

10 October 2018

Dear Supplier

REQUEST FOR PROPOSALS – SUPPLY OF REHABILITATION EQUIPMENT, PATIENT POSITIONING PRODUCTS AND SUPPORTS

PHARMAC invites proposals for the supply of Rehabilitation Equipment, Patient Positioning Products and Supports (**Rehabilitation Products**) to New Zealand DHB hospitals (**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 information and evidence you need to include in your proposal;
- Schedule 4 and Attachments 1, 3, 4 and 5 contain the forms in which you are to provide the details 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 **4pm NZT Wednesday 5 December 2018**.

If you have any questions about this RFP, you should submit them to Alyssa Currie via GETS, we encourage suppliers to register with GETS and subscribe to this RFP.

We look forward to receiving your proposal.

Yours sincerely



Lisa Williams
Director of Operations

Schedule 1: Products, background to RFP and types of proposals sought

1. Products

PHARMAC is interested in considering proposals from suppliers of medical devices for the supply of Rehabilitation Products.

The products which are in scope of the RFP are stated in Schedule 1, clause 5(a) below.

2. RFP background and impact

PHARMAC is taking a phased approach to its activity in medical devices. The Rehabilitation Products category is the latest category of medical devices that PHARMAC has commenced procurement activity in.

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

There may be some products associated with, but not exclusive to, Rehabilitation Products that are already listed in Part III Section H of the Pharmaceutical Schedule as the result of previous contracting activity. Suppliers who currently have products associated with Rehabilitation Products listed in Part III of Section H of the Pharmaceutical Schedule under other categories may submit additional proposals via this RFP that could result in an amendment to their current agreement.

3. Expected outcome of the RFP

- (a) PHARMAC intends to establish National Contracts with suppliers in the Rehabilitation Products category to:
 - (i) list a range of Rehabilitation Products available for use by DHB Hospitals in Part III of Section H of the Pharmaceutical Schedule;
 - (ii) secure future supply of Rehabilitation Products for DHB Hospitals at competitive prices;
 - (iii) ensure access to an appropriate level of clinical support, and education, training and associated materials, for relevant DHB Hospital health professionals;
 - (iv) ensure access to an appropriate level of technical support for other relevant DHB Hospital personnel;
 - (v) engage and establish relationships with new and current suppliers of Rehabilitation Products; and
 - (vi) move commercial arrangements for Rehabilitation Products into a national framework administered by PHARMAC, to create better health outcomes for patients within the funding available to DHB Hospitals.

- (b) This RFP is the only process PHARMAC expects to run prior to negotiation with suppliers, to determine whether the Rehabilitation Products are contracted for and listed in the Pharmaceutical Schedule. Therefore, in the event a National Contract is entered into with a supplier and the Rehabilitation 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 Rehabilitation Products;
 - (ii) it will be discretionary for DHB Hospitals to purchase the Rehabilitation Products from the supplier, however where they do, DHB Hospitals will be expected to purchase the Rehabilitation Products under the PHARMAC National Contract;
 - (iii) it is anticipated that multiple suppliers of Rehabilitation Products will be listed, where appropriate; and
 - (iv) any resultant National Contract will be between the supplier and PHARMAC. DHBs will be able to purchase under the National Contract, effective from the listing date, and will not be required to individually approve the National Contract for it to come into effect.

4. **Types of proposals sought**

- (a) PHARMAC is willing to consider the following types of proposals:
 - (i) proposals for Rehabilitation Products as set out in Schedule 1 clause 5(a) of this RFP;
 - (ii) single pricing option per Rehabilitation Products; and
 - (iii) additional pricing options.

Please note that complex additional pricing models that would pose a significant administrative burden to PHARMAC or DHB Hospitals are unlikely to be progressed.

- (b) Suppliers wishing to submit proposals MUST submit proposals for the supply of Rehabilitation Products to DHB Hospitals with pricing to be published on the Pharmaceutical Schedule that requires no volume or expenditure commitment.
- (c) Proposals must meet all the mandatory information and evidence requirements as set out in Schedule 3.
- (d) Proposals may be submitted on the basis that there may be incremental changes or upgrades for the proposed Rehabilitation Products during the life of the National Contract, and that if agreed between the parties, the changed or upgraded product would be made available to DHB Hospitals within a reasonable timeframe.
- (e) PHARMAC is not willing to consider proposals for cross-category bundles of products (eg. bundling across large and diverse sub-categories which impact multiple clinical areas where pricing and/or terms in one category is dependent on usage in the other).
- (f) PHARMAC is not willing to consider out of scope products as set out in Schedule 1, clause 5(b) of this RFP.

Subject to the above, PHARMAC is open to considering any other types of proposals you may wish to put forward.

5. **Scope of Rehabilitation Products category**

(a) In scope

PHARMAC is willing to consider proposals for Rehabilitation Products for listing in Part III of Section H of the Pharmaceutical Schedule for use by DHB Hospitals; and the following products are considered '**in scope**' of this RFP:

- (i) Mobility devices:
 - Wheelchairs
 - Walking frames
 - Walking sticks
 - Crutches
 - Gait trainers
 - Care chairs

- (ii) Physical therapy equipment:
 - Hand therapy devices
 - Balance boards
 - Parallel bars
 - Rehabilitation staircases
 - Height adjustable steps
 - Standing frames
 - Tilt tables/inversion tables
 - Rehabilitation tables and chairs
 - Massage tables
 - Taping tables
 - Mat tables
 - Ramps
 - Incline mat
 - Therapy balls
 - Foam rollers
 - Therapeutic ultrasound devices

- (iii) Gym equipment:
 - Weights and accessories
 - Pulleys
 - Resistance products
 - Exercise equipment

- (iv) Hot and cold therapy products:
 - Hot/cold packs, patches, pads and wraps
 - Hot/cold device covers
 - Cold compression systems and accessories
 - Warmers including dry and moist heat
 - Other hot and cold therapy devices not within the scope of [Patient Warming and Cooling Products](#)

- (v) Hydrotherapy:
 - Whirlpool therapy baths
 - Hydrotherapy chairs

- Accessories
- (vi) Assessment devices:
- Strength measurement devices eg. hand dynamometer
 - Range of motion measuring devices eg. goniometer, inclinometer
 - Gait assessment devices
 - Other measurement devices
- (vii) Injury prevention, restraints and patient positioning products:
- Pressure care mattress overlays
 - Pressure care products for specific parts of the anatomy
 - Anti-slip socks (excluding those already listed for use with VTE Prevention stockings)
 - Anti-slip mats
 - Falls prevention monitors eg. sensor mats, bed and chair exit alarms
 - Limb protectors
 - Patient restraints
 - Padding, pillows and cushions eg. support cushions and pillows, positioning pads, leg spacers, wedge pillows
 - Patient lifting and transfer devices eg. hoists, slings, transfer belts, slide sheets
 - Bed accessories eg. trapeze bars, bed cradles, bed sides, bed ladders, bed footboards
- (viii) Bathroom aids:
- Commodes
 - Over toilet frames
 - Raised toilet seats
 - Bath boards/seats
 - Bath transfer benches
 - Shower stools/chairs
 - Bath steps
 - Portable patient baths
- (ix) Podiatry orthotics and specialised footwear:
- Insoles
 - Heel lifts
 - Custom made orthotics
 - Heat moulded orthotics
 - Foot impression boxes
 - Post-operative shoes
 - Therapeutic footwear eg. paediatric spina bifida shoes, anti-varus shoes
 - Podiatry materials eg. felt, foam
- (x) Immobilisers, bracing and support devices:
- Slings
 - Splints
 - Straps
 - Supports
 - Stabilisers
 - Immobilisers
 - Braces
 - Walker boots (moon boots)

- Halo units (excluding those already listed in the Orthopaedic category)
- Traction devices (excluding those already listed in the Orthopaedic category)
- Fasteners eg. clips, clamps (excluding those already listed in the Orthopaedic category)
- Collars
- Bands
- Tapes and strapping not previously submitted as part of Woundcare

(xi) Other products used in rehabilitation:

- Assistive devices for activities of daily living eg. adaptive eating utensils, dressing and grooming aids, easy reach sticks
- Acupuncture needles
- Transcutaneous electric nerve stimulator (TENS) machines
- Joint mobility systems (passive and active) eg. continuous passive motion (CPM) machines, jaw motion rehabilitation systems
- Pneumatic pressure devices (for the treatment of lymphoedema and chronic venous insufficiency)
- Posture mirrors

(xii) Spare parts and accessories for use with any Rehabilitation Products.

(b) Out of scope

PHARMAC is not willing to consider proposals for any other products for this RFP, including but not limited to the following products as identified as **‘out of scope’** for this RFP:

- (i) Casting and casting removal instruments
- (ii) Artificial limbs
- (iii) Pressure relieving beds and mattresses
- (iv) Bedpans and handheld urinals
- (v) IV poles
- (vi) Ultrasound for diagnostic purposes
- (vii) Products for use in cognitive rehabilitation eg. memory cards, computer games, IT software.
- (viii) Mobility scooters

(c) Miscellaneous Rehabilitation Products which are not identified in this RFP as either:

- (i) ‘in scope’ as outlined in clause 5(a) of this Schedule; or
- (ii) ‘out of scope’ as outlined in clause 5(b) of this Schedule,

will be considered through this process at PHARMAC’s discretion.

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 RFPs 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 4.00pm (New Zealand time) on **Wednesday 5 December 2018**. Late proposals will only be considered at PHARMAC's discretion, considering the need for fairness to other suppliers and integrity of the RFP process.
- (d) You cannot withdraw your proposal, once submitted, while the RFP process is continuing.
- (e) 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 (**OPPs**), as published on PHARMAC's website (www.pharmac.govt.nz), to the extent applicable. Please be aware of the FFC. 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 and evidence provided by you in accordance with Schedules 3 and 4 and Attachments 1, 3, 4 and 5 of this RFP;
 - (ii) your ability to legally supply the proposed products to New Zealand DHB Hospitals;

- (iii) your ability to provide the appropriate level of product management and support, including but not limited to:
 - (A) clinical training and education in the use and handling of products;
 - (B) training and education in equipment cleaning and maintenance (where applicable);
 - (C) technical support (where applicable);
 - (D) information for patients (where applicable);
 - (E) equipment tracking, maintenance and repair (where applicable); and
 - (F) transition support;
 - (iv) your ability to ensure continuity of supply to DHB Hospitals including but not limited to:
 - (A) stock management;
 - (B) supply chain;
 - (C) identification and management of key risks to continuity of supply;
 - (v) DHB Hospital usage and financial impact, where applicable;
 - (vi) other major markets for the proposed products, where applicable;
 - (vii) provision of reference sites, where applicable;
 - (viii) any advice received from relevant clinicians and/or DHB Hospital staff; and
 - (ix) 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 to list medical devices on the Pharmaceutical Schedule, which are available as a download (Attachment 2) from GETS, will apply. Category specific terms will be negotiated with successful submitter(s).
- (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 the terms and conditions 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, as a result of 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 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 FFC in PHARMAC's then 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 National Contract; 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 in light of 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 such time as 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, 4 and 5, and provide it succinctly and clearly. Please do not provide brochures or additional information (eg. PEHNZ (Product Evaluation Health NZ) 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 Rehabilitation Products by PHARMAC's apparent acceptance, and 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 Rehabilitation 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.

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 January 2019;
 - (ii) negotiating with submitter(s) of one or more preferred proposals from April 2019;
 - (iii) consulting on any provisional National Contracts from June 2019; and
 - (iv) PHARMAC's Board, or the Board's delegate, considering any provisional National Contracts from July 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.

- (b) Under this indicative timetable, the earliest that changes to the Pharmaceutical Schedule could be implemented is 1 August 2019.

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 and evidence to be included in your proposal

Please include the following information and evidence in your proposal. Proposals that do not include mandatory information and evidence will only be considered at PHARMAC’s discretion, taking into account the need for fairness to other suppliers and integrity of the RFP process.

Document	Evidence / Information
Attachment 1: Rehabilitation Products spreadsheet	You must complete all fields in Attachment 1 for each proposed product. If you consider a field not applicable you must state “NA”.
WAND	You must be able to legally supply your proposed products to New Zealand DHB Hospitals as evidenced by WAND registration number. Please do not provide WAND documents. Where WAND is not applicable to a proposed product you must state the reason why it is not applicable.
International compliance	You must provide evidence of international compliance certification. The name of the certifying body and certificate number must be included in Attachment 1 for each proposed product and you must attach a copy of all relevant certificates.
GS1 (GTIN) and UNSPSC	It is desirable that you provide GTIN and UNSPSC codes for each proposed Rehabilitation Product at the time of submitting your proposal. Please note that PHARMAC’s standard terms and conditions require provision of GTIN numbers, if requested by PHARMAC or a DHB, within six months of the request.
DHB usage data	If you are currently supplying proposed Rehabilitation Products to any DHB Hospital, you must provide combined volume and cost information for all DHB Hospitals for the period 1 October 2017 to 30 September 2018 for all line items submitted in Attachment 1 . You must also include any sales to DHB Hospitals via logistics providers.
Non-DHB reference sites	If you are not currently supplying proposed Rehabilitation Products to any DHB Hospital, you must provide three clinical reference sites for that product. It is desirable that the clinical reference sites you provide use the proposed Rehabilitation Products in similar clinical settings as DHB Hospitals would use them.
Attachment 3: Acceptance of PHARMAC’s	You must complete, sign and date the declaration set out in Attachment 3. You must indicate whether you agree or disagree with PHARMAC’s standard terms and conditions for medical devices

Document	Evidence / Information
standard terms and conditions	<p>for your proposed products.</p> <p>If you do not agree with any of PHARMAC’s standard terms and conditions for medical devices for your proposed products you must provide detailed comment, including any proposed alternative clauses and justification, in Table 1 of Attachment 3.</p> <p>If you would like PHARMAC to consider any other terms and conditions that are not included in PHARMAC’s standard terms and conditions, you must provide details and justification in Table 2 of Attachment 3.</p>
Attachment 4: Document and information checklist	<p>You must complete the document and information checklist set out in Attachment 4.</p> <p>You must note any additional attachments not specifically listed in the box provided in Attachment 4.</p>
Attachment 5: Financial analysis of your proposal	<p>If any of your proposed products are currently supplied to DHB Hospitals (contracted and non-contracted) you must provide a detailed financial impact analysis of your proposal for each DHB based on recent usage; to be attached as an Excel spreadsheet using the format in Attachment 5.</p>
Schedule 4: Proposal form	<p>You must complete all sections of Schedule 4. If you consider a section to be not applicable, you must state “NA”.</p> <p>The response you provide in each section must be comprehensive and relevant to the information that has been requested, and you must include relevant attachments.</p>

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 expand the boxes as necessary.

[Supplier to insert date]

Director of Operations
PHARMAC
c/- Alyssa Currie
Device Category Manager

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

Dear Sir/Madam

Proposal for the supply of Rehabilitation Equipment, Patient Positioning Products and Supports

In response to your request for proposals (**RFP**) dated 10 October 2018 we put forward the following proposal in respect of Rehabilitation Products.

Please refer to Schedule 3 for information and evidence to be included in your proposal. You must also include information as outlined Attachments 1,3, 4 and 5 as part of your proposal.

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

(a) Company details	
Full legal trading name in New Zealand	
New Zealand Business Number	
Address	
Phone	
Email	
Facsimile	
(b) Contact person (s) for this RFP	
Name, Position	
Phone	
Mobile	
Email	
(c) Liaison person(s) for DHB Hospitals and PHARMAC	
Name, position	
Phone	
Facsimile	
Email	
Detail training and experience	

(d) Customer Support and General Enquiries	
Customer Service Hours (NZST)	
Phone	
Facsimile	
Email	
(e) Details of proposed Contract Manager	
Name, position	
Phone	
Email	

(f) Executive summary

Proposal summary

Include:

- overview of products and services
- benefits to DHB Hospitals of this proposal
- why PHARMAC should accept this proposal

Maximum 500 words**(g) Information about our company, contracts and markets****Company information**

Type of entity (legal status)

Eg, a New Zealand registered limited liability company

City and country of residence of our company

Information about company size, structure and annual turnover

Include sales/product support staff relevant to this RFP.

Attach Organisational Chart.

Total number of New Zealand based staff

Include FTE for each section (eg. 5 FTE sale/product support, 4 FTE logistics, 3 FTE corporate and administration)

Established locations within New Zealand

Include function of each location (eg. head office, warehouse).

For suppliers not currently based in New Zealand include information on whether you intend to establish local representation in New Zealand and how you would manage the needs of DHB Hospitals from your current location.

Company ownership

State ownership (eg. public ownership)

<p>Include:</p> <ul style="list-style-type: none"> any parent companies and relationships names and percentage shareholdings of the major shareholders and directors 	
<p>Evidence of financial stability and ability to cover financial liabilities</p> <p>Include:</p> <ul style="list-style-type: none"> how you would cover your financial liabilities in the event of a major failure to supply (eg. a recall) information about your financial stability (eg. annual turnover, guarantor companies) <p>Attach supporting evidence (eg. annual financial report, Companies Register financial statement, insurance certificate, bank letter).</p>	
Contracts and markets	
<p>Current contracts and standing agreements in place with DHB Hospitals or organisations acting on their behalf</p> <p>Include all DHB contracts, not just those relevant to this RFP.</p> <p>For each provide:</p> <ul style="list-style-type: none"> parties to the agreement contract reference number type of agreement (national/regional/DHB specific) range of products covered expiry date other relevant information (eg. now standing agreement after contract expiry) <p>Can be provided as an attachment, note name of attachment in response column.</p>	
<p>Products not included</p> <p>Include any Rehabilitation Products supplied to DHB Hospitals in the last 12 months (contracted or not contracted) that are not included in this proposal and the reason for this.</p>	
<p>Information on other major markets for proposed product ranges.</p> <p>For each product range include:</p>	<p>NB. Only required for product ranges that New Zealand DHB Hospitals are <u>not</u> currently purchasing.</p>

<ul style="list-style-type: none"> • type of market (eg. private hospital, public hospital) • any contracts held • annual revenue • any other relevant information 	
Information about clinical reference sites Provide information about each reference site included in Attachment 1 including the location and relevant clinical settings in which the product is used (eg. inpatient care, outpatient clinics, home use).	<i>NB. Only required for product ranges that New Zealand DHB Hospitals are <u>not</u> currently purchasing.</i>
Other relevant company and market information	

(h) Information about our ability to manage and support our proposed products		
Customer support hours Include: <ul style="list-style-type: none"> • standard support hours (NZ time) for customer support and orders • any 24/7 troubleshooting support relevant to the proposed products 		
Product support staff Include information about technical skills, experience and qualifications of the staff that would be involved in supporting the proposed products (including those providing training and education).		
Training and education Include an overview of the training and education that would be regularly provided to DHB Hospitals for the proposed products including: <ul style="list-style-type: none"> • frequency • location • format • content • staff groups (eg. hospital, community) • other relevant information 		
Training and education materials	For DHB Hospital staff	For patients

<p>Include training and education materials that would be provided to DHB Hospitals purchasing the proposed products.</p> <p>Include details of any other educational/developmental sponsorship your company provides for DHB Hospital staff associated with Rehabilitation Products (eg. conference packages, conference fees, travel and accommodation expenses). Include whether it is paid in full or partially subsidised by your company.</p>		
<p>Transition support</p> <p>Include an outline of the support that would be provided to DHB Hospitals transitioning to the proposed products.</p> <p>Attach a detailed transition plan setting out the transition steps, roles and responsibilities and timeframes. Note name of attachment in response column.</p>		
<p>Complaints management processes</p> <p>Include overview of key roles and responsibilities for investigation and response, and escalation and continuous quality improvement processes.</p>		
<p>Other relevant information about ability to support the proposed products.</p>		

(i) Information about our proposed distribution and supply arrangements and ability to ensure continuity of supply to DHB Hospitals

Stock Management		
<p>Stock holding within New Zealand</p> <p>Include any relevant information about how you would set and manage your stock levels in New Zealand for the proposed products.</p>		
<p>Warehouse location(s) within New Zealand</p> <p>Include if warehouse owned by company or owned by a logistics provider.</p>		
<p>Recall management</p> <p>Include how a major recall of a proposed product(s) would be managed.</p>		

Supply Chain		
Company role in supply chain	Manufacturer	Distributor
	[Yes/No]	[Yes/No]
Distribution agreement(s) overview Include exclusivity, expiry date, termination notice period.	NB. Not required if you are the manufacturer and distributor of all proposed products.	
Manufacture to delivery For each product range, from start of manufacture to delivery to DHB Hospitals or DHB Hospital nominated locations (eg. home delivery), include: <ul style="list-style-type: none"> • steps • who is involved • timeframes 		
Potential supply issues and response to unexpected increase in demand		
Key supply continuity risks and mitigations For each product range include the key risks to continuity of supply to DHB Hospitals and the steps that will be taken to mitigate these risks.		
Response to unexpected increase in demand Include: <ul style="list-style-type: none"> • any access to alternative international supply and timeframes • communication with DHB Hospitals • communication with PHARMAC • how stock is prioritised • other relevant information 		

(j) Information about our compliance with regulations and standards			
Quality Management System(s) certification for your company If Yes, <u>attach</u> evidence Include relevant section(s) of standard where certification is not for full standard.	ISO 9001	ISO 13485	Other
	[Yes/No]	[Yes/No]	[specify]
Quality Management Systems(s) certification for	ISO 9001	ISO 13485	Other

<p>manufacturer(s)</p> <p>If Yes, <u>attach</u> evidence</p> <p>Include:</p> <ul style="list-style-type: none"> • manufacturer's name • relevant section(s) of standard where certification is not for full standard 			
<p>Other relevant standards for the proposed products</p> <p>List any other standards that are relevant to the proposed products including but not limited to:</p> <ul style="list-style-type: none"> • AS/NZ standards • ISO standards • IEC standards <p>Describe the extent of compliance with the listed standard and the product range the standard applies to. Any product specific standards should be included in Attachment 1</p> <p>Attach evidence of compliance where available.</p>	Standard	Compliance	Evidence
<p>Permit to supply the products to New Zealand DHB Hospitals</p> <p>Include:</p> <ul style="list-style-type: none"> • a statement confirming that you have all the necessary rights and permits to supply the products and associated services to New Zealand DHB Hospitals, or • information about process and expected timeframe for obtaining the necessary rights and permits to supply the products and associated services to New Zealand DHB Hospitals. <p>The relevant permits and rights may vary between products. Permits and rights include, but are not limited to, distribution rights and New Zealand legislative requirements for specific types of products.</p>			

(k) Financial analysis of our proposal	
<p>Financial impact</p> <p>Include</p> <ul style="list-style-type: none"> • overview of how proposed pricing compares to that currently offered to 	<p>NB. Only required if the proposed products are currently supplied to DHB Hospitals</p>

<p>DHB Hospitals</p> <ul style="list-style-type: none"> justification for any price increased for DHB Hospitals as a result of the proposal <p>Attach detail in Excel format (format is included in Attachment 5).</p>	
<p>Alternative pricing models</p> <p>Include:</p> <ul style="list-style-type: none"> details of any alternative pricing models and associated qualification requirements details of any DHB Hospitals currently accessing the alternative pricing models <p>Any alternative pricing models must have financial analysis attached in Excel format.</p>	
<p>Pricing information</p> <p>Include any information related to pricing provided in Attachment 1, including any related conditions or proposed terms.</p>	
<p>Additional charges</p> <p>Include any charges <u>not</u> included in pricing provided in Attachment 1 and associated conditions.</p>	

(I) Information about Rehabilitation Equipment	
<p>Equipment information</p> <p>Include:</p> <ul style="list-style-type: none"> details of contingencies in place for peaks in demand for loan equipment delivery and retrieval timeframe(s) delivery, receipt and pre-use procedures details of risk and liability during key exchange activity points details of any consignment arrangements management and operational arrangements including equipment 	<p>NB. Only required if the proposed products include equipment</p>

<p>tracking</p> <ul style="list-style-type: none"> • respective supplier and DHB responsibilities for fleet management • details of any termination terms and conditions • product support, training and education • any differences between current arrangements with DHB Hospitals and proposed arrangements <p>Details should be specific for each different type of equipment included in the proposal and can be included in a separate spreadsheet if multiple pieces of rehabilitation equipment .</p>	
<p>Warranties and maintenance</p> <p>Include:</p> <ul style="list-style-type: none"> • details of replacement and repairs policy • overview of warranty coverage, including warranty for repairs and spare parts • cost for all services within the warranty period and following expiry of warranty period • whether replacement loan equipment is providing while maintenance and repairs is undertaken • training of DHB staff <p>Details should be specific for each different type of equipment included in the proposal.</p>	
<p>Operating manuals</p> <p>Include an overview of the content of operating manuals, instructions and guides for use by clinical and technical personnel.</p> <p><u>Do not</u> include copies of full equipment operating or service manuals.</p>	

(m) Other relevant information

Additional options

Include any additional proposals or suggestions not expressly identified in this RFP that you would like PHARMAC to consider as part of this proposal.

Also refer to Attachment 3.

Working with key stakeholders

Include information about how you envisage working with PHARMAC and other key stakeholders.

Other information

Include any other information that you would like PHARMAC to consider when evaluating this proposal.