# APPENDIX 4: Proposal Form

***Please complete this proposal form to provide the information requested from Schedule 3. Type your information into the boxes below. Please expand the boxes as necessary. You must also complete Appendix 3 and include information as how to how your service will meet the Service Specification listed in Appendix 1***

An electronic version of this form is available on PHARMAC’s website at [www.pharmac.govt.nz](http://www.pharmac.govt.nz) and on GETS ([www.gets.govt.nz](http://www.gets.govt.nz)). You should expand the boxes as necessary.

**[*Supplier to insert date*]**

Director of Operations
PHARMAC

c/- Hugo Singh

By electronic transfer using GETS **(**[**www.gets.govt.nz**](http://www.gets.govt.nz)**)**

**Proposal for the supply of** **National Vaccine Storage and Distribution Services**

In response to your request for proposals (**RFP**) dated 23 April 2018 we put forward the following proposal in respect of National Vaccine Storage and Distribution Services.

Set out below is information in support of our proposal.

1. **Organisation Details**
2. Legal name of organisation (and including any trading name).

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1. Name and position of contact person and their contact details.

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| Name and position of key contact person |  |
| Address |  |
| Phone |  |
| Mobile phone |  |
| Facsimile |  |
| Email address |  |

1. Organisation’s experience in delivering services of the type required.

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1. Organisation Dimensions (*e.g. size, location, turnover, management, staff, financial size/status/stability).*

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1. Name(s) and credentials of the person(s) proposed that will provide the services

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1. Organisation hours of operation.

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1. Names and contact points for two or more referees PHARMAC may approach.

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1. **Details of Proposal**
2. *Description of Method of the Services* – How we intend to approach and provide the services outlined in Schedule 1, Schedule 3 and Appendix 1, using the vaccine distribution volumes in Appendix 2 including:
	1. An outline of the phases and timeframes for establishing the services, including a transition plan (if applicable);
	2. The proposed arrangements and procedures/process for delivering the services;
	3. How the services would be positioned and supported within our organisational structure.

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1. *Resources and personnel* – The resources and personnel that will be applied/engaged to deliver the services. Details about the person who will assume overall responsibility for delivery of the services (Key Account Manager).

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1. **Financial**
2. *Price* – Total price for delivering the services. Fixed costs i.e. set monthly payment covering management costs, and activity costs i.e. costs per actual deliveries made per month. **Prices are GST exclusive**. Refer to Appendix 2 for indicative volumes (vaccine doses and orders).

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1. *Budget* – Set out of budgeted breakdown of the services. (*Note that the more detail you provide in your budget, the more we will be able to establish the value provided by your tender*). **Use the template provided in Appendix 3 to complete this and include details where applicable such as:**
	* Establishment and/or one-off costs.
	* Direct expenses (this might include items such as personnel, travel, facilities, resources, courier charges, packaging).
	* Indirect expenses (this might include items such as administration, accommodation, overheads).
2. **Other items that need to be included**
3. Settings: our various licences, including current licence to sell by wholesale and consents held, our facilities / buildings, plant and equipment, and subcontracting relationships.

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1. Vaccine storage, temperature control and monitoring.
	* Our total capacity of cold storage we have available for vaccines (in cubic meters)
	* Our location of where the cool unit(s) the vaccines will be stored in, the capacity of cold storage for available vaccines,
	* How the cool unit(s) is controlled and monitored throughout the storage and distribution processes.
	* Our stock protection programme, how we manage storage to minimise stock losses, our storage security
	* Our process of logging and investigating breaches of cold chain process
	* Our back up systems or processes in the event of power or other failures

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1. Our vaccine inventory control and order management.
	* How our warehouse inventory system enables real-time identification of the location and status of all vaccines held.
	* The stock rotation method used.
	* How our warehouse and freight management systems interact i.e. the ability to electronically track every order.
	* The warehouse inventory system reporting capabilities.

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1. Our vaccine distribution:
	* Our online order system and process for the distributor branches to order funded vaccines
	* Our vaccine transportation method. *Validation (evidence) as to how long the transportation method maintains 2 – 8 degrees Celsius must be included*.
	* How receipt of vaccine is verified on delivery.
	* Our process for receiving, logging, managing and disposing of vaccine return

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1. Our disposal/destruction process for unwanted, discontinued, expired or thermally compromised vaccines:
	* Adherence to [Ministry of Health’s National Standards for Vaccine Storage and Transportation](https://www.health.govt.nz/publication/national-standards-vaccine-storage-and-transportation-immunisation-providers-2017), WHO/EPI (World Health Organisation/ Expanded Programme on Immunisation) and the New Zealand Code of Good Manufacturing and Warehousing Practice for Manufacture and Distribution of Therapeutic Goods.

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1. Reporting, how we will;
	* Provide goods inwards advice to PHARMAC immediately upon receipt of deliveries.
	* Provide monthly reports to PHARMAC on a specified day each month which include:
		1. total stock quantity (balance);
		2. stock summary (distribution data by distributor branch, number of deliveries per month by distributor branch);
		3. by distributor branch, the number of returned and destroyed funded vaccines, the reason why they are retuned and the original despatch details;
	* reconcile all funded vaccine insurance claims on a six-month basis and provide details to PHARMAC.

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1. Description of insurance details, to ensure we will;
	* arrange and maintain insurance policies for all vaccine stock held on behalf of PHARMAC equivalent to the cost of the vaccine to PHARMAC, up to a maximum of $10 million NZD per insurance event
	* if requested, send a copy of the relevant policy renewals to PHARMAC. Whether or not insurance policies exist shall not derogate from our potential liability.
	* do nothing to invalidate the insurance policies
	* reimburse PHARMAC for any claim against the policy for funded vaccine loss or any rebate you may receive for no claims where PHARMAC has paid the premium for the policy.

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1. Our operational standards:
	* Our organisation goal(s) relating to vaccine storage and distribution.
	* Our quality vision.
	* Our quality (including self-audit) and risk management (including cool unit) processes and systems.
	* External audits undertaken (frequency and results).
	* Our site security processes

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1. Our business continuity plan for continuity of service in the event of natural disasters and potential risks that can cause disruption to our business

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1. Our Linkages:
	* Account relationship management processes.
	* Immunisation provider relationship management processes.

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1. ***General Requirements***

*Ensure that your proposal addresses each of the following general requirements.*

1. ***Professional expertise:*** *You and your staff must have the appropriate skills and expertise to ensure safe storage and distribution of vaccines used in the National Immunisation Programme. You and your staff must have the appropriate credibility and expertise in the field of storage and distribution of temperature-sensitive products.*
2. ***Quality:*** *You should demonstrate how you will ensure that the services required will be of excellent quality. For example, you will need to demonstrate previous experience in vaccine storage and distribution and describe the quality features of that previous experience. You should describe the quality assurance processes (including insurance) that will apply to your provision of services, especially in regards to cool unit failures, fire, theft etc.*
3. ***Service Priorities:*** *You must show that you are able to put aside adequate time and dedicate appropriate resources for the services to be provided under the contract to ensure that the provision of the services is not compromised by your other commitments. This will include ensuring the services are appropriately positioned within the organisation and have access to appropriate levels of support and facilities to ensure their effective operation.*
4. ***Joint Ventures or Sub-Contracting:*** *If you intend entering into a joint venture or employing sub-contractors in order to provide the services, those other parties to the venture or the sub-contractors must meet the requirements of this tender. You should specify how you would ensure that they would meet these requirements, and each such party and their role should be identified clearly in your proposal.*
5. ***Conflict of Interest:*** *No conflict of interest shall occur. Identify any likely conflicts and how you would resolve them.*
6. Additional information that PHARMAC should consider when evaluating our proposal:

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