listed in Part III of Section H of the Pharmaceutical Schedule as the result of previous contracting activity. Suppliers who currently have products associated with Endomechanical and Electrosurgical Products listed in Part III of Section H of the Pharmaceutical Schedule may choose to submit for consideration proposals for those products already listed as well as additional ranges, via this RFP, to amend their current agreement for these products, or to extend their product ranges.

2. Expected outcome of the RFP

(a) As a result of this RFP PHARMAC expects to:

- (i) list ranges of Endomechanical and Electrosurgical Products available for use in DHB Hospitals in Section H, Part III of the Pharmaceutical Schedule;
- (ii) secure ongoing supply of Endomechanical and Electrosurgical Products for DHB Hospitals at competitive prices;

- (iii) ensure access to an appropriate level of clinical support, education and training for relevant health professionals;
 - (iv) engage and establish relationships with new and current suppliers of Endomechanical and Electrosurgical Products; and
 - (v) move commercial arrangements for Endomechanical and Electrosurgical Products into a national framework administered by PHARMAC to create better health outcomes for patients within the funding available in DHB hospitals.
- (b) PHARMAC recognises that the use of medical devices touches a wide group of health professionals; therefore, in the event a National Contract is entered into with a supplier, as an outcome of this RFP process, and the Endomechanical and Electrosurgical Products are listed in Part III of Section H of the Pharmaceutical Schedule:
- (i) the listing shall be non-exclusive and will include pricing and details of the Endomechanical and Electrosurgical Products;
 - (ii) it will be discretionary for DHBs to procure the Endomechanical and Electrosurgical Products from the contracted supplier, however where they do, DHB Hospitals will be expected to purchase these Endomechanical and Electrosurgical Products under the National Contract terms and conditions;
 - (iii) it is anticipated that multiple suppliers of Endomechanical and Electrosurgical Products will be listed, where appropriate;
 - (iv) any resultant National Contract will be between the supplier and PHARMAC. DHBs will be able to procure under the National Contract, effective from the listing date, and will not be required to individually approve the agreement for it to come into effect;

3. Types of proposals sought

PHARMAC is willing to consider the following types of proposals for listing in Part III of Section H of the Pharmaceutical Schedule for use in DHB hospitals:

- (a) Proposals for Endomechanical Instruments, Electrosurgical Instruments, Energy Platforms and/or Consumable Products as stated in Schedule 1, clause 4(a) of this RFP.
- (b) Suppliers wishing to submit proposals MUST submit proposals for the supply of the products to DHB Hospitals with pricing to be published on the Pharmaceutical Schedule. Pharmac's preference is pricing fixed for 3 years

- (c) PHARMAC would consider additional proposals which include alternative pricing options.

Please note pricing models which are complex and would pose significant administrative burden on DHB Hospitals are unlikely to be progressed.

Price bundling across medical device categories and sub categories (as identified by defined tabs in the spreadsheet accompanying this RFP i.e. Attachment 1) will not be accepted

- (d) Proposals must meet the mandatory requirements as set out in the response column of product information requirements in Schedule 3.
- (e) Proposals may be submitted on the basis that there may be incremental changes or upgrades to any of the products during the life of a National Contract, and that if agreed between the parties, the changed or upgraded product would be made available to DHBs within a reasonable timeframe.
- (f) PHARMAC is not willing to consider proposals for products outside the scope of this RFP.
- (g) Under the New Zealand Public Health and Disability Act 2000, as well as under DHBs Operational Policy Framework, DHBs are required to comply with the Pharmaceutical Schedule as determined by PHARMAC.

4. Scope of Endomechanical and Electrosurgical Products Category.

- (a) The following products are considered “**in scope**” for this RFP.
 - (i) Smoke Evacuation Systems and Accessories
 - (ii) Electrodes
 - (iii) Staplers and Staples, endoscopic suturing devices
 - (iv) Ligating Systems
 - (v) Laparoscopic Trocars
 - (vi) Insufflation Units and accessories
 - (vii) Argon gas Delivery Systems and Accessories
 - (viii) Energy Platforms and Accessories
 - (ix) Bipolar/Monopolar Forceps
 - (x) Laparoscopic / electrosurgical instruments
 - (xi) Electrosurgical Pencils

- (xii) Specimen Retrieval Systems
- (xiii) Suction Coagulators
- (xiv) Electro Surgical Unit Accessories
- (xv) Miscellaneous e.g. cleaning brushes, holsters etc

For this RFP, consumable medical devices will include single use items, single patient use, defined-life multiple use and reusable items.

(b) PHARMAC is not willing to consider proposals for any other products, including but not limited to the following products identified as “**out of scope**” for this RFP.

- (i) ECG, EEG and Defibrillator Electrodes
- (ii) Adult and Paediatric Monitoring Electrodes
- (iii) Clip Appliers for Open Surgery.
- (iv) Non-Laparoscopic Trocars.
- (v) Ablation Systems.
- (vi) Non- Laparoscopic or Electrosurgical Instruments.
- (vii) Medical Surgical Scopes.

Schedule 2: RFP process

PHARMAC expects to follow the process set out below in the sequence indicated.

1. Submission

- (a) You may submit more than one proposal. Each proposal will be considered as a separate proposal.
- (b) All proposals must be submitted by a single submitter. Submitters may have joint commercial arrangements with other suppliers and these can be combined into a single submission.
- (c) All proposals must be submitted to PHARMAC via GETS no later than 5.00 p.m. (New Zealand time) on **11 May 2018**. Late proposals will only be considered at PHARMAC's discretion, considering the need for fairness to other suppliers and the integrity of the RFP process.
- (d) You cannot withdraw your proposal once submitted, while the RFP process is continuing.
- (f) If you have any enquiries about this RFP, you should submit them via GETS (www.gets.govt.nz).

2. Evaluation

- (a) Following the deadline for submitting proposals an Evaluation Committee comprising PHARMAC staff will evaluate each proposal to select its preferred proposal(s).
- (b) The Evaluation Committee will evaluate proposals in light of PHARMAC's statutory objective, which is "to secure for eligible people in need of pharmaceuticals, the best health outcomes that are reasonably achievable from pharmaceutical treatment and from within the amount of funding provided". In doing so, the Evaluation Committee will be guided by the Factors for Consideration (FFC) that form part of PHARMAC's current Operating Policies and Procedures, as published on PHARMAC's website (www.pharmac.govt.nz), to the extent applicable. More information on the FFC can be found at www.pharmac.health.nz/factors-for-consideration.
- (c) The requirement for PHARMAC to pursue its statutory objective means that particular emphasis will be given to those aspects of proposals which demonstrate "health outcomes", and those aspects of proposals which demonstrate the impact on the "funding provided" for pharmaceuticals. Those FFC which relate directly to these aspects will be given greatest weight by the Evaluation Committee but all FFC are important.
- (d) The information considered during the evaluation process will be at the discretion of the Evaluation Committee. However, it will include:

- (i) information provided by you in accordance with Schedules 3 and 4 of this RFP;
 - (ii) product information requirements as set out in Schedule 3 of this RFP;
 - (iii) ability to provide the appropriate level of clinical support needed for these products, including but not limited to:
 - (A) training and education in the use, handling, cleaning and care of all equipment and products;
 - (B) clinical training and support for end users;
 - (C) technical training and support for clinical engineers (as applicable) including maintenance and repair services;
 - (D) supply chain to support sustainable provision of the products;
 - (iv) provision of DHB usage data where applicable and reference sites;
 - (v) any advice received from relevant clinicians and/or DHB staff;
 - (vi) any information received from clinical reference sites and referees (where applicable); and
 - (vii) any other matters that the Evaluation Committee considers to be relevant (provided that PHARMAC will notify such matters and allow an opportunity for submitters of proposals to address them).
- (e) Each proposal will be evaluated on the basis that the price offered, the expenditure entailed, and any other terms included in the proposal, are the best that the supplier is able to offer. If you do not put forward your best terms you risk having your proposal excluded at the evaluation stage.
- (f) PHARMAC is not bound to select the lowest priced proposal or any proposal.

3. **PHARMAC may request further information**

- (a) PHARMAC may request such further information as it considers necessary from or about you for the purposes of clarifying or evaluating your proposal, including (but not limited to) detailed information about your company structure, credit status and any other relevant company information.
- (b) If PHARMAC requests further information from or about you, it is not obliged to request the same or any other information from or about any other party provided that, in PHARMAC's judgment, this would not be unfair to any other party.

4. **Negotiation**

- (a) PHARMAC may negotiate with the submitter(s) of one or more preferred proposals, in the latter case whether or not the acceptance of either supplier's proposal would exclude acceptance of the other proposal.
- (b) Negotiations will proceed on the basis that PHARMAC's standard terms and conditions for supply of medical devices, which are available as a download (**Attachment 2**) from GETS, will apply.
- (c) You **must** complete and submit Attachment 3 of this RFP as part of your proposal by declaring that you have read and understood PHARMAC's standard terms and conditions for the supply of medical devices, and where you disagree with any of the standard terms and conditions, include comments about which you would seek to amend during any negotiation.
- (d) Given that PHARMAC expects your proposal to be the best you can offer, PHARMAC does not intend to initiate negotiation with you on price. However, PHARMAC does not exclude the possibility that the final price agreed will be different from the price put forward in your proposal, due to the impact that other negotiated terms may have on price.
- (e) PHARMAC may negotiate and enter into a provisional National Contract with a preferred supplier(s) on whatever special terms, in addition to PHARMAC's standard terms and conditions, PHARMAC considers appropriate.
- (f) If PHARMAC and the supplier(s) are unable to reach a provisional National Contract within what PHARMAC considers to be a reasonable time, PHARMAC may terminate those negotiations and negotiate with a different supplier(s).

5. **Consultation and approval**

- (a) Any provisional National Contract will be conditional on consultation with suppliers and other interested parties, to the extent PHARMAC considers consultation to be necessary or appropriate, and on PHARMAC Board approval (or approval by the Board's delegate acting under delegated authority).
- (b) PHARMAC will not consider any counter-offers received during consultation.
- (c) The provisional National Contract and responses to consultation will be considered by PHARMAC's Board (or by the Board's delegate acting under delegated authority) in accordance with the Factors for Consideration in PHARMAC's current OPPs.
- (d) If the Board or its delegate does not approve the provisional National Contract, then PHARMAC may initiate negotiations for a provisional National Contract with any other supplier(s).

- (e) The RFP process will be complete once PHARMAC has notified suppliers of either:
 - (i) the Board's or its delegate's decision to accept a negotiated agreement; or
 - (ii) the termination of the RFP process.

6. **Miscellaneous**

- (a) PHARMAC reserves the right, having regard to probity principles:
 - (i) to make such adjustments to the above RFP process as it considers appropriate, at any time during the process, provided that it notifies suppliers affected by those changes;
 - (ii) not to accept any proposal;
 - (iii) to seek clarification of any proposal;
 - (iv) to meet with any supplier in relation to its proposal;
 - (v) to enter into an agreement or arrangement that differs in material respects from that envisaged in this RFP letter;
 - (vi) to suspend this RFP process. For example, if during the RFP process (and before a provisional National Contract is entered into) it becomes apparent to PHARMAC that further consultation is appropriate or required we may suspend the RFP process in order to consult. In this situation we may ask you to adapt and resubmit your proposal because of the consultation, or alternatively we may request that new proposals be submitted;
 - (vii) to terminate this RFP process at any time, by notifying suppliers who submitted proposals, and, following termination, to negotiate with any supplier(s) on whatever terms PHARMAC thinks fit; and
 - (viii) to re-advertise for proposals.
- (b) You must not initiate or engage in any communication with other suppliers in relation to the RFP, whether before or after submitting their proposal(s), until a provisional National Contract is accepted by PHARMAC's Board or the Board's delegate.
- (c) You must not at any time initiate any communication with PHARMAC, the Ministry of Health (including its operation unit Medsafe), the Minister of Health (or any Associate Ministers) or DHBs, or advisors to PHARMAC, with a view to influencing the outcome of this RFP process.
- (d) You must pay your own costs for preparing and submitting your proposal.
- (e) You must limit the information provided to that which is requested in Schedule 3 and 4 and Attachments 1, 3 and 4 and provide it succinctly and clearly. Please do

not provide brochures or additional information (e.g. PEHNZ forms and presentations) unless specifically requested to do so in this RFP document.

- (f) Proposals are submitted in reliance on your own knowledge, skill, and independent advice, and not in reliance on any representations made by PHARMAC.
- (g) Your submission of a proposal will be taken as acceptance of the terms contained in this RFP. PHARMAC may exclude your proposal if you do not comply with any of the terms contained in this RFP document.
- (h) This is an RFP and not a tender. Your proposal is not an offer capable of being converted into a contract for the supply of Endomechanical and Electrosurgical Products by PHARMAC's apparent acceptance; instead a separate agreement needs to be negotiated.
- (i) PHARMAC is not liable in any way whatsoever for any direct or indirect loss (including loss of profit), damage or cost of any kind incurred by you or any other person in relation to this RFP.
- (j) It is possible that more than one supplier may be awarded a National Contract as a result of this RFP. Nothing in this RFP prevents PHARMAC from entering into agreements with other suppliers in respect of Endomechanical and Electrosurgical Products or restricts the terms that may be agreed with any other supplier.
- (k) PHARMAC will consider your proposal and information exchanged between the parties in any negotiations relating to your proposal, excluding information already in the public domain, to be confidential to us and our employees, legal advisors and other consultants, the Ministry of Health and DHBs (**Confidential Information**). However, you acknowledge that it may be necessary or appropriate for PHARMAC to release Confidential Information:
 - (i) pursuant to the Official Information Act 1982; or
 - (ii) in the course of consultation on a provisional National Contract entered into with a supplier; or
 - (iii) in publicly notifying any approval by the PHARMAC Board of that National Contract; or
 - (iv) otherwise pursuant to PHARMAC's public law or any other legal obligations.
- (l) PHARMAC may consult with you before deciding whether to disclose Confidential Information for the purposes described in sub-clauses (i) to (iv) above. You acknowledge, however, that it is for PHARMAC to decide, in its absolute discretion, whether it is necessary or appropriate to disclose information for any of the above purposes, provided that PHARMAC shall act in good faith in disclosing any Confidential Information

7. **Anticipated timetable**

- (a) Following receipt of proposals, PHARMAC anticipates:

- (i) the PHARMAC internal Evaluation Committee evaluating proposals from mid-May 2018 until mid-June 2018;
- (ii) negotiating with submitter(s) of one or more preferred proposals from July 2018 to September 2018;
- (iii) consulting on any provisional National Contract(s) from October 2018;
- (iv) PHARMAC's Board, or the Board's delegate, considering any provisional National Contract(s) in or after November 2018; and
- (v) the first National Contracts anticipated to be listed on the Pharmaceutical Schedule on 1 January 2019.

Provided that the above time frames are only approximate and may be extended, without notice being required from PHARMAC, if any stages of the RFP process take longer than anticipated.

8. **Governing Law**

The RFP is governed by New Zealand law, and the New Zealand courts have exclusive jurisdiction in all matters relating to this RFP.

Schedule 3: Information to be included in your proposal

1. The following information should be included in or form part of your proposal:

- (a) details of all types and sizes of your Endomechanical and Electrosurgical Products currently available as set out in Attachment 1;
- (b) information on current usage and expenditure of your Endomechanical and Electrosurgical Products as specified in Attachment 1;
- (c) indicative pricing (GST exclusive, free into store), including any related conditions or proposed terms as set out in Attachment 1;
- (d) information about management and technical skills of your staff;
- (e) describe your current supply arrangements, supply volumes and relevant supply terms in other major markets including recent tenders awarded (in New Zealand and/or other countries);
- (f) describe proposed distribution and supply arrangements for your Endomechanical and Electrosurgical Products, including but not limited to:
 - (i) Your status as to whether you are a manufacturer or distributor of the Endomechanical and Electrosurgical Products;
 - (ii) The terms of any distribution agreement, if you are not the manufacturer, for example the duration and exclusivity of the distribution agreement; and
 - (iii) Information regarding freight or delivery costs to DHBs;
- (g) explain your current or proposed complaints management processes, including ability to recall stock, refund or credit for damaged or faulty goods;
- (h) a copy of your current insurance cover certificate relating to:
 - (i) Product Liability Insurance Cover; and
 - (ii) Public Liability Insurance Cover;
- (i) evidence of:
 - (i) how you envisage working with PHARMAC and other key stakeholders; and
 - (ii) availability of a comprehensive training, ongoing education and product and customer support package, including clinical engineers (if applicable).

2. Product information requirements

Suppliers are requested to provide the following information as part of their proposal. Proposals that do not include mandatory responses will only be considered at PHARMAC's discretion, taking into account the need for fairness to other suppliers and integrity of the RFP process.

Requirement	Evidence requirement	Response
All products (as applicable) must be WAND registered	WAND registration number must be provided as per the format in Attachment 1. Please <u>do not</u> provide copies of the WAND documents	Mandatory
International compliance	Evidence of international compliance certificates must be provided.	Mandatory
DHB current usage data	Provide usage and current pricing information by DHB, by product code, for the period 1 April 2017 – 31 March 2018 for all line items submitted, as per the format in Attachment 1.	Mandatory (where DHBs are currently using your products)
Current contract status (if applicable)	Provide information on active DHB hospital contracts with expiry date, as per the format in Attachment 1.	Mandatory
Financial analysis of your proposal	Provide details of how your proposed pricing compares to the contracted/non- contracted pricing currently offered to DHBs. If DHBs are currently purchasing the proposed products please include a financial analysis of your proposal for each DHB based on current usage patterns. Financial impact analysis details in Excel format (final tab in attachment 1)	Mandatory
Supply chain arrangements you have or expect to have in place to support NZ market requirements	Information relating to continuity of supply of products in New Zealand. This should include information on: <ul style="list-style-type: none"> • distribution arrangements and stockholding in New Zealand; • minimum order size; • delivery frequency and lead times for: <ul style="list-style-type: none"> ○ a stable demand situation; ○ in the event of supply disruptions; and ○ when there is an unexpected surge in demand for your product 	Mandatory

Requirement	Evidence requirement	Response
	Please include any specific measures you will take to secure stock for New Zealand from international production.	
Describe proposed distribution and supply arrangements for your Endomechanical and Electrosurgical Products.	<ul style="list-style-type: none"> • Your status as to whether you are a manufacturer or distributor of the Endomechanical and Electrosurgical Products • The terms of any distribution agreement, if you are not the manufacturer, for example the duration and exclusivity of the distribution agreement • Information regarding freight or delivery costs to DHBs 	Mandatory
Demonstration of supply chain experience and knowledge within the healthcare sector and specifically with New Zealand DHBs.	<p>Provide evidence of your supply chain experience in NZ in a DHB or equivalent environment.</p> <p>If your supply chain experience is for countries other than NZ, supply chain referees must be provided.</p>	Mandatory
Education and Clinical Support	<p>Provide a statement of your understanding of DHB educational requirements, and your experience in providing training and product support for the Endomechanical and Electrosurgical Products submitted.</p> <p>If training and clinical product support experience is for countries other than NZ, clinical referees must be supplied</p>	Mandatory
Warranties, Servicing and Cleaning for Endomechanical and Electrosurgical Products	<p>Provide details as applicable:</p> <ul style="list-style-type: none"> Service Agreements and costs Warranties Cleaning instructions Sterilisation instructions 	Mandatory
Technical Training and Service training for Electro Surgical Units	<p>Provide details as applicable</p> <ul style="list-style-type: none"> Maintenance and Service Agreements and costs Factory approved training offered to clinical engineers and costs 	Mandatory

Requirement	Evidence requirement	Response
Please state that all the powered equipment included in the proposal meets Internationally recognised Electrical Standards	<p>Availability of spare parts</p> <p>Statement that all powered equipment meets an internationally and New Zealand recognised electrical standards</p> <p>Please provide documentary evidence of compliance</p>	
Warranties, Cleaning and Sterilisation (for all reusable and defined-life multiple use consumable items)	Provide details as applicable: Warranties Cleaning instructions Sterilisation instructions	Mandatory
Latex status	Indicate if products contain latex or are latex free, as per the format in Attachment 1.	Mandatory
GS1 status	Provide GTIN codes for items, as per the format in Attachment 1.	Desirable
UNSPSC	Provide UNSPSC codes for items, as per the format in Attachment 1.	Desirable
Does the manufacturer operate a waste reduction policy? Is there a recycling process for their products in New Zealand?	Please give details.	Desirable

Schedule 4: Proposal form

An electronic version of this form is available on PHARMAC’s website at www.pharmac.govt.nz and on GETS (www.gets.govt.nz). You should complete all sections and expand the boxes as necessary.

[Supplier to insert date]

Director of Operations
PHARMAC
c/- Jeremy Price
Procurement Manager

By electronic transfer using GETS (www.gets.govt.nz)

Dear Sir/Madam

Proposal for the supply of Electromechanical and Electrosurgical Products

In response to your request for proposals (RFP) dated 9 April 2018 we put forward the following proposal in respect of Endomechanical and Electrosurgical Products.

You must also include information as outlined in Schedule 3 and Attachments 1, 3 and 4 as part of your proposal.

Set out below is further information in support of our proposal.

(a) Our contact details:

Full legal trading name in NZ	
Key Contact person	
Physical Address	
Phone	
Mobile phone	
Facsimile	
Email address	

(b) Key features of our proposal and associated available services:

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- (c) Information relating to pricing (\$NZ, GST exclusive) inserted in Attachment 1, including any related conditions or proposed terms:

- (d) Information on our current contract status:

Please include the following in your response

- Expiry dates
- Additional costs and volume data
- In scope Endomechanical and Electrosurgical Products currently provided to DHB hospitals that are not included in proposal, and reason for this
- For equipment and products that are not single use, outline (where applicable) current service agreements

- (e) Evidence of international compliance (e.g. ARTG, CE Mark) and standards which our products comply (for example ISO standards):

Please attach copies of international compliance certificates and include identification number in Attachment 1.

- (f) Information about our other major markets and previous supply performance (applicable for products **NOT** currently supplied to DHB hospitals)

Please include the following in your response

- Private New Zealand hospital market(s)
- International hospital markets (public or private)
- Please provide THREE clinical reference sites where products are used in similar ways and settings to DHB hospitals with sales volumes for 1 April 2017 to 31 March 2018
- Please provide a supply chain reference

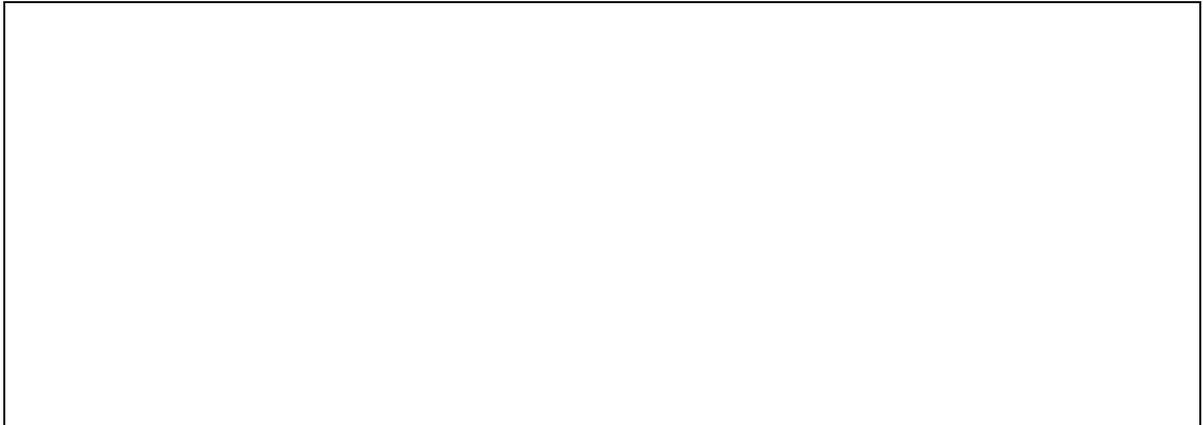
- (g) Information about our Quality Management Systems including our current complaints management process and our ability to recall stock, refund or credit for damaged or faulty goods:

- (h) Our understanding of DHB educational requirements and our experience in providing training support for the devices submitted.

Please include the following in your response

- Information on the type of training and education you would provide for DHBs for your Endomechanical and Electrosurgical Products
- Information on your educational team including their qualifications and the number of personnel

Please do not include copies of manuals, advertising pamphlets or catalogues



- (i) Information about our current (and/or proposed) consignment stock management system: (if applicable):

Please include the following

- Risk and liability arrangements
- Responsibility for stock management
- Auditing arrangements



- (j) Information about how you envisage working with PHARMAC and other key stakeholders

- (k) Information about our ability to support a DHB to transition to our products:

Please include the following in your response:

Overview of transition support with detailed transition plan specific to your Endomechanical and Electrosurgical Products

- (l) Information about manufacturing waste reduction policies and within New Zealand recycling processes

- (m) Additional information that PHARMAC should consider when evaluating our proposal: