

2 March 2023

Dear Supplier

REQUEST FOR PROPOSALS – SUPPLY OF ORTHOTICS

Pharmac invites proposals for the supply of orthotic products to New Zealand Te Whatu Ora 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](#)) no later than **5.00pm Friday 14 April 2023**.

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: Products, background to RFP and types of proposals sought

1. Products

Pharmac is interested in considering proposals from suppliers of orthotic products for purchase by Te Whatu Ora Hospitals. Pharmac is not seeking proposals for orthotic or orthotist services associated with fitting or customising orthotic products for patients; as these services are outside the scope of Pharmac's remit.

The full scope of this RFP is outlined in Schedule 1, clause 5(a) below.

2. RFP background and impact

Pharmac is taking a phased approach to its activity in medical devices.

Pharmac intends to establish national listing agreements (**National Contracts**) with suppliers to secure the supply of all orthotic products purchased by Te Whatu Ora Hospitals. Te Whatu Ora has expressed a desire for all suppliers of orthotic products to be covered by Pharmac National Contracts to support their procurement requirements.

Pharmac ran a National Contracts RFP process for [rehabilitation equipment, patient positioning products and supports](#) in 2018. This RFP included orthotic products falling in the podiatry and immobilisers, bracings and supports sub-categories. Therefore, some suppliers of orthotic products to Te Whatu Ora Hospitals may already have National Contracts with Pharmac and have their relevant products listed in Part III of Section H of the Pharmaceutical Schedule.

Suppliers who currently have their orthotic products listed in Part III of Section H of the Pharmaceutical Schedule are not required to submit an RFP response in order to have their orthotic products remain on the Pharmaceutical Schedule, and Pharmac is not seeking to alter the terms and conditions of agreements with currently listed suppliers of orthotic products.

This RFP aims to secure all remaining orthotic products purchased by Te Whatu Ora Hospitals under National Contracts. The National Contracts would not be exclusive of other suppliers, and it is likely that multiple suppliers of equivalent orthotic products will be listed, where appropriate. Orthotic products secured as a result of this RFP will be subject to a National Contract and will be listed in Section H, Part III of the Pharmaceutical Schedule.

By 2025 Te Whatu Ora Hospitals will only be able to purchase medical devices that are listed in the Pharmaceutical Schedule. Pharmac will be responsible for managing the Pharmaceutical Schedule, which includes making decisions about which medical devices are added and removed. This RFP provides suppliers the opportunity to be considered for listing on the Pharmaceutical Schedule and ensure that their medical devices can continue to be purchased by Te Whatu Ora Hospitals.

3. Expected outcome of the RFP

- (a) Pharmac intends to establish National Contracts with suppliers in the orthotics category to:
 - (i) list a range of orthotic products available for use by Te Whatu Ora Hospitals in Part III of Section H of the Pharmaceutical Schedule;

- (ii) secure future supply of orthotic products for Te Whatu Ora Hospitals at competitive prices;
 - (iii) ensure access to an appropriate level of clinical support, and education, training and associated materials, for relevant Te Whatu Ora Hospital health professionals;
 - (iv) engage and establish relationships with new and current suppliers of orthotic products; and
 - (v) move commercial arrangements for orthotic products into a national framework administered by Pharmac, to create better health outcomes for patients within the funding available to Te Whatu Ora Hospitals.
- (b) This RFP is the only process Pharmac expects to run prior to negotiation with suppliers, to determine whether the orthotic products are contracted for and listed in the Pharmaceutical Schedule. Therefore, in the event a National Contract is entered into with a supplier as an outcome of this RFP process, and the orthotic 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 orthotic products;
 - (ii) it will be discretionary for Te Whatu Ora Hospitals to purchase the orthotic products from the supplier, however where they do, Te Whatu Ora Hospitals will be expected to purchase the orthotic products under the Pharmac National Contract;
 - (iii) it is anticipated that multiple suppliers of orthotic products will be listed, where appropriate; and
 - (iv) any resultant National Contract will be between the supplier and Pharmac. Any Te Whatu Ora Hospital 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 orthotic products as set out in Schedule 1 clause 5(a) of this RFP;
 - (ii) single pricing option per orthotic products; and
 - (iii) additional pricing options.

Please note that complex additional pricing models that would pose a significant administrative burden to Pharmac or Te Whatu Ora Hospitals are unlikely to be progressed.

- (b) Proposals must meet all the mandatory information and evidence requirements as set out in Schedule 3.

- (c) Proposals may be submitted on the basis that there may be incremental changes or upgrades for the proposed orthotic 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 Te Whatu Ora Hospitals within a reasonable timeframe.
- (d) Pharmac is not willing to consider proposals for cross-category bundles of products.
- (e) Pharmac is not willing to consider out of scope products or services 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 orthotics category**

(a) In scope

Pharmac is willing to consider proposals for orthotic products for listing in Part III of Section H of the Pharmaceutical Schedule for use by Te Whatu Ora Hospitals; and the following products are considered '**in scope**' of this RFP:

- | | |
|----------------------------|-----------------------------|
| (i) Braces | (xii) Splints |
| (ii) Cast boots | (xiii) Stabilisers |
| (iii) Collars | (xiv) Straps |
| (iv) Fasteners | (xv) Supports |
| (v) Heat moulded orthotics | (xvi) Tapes and strapping |
| (vi) Heel lifts | (xvii) Therapeutic footwear |
| (vii) Immobilisers | (xviii) Therapeutic gloves |
| (viii) Insoles | (xix) Toe separator |
| (ix) Podiatry materials | (xx) Traction devices |
| (x) Post-operative shoes | (xxi) Walker boots |
| (xi) Slings | |

(b) Out of scope

Pharmac is not willing to consider proposals for any other products or services for this RFP, including but not limited to the following products as identified as '**out of scope**' for this RFP:

- (i) Orthotic or orthotist services;

- (ii) All other rehabilitation equipment, patient positioning products and supports not specified as in scope; and
- (iii) Any medical devices submitted by a supplier that Pharmac does not consider to be in scope, that may not have been explicitly noted as out of scope.

(c) Miscellaneous orthotics

Miscellaneous orthotic products which are not identified in this RFP as either:

- (i) in scope as identified in clause (a) above; or
- (ii) out of scope as outlined in clause (b) above.

will only 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 **5.00pm** (New Zealand time) on **Friday 14 April 2023**. 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](#).

2. Evaluation

- (a) Following the deadline for submitting proposals an Evaluation Committee comprising of 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](#), to the extent applicable. Please be aware of the [FFC](#).
- (c) 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 of this RFP;
 - (ii) your ability to legally supply the proposed products to New Zealand Te Whatu Ora 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) information for patients;
 - (C) transition support;

- (iv) your ability to ensure continuity of supply to Te Whatu Ora Hospitals including but not limited to:
 - (A) stock management;
 - (B) supply chain management;
 - (C) identification and management of key risks to continuity of supply;
 - (v) Te Whatu Ora 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 Te Whatu Ora 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).
- (d) 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.
- (e) 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.
- (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 Operating Policies and Procedures.
- (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, Manatū Hauora – Ministry of Health (including its operation unit Medsafe), the Minister of Health (or any Associate Ministers) or Te Whatu Ora, 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.
 - (b) 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 forms and presentations) unless specifically requested to do so in this RFP document.
 - (e) Proposals are submitted in reliance on your own knowledge, skill, and independent advice, and not in reliance on any representations made by Pharmac.
 - (f) 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.
 - (g) 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 orthotic products by Pharmac's apparent acceptance, and instead a separate agreement needs to be negotiated.
 - (h) 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.
 - (i) 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 orthotic products or restricts the terms that may be agreed with any other supplier.

- (j) Any National Contracts awarded as a result of the RFP would supersede any existing Te Whatu Ora contracts (local, regional or national) for the orthotic products included in the Pharmac National Contract. If a Te Whatu Ora contract also includes provisions for orthotic or orthotist services, the service component of the contract would not be superseded by a National Contract, given that those services are excluded from the scope of this RFP.
- (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, Manatū Hauora and Te Whatu Ora (“**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 April 2023;
 - (ii) negotiating with submitter(s) of one or more preferred proposals from May 2023;
 - (iii) consulting on any provisional National Contracts from June 2023 onwards; and
 - (iv) Pharmac’s Board, or the Board’s delegate, considering any provisional National Contracts from July 2023.

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 August 2023.

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: Orthotic 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 Te Whatu Ora 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)	It is mandatory that you provide GTIN codes for each proposed orthotic at the time of submitting your proposal and will be required to publish product information (using the relevant GTIN code) to the Health System Catalogue.
Te Whatu Ora usage data	If you are currently supplying a proposed orthotic to any Te Whatu Ora Hospital, you must provide combined volume and cost information for all Te Whatu Ora Hospitals for the period 1 January 2022 – 31 December 2022 for all line items submitted in Attachment 1 . You must also include any sales to Te Whatu Ora Hospitals via logistics providers.
Non-Te Whatu Ora reference sites	If you are not currently supplying a proposed orthotic product to any Te Whatu Ora Hospital, you must provide three clinical reference sites for that product. It is desirable that the clinical reference sites you provide use the proposed orthotic product in similar clinical settings as Te Whatu Ora Hospitals would use them.
Attachment 3: Acceptance of Pharmac’s standard terms and conditions	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 for your proposed products. 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.

Document	Evidence / Information
	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.
Attachment 4: Document and information checklist	You must complete the document and information checklist set out in Attachment 4. You must note any additional attachments not specifically listed in the box provided in Attachment 4.
Attachment 5: Financial analysis of your proposal	<p>If any of your proposed products are currently supplied to Te Whatu Ora Hospitals (contracted and non-contracted) you must provide a detailed financial impact analysis of your proposal for each Te Whatu Ora based on recent usage; to be attached as an Excel spreadsheet.</p> <p>A preferred format is included in Attachment 5. You may provide your financial analysis in an alternative format provided it includes the following for each Te Whatu Ora and each proposed product:</p> <ul style="list-style-type: none"> (a) the product description, code and brand; (b) your current (as at February 2023) price offered to each Te Whatu Ora; (c) your proposed price (as included in Attachment 1); (d) Te Whatu Ora Hospital sales volume (including via logistics providers) for 1 January 2022 – 31 December 2022 (e) projected annual cost to each Te Whatu Ora at current price <i>current price (b) x Te Whatu Ora sales volume (d)</i> (f) projected annual cost to each Te Whatu Ora at proposed price <i>proposed price (c) x Te Whatu Ora sales volume (d)</i> (g) projected financial impact for each Te Whatu Ora of your proposal <i>projected annual cost at proposed price (f) – projected annual cost at current price (e)</i>
Schedule 4: Proposal form	You must complete all sections of Schedule 4 unless stated as not required. If you consider a section to be not applicable, you must state “NA”. 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.

Schedule 4: Proposal form

An electronic version of this form is available on Pharmac's [website](#) and on [GETS](#). You should expand the boxes as necessary.

[Supplier to insert date]

Director of Operations
Pharmac
c/- Alyssa Currie
Senior Device Category Manager/Team Leader

By electronic transfer using [GETS](#)

Dear Madam

Proposal for the supply of orthotic products

In response to your request for proposals (**RFP**) dated 2 March 2023 we put forward the following proposal in respect of supply of orthotic products to Te Whatu Ora hospitals.

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 ROI	
Name, Position	
Phone	
Mobile	
Email	
(c) Liaison person(s) for Te Whatu Ora Hospitals and Pharmac	
Name, position	
Phone	
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) Any conflicts of interest	

(g) Executive summary

Proposal summary Include: <ul style="list-style-type: none">• overview of products and services• benefits to Te Whatu Ora Hospitals of this proposal• why Pharmac should accept this proposal	Maximum 500 words
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(h) Information about our company, contracts and markets

Company information	
Type of entity (legal status) Eg a New Zealand registered limited liability company	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>
City and country of residence of our company	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>
Information about company size, structure, and annual turnover Include sales/product support staff relevant to this RFP. Attach Organisational Chart.	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>
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)	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>
Established locations within New Zealand Include function of each location (eg head office, warehouse).	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>
Company ownership State ownership (eg public ownership) Include: <ul style="list-style-type: none">• any parent companies and relationships• names and percentage shareholdings of the major shareholders and	<i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i>

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>	<p>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</p>
<p>Does your organisation identify as being a Māori business?</p> <p>Pharmac is committed to the Government's progressive procurement approach to increase the diversity of government suppliers and achieve broader economic and social outcomes, with a specific focus on Māori businesses. As part of this approach, Pharmac is committed to gaining a better understanding of how our agency can support the economic and social outcomes for Māori through our procurement.</p> <p>Pharmac is therefore gathering information from organisations as to whether they identify as a Māori business.</p> <p>A Māori business for Government procurement purposes is:</p> <ul style="list-style-type: none"> • One that has at least 50% Māori ownership, or • A Māori Authority as defined by Inland Revenue. <p>Within these definitions, does your organisation identify as a Māori business? This information will inform Pharmac's supplier's database and will be reported to NZGPP, subject to any concerns you identify (see box below).</p>	<p>[Yes / No]</p> <p><i>In line with this policy, Pharmac is committed to understand and support what roles Māori businesses play in our supply chain. You can add any further comment on how your company supports economic and social outcomes for Māori in question (h) below.</i></p>
<p>For some of its procurement Pharmac is required to report to NZGPP on whether an organisation identifies as a Māori business as part of new progressive procurement reporting requirements.</p> <p>Please indicate either 'Yes' or 'No' as to whether you agree to Pharmac reporting on your organisation's status as a Māori business. If you indicate 'No', clarification on why you do not wish to report on this would be appreciated.</p>	<p>[Yes / No]</p>
<p>New Zealand Government Broader Outcomes</p> <p>Provide detail on how your Organisation supports social, economic, cultural</p>	

<p>and environmental outcomes beyond supply of Pharmaceuticals (see New Zealand Government Procurement Broader Outcomes).</p> <p>Provide detail on how your organisation:</p> <ul style="list-style-type: none"> • supports New Zealand businesses, including Māori, Pasifika and regional businesses, as well as social enterprises if relevant <p>supports improving conditions for New Zealand workers and support workforce diversity.</p>	
<p>Contracts and markets</p>	
<p>Current contracts and standing agreements in place with Te Whatu Ora Hospitals or organisations acting on their behalf</p> <p>Include all Te Whatu Ora 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/Te Whatu Ora 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><i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i></p>
<p>Provision of orthotic services</p> <p>Does your organisation provide orthotic or orthotist services to Te Whatu Ora Hospitals for fitting or customising orthotics?</p> <p>Note: orthotic and orthotist services are not within scope of this RFP. This information is to assist Pharmac's understanding of the range of orthotic functions that your organisation provides.</p>	<p><i>[Yes / No]</i></p>
<p>Products not included</p> <p>Include any orthotic products currently supplied to Te Whatu Ora Hospitals (contracted or not contracted) that are not included in this proposal and the reason for this.</p>	
<p>Healthcare customers in New Zealand</p> <p>Include Te Whatu Ora Hospital and private healthcare organisations.</p>	<p><i>NB Not required if you currently have a Pharmac agreement for supply of medical devices.</i></p>

<p>Information on other major markets for proposed product ranges.</p> <p>For each product range include:</p> <ul style="list-style-type: none"> • type of market (eg private hospital, public hospital) • any contracts held • annual revenue • any other relevant information 	<p>NB Only required for product ranges that New Zealand Te Whatu Ora Hospitals are <u>not</u> currently purchasing.</p>
<p>Information about clinical reference sites</p> <p>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).</p>	<p>NB Only required for product ranges that New Zealand Te Whatu Ora Hospitals are <u>not</u> currently purchasing.</p>
<p>Other relevant company and market information</p>	

(i) Information about our ability to manage and support our proposed products

<p>Customer support hours</p> <p>Include:</p> <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 	
<p>Product support staff</p> <p>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).</p>	
<p>Training and education</p> <p>Include an overview of the training and education that would be regularly provided to Te Whatu Ora Hospitals for the proposed products including:</p> <ul style="list-style-type: none"> • frequency • location • format • content • staff groups (eg hospital, community) • other relevant information 	

Training and education materials Include training and education materials that would be provided to Te Whatu Ora Hospitals purchasing the proposed products.	For Te Whatu Ora Hospital staff	For patients
Transition support Include an outline of the support that would be provided to Te Whatu Ora Hospitals transitioning to the proposed products. Attach a detailed transition plan setting out the transition steps, roles and responsibilities and timeframes. Note name of attachment in response column.		
Complaints management processes Include overview of key roles and responsibilities for investigation and response, and escalation and continuous quality improvement processes.	NB Not required if you currently have a Pharmac agreement for supply of medical devices and the complaints process is uniform across the proposed devices and those currently listed under your existing agreement.	
Other relevant information about ability to support the proposed products.		

(j) Information about our compliance with regulations and standards			
Quality Management System(s) certification for your company If Yes, attach evidence Include relevant section(s) of standard where certification is not for full standard.	ISO 9001 [Yes/No]	ISO 13485 [Yes/No]	Other [specify]
Quality Management Systems(s) certification for manufacturer(s) If Yes, attach evidence Include: <ul style="list-style-type: none"> • manufacturer's name • relevant section(s) of standard where certification is not for full standard 	ISO 9001	ISO 13485	Other
Other relevant standards for the proposed products List any other standards that are relevant to the proposed products	Standard	Compliance	Evidence

<p>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.</p> <p>Attach evidence of compliance where available.</p>			
<p>Permit to supply the products to New Zealand Te Whatu Ora 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 Te Whatu Ora 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 Te Whatu Ora Hospitals. 			

(k) Information about our proposed distribution and supply arrangements and ability to ensure continuity of supply to Te Whatu Ora Hospitals	
Stock Management	
<p>Minimum shelf life on delivery</p> <p>Include for each product range the minimum shelf life on delivery to a Te Whatu Ora Hospital.</p>	
<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>	<p>NB Not required if you currently have a Pharmac agreement for supply of medical devices and the recall process is uniform across the proposed devices and those currently listed under your existing agreement.</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 Te Whatu Ora Hospitals or Te Whatu Ora 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 Te Whatu Ora 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 Te Whatu Ora Hospitals • communication with Pharmac • how stock is prioritised • other relevant information 		

(I) Financial analysis of our proposal		
Financial impact Include overview of how proposed pricing compares to that currently offered to Te Whatu Ora Hospitals. Attach detail in Excel format. (Preferred format is included in Attachment 5; alternative formats may be	NB Only required if the proposed products are currently supplied to Te Whatu Ora Hospitals	

submitted provided the detail set out in Schedule 3 is included).	
Pricing information Include any information related to pricing provided in Attachment 1, including any related conditions or proposed terms.	
Additional charges Include any charges <u>not</u> included in pricing provided in Attachment 1 and associated conditions.	

(m) Environmental Sustainability	
Does your Organisation have an environmental/sustainability policy? If yes, attach or provide link.	Yes/No
Does your Organisation have a sustainability report? If yes, attach or provide link.	Yes/No
How does your Organisation contribute to environmental sustainability? Please describe the measures you take to contribute to environmental sustainability – in general and specifically in relation to this RFP.	
Has your Organisation received any environmental/sustainability award(s)? If yes, provide details.	Yes/No
Has your Organisation received any environmental fine/prosecution(s)? If yes, provide details.	Yes/No
Has your Organisation received any environmental audit(s) or	Yes/No

does it comply with a recognised standard?

If yes, provide details.

(n) Labour and Human Rights

Visibility over our supply chain?

Please select one of the below options and explain why you have selected this option:

High: we have mapped the full supply chain for key products and services used by our organisation and have identified key suppliers at all levels of your supply chain.

Moderate: we have identified major suppliers and have partially or fully mapped the supply chains for key products and services of our supply chain.

Developing: we have identified major suppliers. We have very limited or no visibility of our supply chains for key products and services of our supply chain.

Other: summary of the current status of our supply chain visibility

Our organisation has a policy or policies in place to deal with modern slavery and worker exploitation

Yes/No

Our organisation has systems to monitor compliance with these policies?

Yes/No

If you said yes to either of the two above questions, please attach or link.

If the answer is no, please provide information on what your organisation is doing, or plans to do, to manage modern slavery and worker exploitation risk.

<p>Our organisation performs due diligence screening of all prospective suppliers to assess the risk of modern slavery or other human rights harms that may occur in its operations and supply chains</p> <p>If yes, please describe how your organisation performs its due diligence for modern slavery and worker exploitation concerns.</p> <p>If no, does your organisation plan to introduce measures to screen prospective suppliers from modern slavery and worker exploitation in future?</p>	<p>Yes/No</p>
<p>Our organisation complies with recognised standards</p> <p>If yes, please identify the standard and outline the degree to which your organisation complies.</p>	<p>Yes/No</p>

(o) Other relevant information	
<p>Additional options</p> <p>Include any additional proposals or suggestions not expressly identified in this RFP that you would like Pharmac to consider as part of this proposal.</p>	
<p>Working with key stakeholders</p> <p>Include information about how you envisage working with Pharmac and other key stakeholders.</p>	<p>NB If you currently have a Pharmac agreement for supply of medical devices, please answer this section only in relation to other key stakeholders involved with the proposed devices (eg Te Whatu Ora).</p>
<p>Other information</p> <p>Include any other information that you would like Pharmac to consider when evaluating this proposal.</p>	