

Customer How to Guide:

Taking out a maintenance contract



How does it work?

We have put together a simple diagram to show how easy it is to get a quotation from us. Each quotation will also be supported by a cover level or service level agreement document that summarises the specifics relating to that contract.



How long will it take?

We have summarised the timescales below that we try to work to. However at busy times of the year and depending on supplier timescales it may take us up to 10 working days to process purchase orders or to get simple quotes/quote revisions back to you, but we will do our best to let you know if we are going to take longer than we would like.

Request type	Standard KPI's
Simple quotation - on receipt of supplier pricing	Allow up to 5 working days
Large/complex/multi option/multivendor	Agreed on case by case basis
Simple revised quotations - on receipt of supplier pricing	Allow up to 5 working days
Large/complex/multi option/multivendor revised quotations	Agreed on case by case basis
Processing your PO (if no queries with the PO)	Allow up to 5 working days

How to contact us

Please send all point of sale enquiries to: pointofsale@supplychain.nhs.uk.

Please send all other queries to: maintenance@supplychain.nhs.uk.

Your dedicated point of contact will then respond to you.

Our invoice address is NHS Supply Chain, Cash Receipts Department, West Way, Cotes Park Industrial Estate, Alfreton, Derbyshire, DE55 4QJ.



Point of Sale Maintenance (POS)

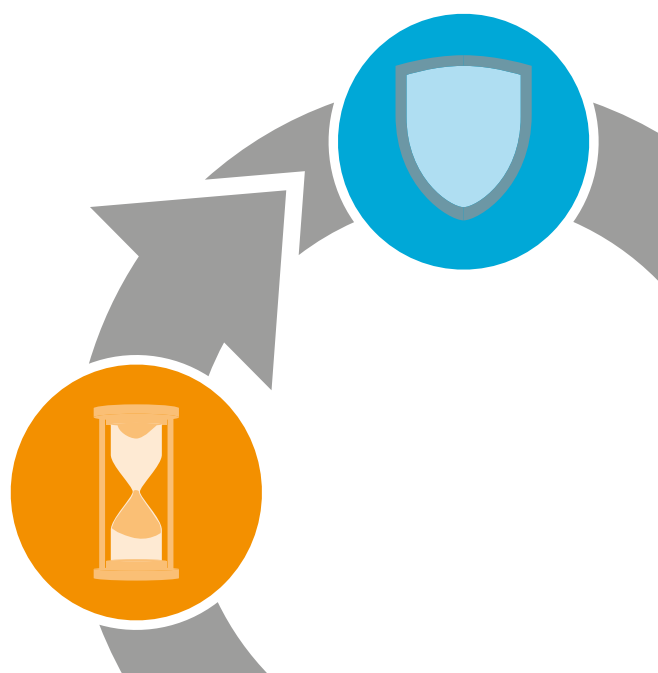
Many suppliers offer discounts for customers that commit to point of sale maintenance contracts. Cash releasing savings of up to 18% could be achieved over the term of the contract. Raise a purchase order for the point of sale maintenance cover when you purchase new equipment and you don't start paying for the maintenance cover until the warranty period ends. You choose the length of contract and the cover level you require. The team can support you in this process where you are unsure.

Example

A five-year point of sale maintenance contract on a piece of equipment with one-year warranty, would mean that you only pay for your point of sale maintenance contract in years two, three, four and five.

What are the Benefits?

- Suppliers can offer a better maintenance cover level during the warranty period, as an incentive.
- Suppliers can be flexible and may agree to spread the cost of the contract over the full term of the contract where requested.
- Additional discounts may be applied if the point of sale maintenance contract is paid in full at the time of the equipment purchase.
- Point of sale whole life cover can be arranged to take the worry of maintenance cover away during the life of the equipment (Equipment life expectancy available on request).
- Declare savings in line with your billing profile (capital or revenue).
- Less administration. Raise one purchase order for the term of the contract which can be billed after the warranty period annually subject to supplier terms and conditions.
- When the point of sale maintenance contract is three months away from renewal, a member of the Maintenance team will contact you with a renewal quote.



Working together

Ex warranty or working with us for the first time

If this is the first time that you are placing equipment on contract we really need you to confirm:

- Contract start and end dates
- The manufacturer and model code of the equipment
- The equipment type e.g. endoscope/X-Ray
- The cover level/service package that you want
- Anything that you want to be included or excluded when we ask for pricing e.g. special components
- Where the equipment is located.

If you think it would make it easier to renew next time around please also tell us:

- If you have an asset number
- The age of the equipment.

Once we have this, we can obtain pricing for you.

How do I place an order?

We know that time is of the essence, so to make sure that contracts do not lapse and you do not miss out on any financial incentives, please ensure that the PO that you send to us has:

- Our quotation reference (CQ number)
- Your trust name and any site details
- The name of the supplier you want to provide the service
- The equipment details including serial numbers
- The contract start and end date
- The cover level/service package that you want
- The price that we have quoted after discounts have been applied - no need to add VAT
- Your contact details just in case we need to clear any queries up with you.

Note: if it's easier, reference our quotation (CQ) number on your PO to us and we will contact you to check that you are happy that we process. We will still need you to put a value on the PO please.

For multi-year contracts can you please additionally state:

- The length of the term that you are placing an order for e.g. Five years.
- The value of the contract as per our quote which can be the price per year or the total contract value excluding VAT.
- And if you want to pay annually upfront or for the full value of the contract upfront.
- All orders are to be addressed to NHS Supply Chain, Building 3, Carrwood Park, Selby Road, Leeds, West Yorkshire, LS15 4LG.



Working together

Renewing a contract

Where your existing contract is due for renewal, we will:

- Work with you to validate your assets and requirement at least two months prior to the renewal date
- Determine your cover level, contract period and supplier
- Work with you and the supplier to determine your needs
- Provide data in a clear and usable format.

Decommissioning or cancelled contracts

We know that sometimes you will want to take equipment out of use or cancel a contract. So that we can keep our records up to date please let us know:

- The serial number of the equipment
- The date that you are planning to take out of use/cancel the contract
- If you have it, the PO number that you raised the order on
- We will then ask the supplier to confirm if a credit is due, and pass this to you once we have a credit note from them. We also check if there are any penalties due if you have decided to cancel a contract early.

See appendix.

And finally..

- It's important to understand if there is anything that is excluded from the contract e.g. consumables - so please ask us if you need to know this.
- To avoid lapsed contracts, please let us know if anything changes once we have sent you a quotation.
- We are constantly looking to improve our service - so please let us know how we can do this.

What discounts are available?

Each supplier has submitted a series of discounts that are applied to the price they provide to us. This is shown as the Net to Customer Price on our quotation.



Framework discount -

is applied to every price that we send to you



Multi year discount -

is applied after we apply the Framework Discount and usually increases in size the longer the the contract term is.



Point of sale discount -

is applied after the Framework Discount to prices for contracts that you purchase at Point of Sale



Special discounts -

Suppliers have the option to offer additional discounts on a case by case basis and we agree with them how these will be applied



On time renewals discounts -

Some suppliers offer a financial incentive to you to encourage early or on time renewal of contracts (we will make you aware if these are available for any of the contracts that we manage for you).

What type of cover is available?

We know that it can be tricky to understand which suppliers cover levels are comparable to each other. To try to make comparing apples to apples a bit easier we have a minimum core specification for each cover level that suppliers have to meet. The cover levels are:

- Fully comprehensive
- Best effort cover level
- Planned preventative maintenance
- Parts and labour
- Labour only
- Collaborative (first line)
- Special component cover.

If you would like to see a copy of our tender specification please let us know and we will be happy to send a copy to you.



The maintenance framework awarded suppliers by lot *

Beds, Furniture and Pressure Area Care	Patient Bathing, Handling and Transport	Temperature Control
Ai Healthcare Ltd	Ai Healthcare Ltd	Ai Healthcare Ltd
AJ Mobility Ltd	AJ Mobility Ltd	Althea UK and Ireland Limited
Althea UK and Ireland Limited	Althea UK and Ireland Limited	Avensys UK Ltd
Arjo UK Ltd	Anetic Aid Ltd	BCAS Biomedical Services Ltd
Avensys UK Ltd	Arjo UK Ltd	Cambridge Life Sciences Ltd
BCAS Biomedical Services Ltd	Avensys UK Ltd	Central Medical Supplies Limited
Caretech UK Ltd	BCAS Biomedical Services Ltd	Deva Medical Electronics
Chanter Biomed Limited	Caretech UK Ltd	DJB Labcare
Direct Healthcare Group	Chanter Biomed Limited	Hilditch Group Ltd
Drive DeVilbiss Sidhil Ltd	Direct Healthcare Group	Inspiration Healthcare
Essential Healthcare Solutions (UK) Ltd	Drive DeVilbiss Sidhil Ltd	Key Health Solutions
Hilditch Group Ltd	Essential Healthcare Solutions (UK) Ltd	Medecon Healthcare UK Ltd
Hillrom Ltd	Hillrom Ltd	Stryker UK Limited
IQ Medical Ltd	Key Health Solutions	
Key Health Solutions	KeyMed (Medical and Industrial Equipment) Ltd	
KeyMed (Medical and Industrial Equipment) Ltd	LINET UK	
LINET UK	Mangar International Ltd	
Medaco Ltd	Medaco Ltd	
Medecon Healthcare UK Ltd	Medecon Healthcare UK Ltd	
Medstrom Ltd	Medstrom Ltd	
MTS Health Ltd	SECA Limited	
Ryna Medical UK Limited	Sumed International (UK) Ltd	
SAMO Medical		
Stryker UK Limited		
Sumed International (UK) Ltd		

*Please note some suppliers may be subject to conditional award

The maintenance framework awarded suppliers by lot *

Patient Assessment, Monitoring and Life-Support	Microscopes	Dental Equipment
Ai Healthcare Ltd	Ai Healthcare Ltd	Ai Healthcare Ltd
Althea UK and Ireland Limited	Althea UK and Ireland Limited	Althea UK and Ireland Limited
Anaesthetic Technical Services Ltd	Avensys UK Ltd	Anglian Dental
Aquilant Limited	BCAS Biomedical Services Ltd	Avensys UK Ltd
Avensys UK Ltd	Key Health Solutions	BCAS Biomedical Services Ltd
B. Braun Medical Limited	Medecon Healthcare UK Ltd	Chanter Biomed Limited
BCAS Biomedical Services Ltd	Optech Microscope Services Ltd	DD Products and Services Limited
Canon Medical Systems	Philips Electronics UK Limited	Hilditch Group Ltd
Deva Medical Electronics	Prescott's Surgical Ltd	Key Health Solutions
Draeger Medical UK Limited	Southern Microscope Limited	Medecon Healthcare UK Ltd
Edwards Lifesciences Ltd		Medical Equipment Supplies Ltd
Fisher and Paykel Healthcare Ltd		STERIS IMS Ltd
GE Medical Systems Ltd		
Getinge Limited		
Hilditch Group Ltd		
Inspiration Healthcare		
JPen Medical		
Key Health Solutions		
KeyMed (Medical and Industrial Equipment) Ltd		
Medecon Healthcare UK Ltd		
Mindray UK Limited		
MTS Health Ltd		
Oxylitre Holdings Limited		
Philips Electronics UK Limited		
Probo Medical Ltd		
SAMO Medical		
SECA Limited		
Siemens Healthcare Limited		
SLE Ltd		
Smiths Medical International Ltd		
Spacelabs Healthcare Ltd		
Stryker UK Limited		
Vyair Medical Products Limited		
ZOLL Medical UK Ltd		

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The maintenance framework awarded suppliers by lot *

Endoscopy	Ophthalmology	Lasers
Ai Healthcare Ltd	Ai Healthcare Ltd	Althea UK and Ireland Limited
Althea UK and Ireland Limited	Alcon Eyecare UK Limited	AMO United Kingdom Ltd (JJSV)
Aquillant Endoscopy Ltd	Althea UK and Ireland Limited	Avensys UK Ltd
Avensys UK Ltd	AMO United Kingdom Ltd (JJSV)	BCAS Biomedical Services Ltd
BCAS Biomedical Services Ltd	Avensys UK Ltd	Hospital Services Limited
BES Healthcare	BCAS Biomedical Services Ltd	Instinctive Limited
Bolton Surgical Ltd	Instinctive Limited	Key Health Solutions
ClearView Endoscopy Ltd	Key Health Solutions	KeyMed (Medical and Industrial Equipment) Ltd
DP Medical Systems Ltd	Medecon Healthcare UK Ltd	Litechnica Ltd
FUJIFILM Healthcare UK Ltd	Ryna Medical UK Limited	Medecon Healthcare UK Ltd
Imagex Medical Ltd	Southern Microscope Limited	Neomed UK Ltd
Karl Storz Endoscopy (UK) Ltd	STERIS IMS Ltd	Philips Electronics UK Limited
Key Health Solutions		Richard Wolf UK Ltd
KeyMed (Medical and Industrial Equipment) Ltd		Ryna Medical UK Limited
Medecon Healthcare UK Ltd		
PENTAX UK Limited		
Philips Electronics UK Limited		
Richard Wolf UK Ltd		
Smith and Nephew		
STERIS IMS Ltd		
Stryker UK Limited		

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The maintenance framework awarded suppliers by lot *

Renal and Urodynamics	Tier 1 Imaging Equipment	Tier 2 Imaging Equipment
Ai Healthcare Ltd	Advanced Ultrasound Electronics Ltd	Advanced Ultrasound Electronics Ltd
Althea UK and Ireland Limited	Ai Healthcare Ltd	Ai Healthcare Ltd
Avensys UK Ltd	Althea UK and Ireland Limited	Alterior Ltd t/a Hulbert Imaging
B. Braun Medical Limited	Ashby, Gorman Baker Ltd	Althea UK and Ireland Limited
BCAS Biomedical Services Ltd	Avensys UK Ltd	Ashby, Gorman Baker LTD
Fresenius Medical Care (UK) Ltd	BCAS Biomedical Services Ltd	Avensys UK Ltd
Key Health Solutions	Brainlab Ltd	BCAS Biomedical Services Ltd
Medecon Healthcare UK Ltd	Canon Medical Systems	Canon Medical Systems
Nipro Medical UK Ltd	DP Medical Systems Ltd	Esaote Europe BV
	FUJIFILM Healthcare UK Ltd	FUJIFILM Healthcare UK Ltd
	FUJIFILM UK Ltd	FUJIFILM UK Ltd
	GE Medical Systems Ltd	GE Medical Systems Ltd
	Hospital Services Limited	Hologic Ltd
	Imagex Medical Ltd	Hospital Services Limited
	Key Health Solutions	Imagex Medical Ltd
	Med Imaging Healthcare Ltd	Imaging First Ltd
	Medecon Healthcare UK Ltd	Instinctive Limited
	Medical Imaging Systems Ltd (MIS Healthcare)	Key Health Solutions
	Medray	Med Imaging Healthcare Ltd
	MTS Health Ltd	Medecon Healthcare UK Ltd
	National Physical Laboratory (NPL) Management Ltd	Medical Imaging Systems Ltd (MIS Healthcare)
	Philips Electronics UK Limited	Medray
	Probo Medical Ltd	Medtronic Limited
	Siemens Healthcare Limited	Mindray UK Limited
	Vertu Medical Limited	MTS Health Ltd
	Xograph Healthcare Ltd	Oncology Systems Limited
		Philips Electronics UK Limited
		Probo Medical Ltd
		PTW-UK Ltd
		Richard Wolf UK Ltd
		Siemens Healthcare Limited
		Verathon Medical (UK) Ltd
		Wolverson X-ray Ltd
		Xiel Limited
		Xograph Healthcare Ltd

*Please note some suppliers may be subject to conditional award

The maintenance framework awarded suppliers by lot *

General Theatre, Orthopedics and Physical Therapy	Wolverson X-ray Ltd	Peacocks Medical Group
Ai Healthcare Ltd	Xiel Limited	STERIS Solutions Limited
Alterior Ltd t/a Hulbert Imaging	Xograph Healthcare Ltd	Sychem Limited
Althea UK and Ireland Limited	Decontamination	Veolia Water Technologies
Ashby, Gorman Baker Ltd	Advanced Sterilization Products (UK) Limited	Vernacare Ltd
Avensys UK Ltd	Ai Healthcare Ltd	Wassenburg Medical
BCAS Biomedical Services Ltd	Althea UK and Ireland Limited	Whitewater Treatment
Canon Medical Systems	Arjo UK Ltd	Laboratory, Pathology and Analysis Equipment
Esaote Europe BV	Audere Medical Services Ltd	Ai Healthcare Ltd
FUJIFILM Healthcare UK Ltd	Avensys UK Ltd	Arjo UK Ltd
FUJIFILM UK Ltd	BCAS Biomedical Services Ltd	Avensys UK Ltd
GE Medical Systems Ltd	Belimed Ltd	BCAS Biomedical Services Ltd
Hologic Ltd	BES Healthcare	Becton, Dickinson UK Limited
Hospital Services Limited	BMM Weston Limited	Cambridge Life Sciences Ltd
Imagex Medical Ltd	Cambridge University NHS Foundation Trust	Caretech UK Ltd
Imaging First Ltd	Canon Medical Systems	Deva Medical Electronics
Instinctive Limited	DD Products and Services Limited	DJB Labcare
Key Health Solutions	DDC Dolphin Ltd	FUJIFILM UK Ltd
Med Imaging Healthcare Ltd	Demtrass Limited	Key Health Solutions
Medecon Healthcare UK Ltd	Envirogen Group	Medecon Healthcare UK Ltd
Medical Imaging Systems Ltd (MIS Healthcare)	Eschmann Technologies Ltd	Mindray UK Limited
Medray	ESTS (GB) Ltd	SAMO Medical
Medtronic Limited	Getinge Limited	SECA Limited
Mindray UK Limited	iM-MED Limited	Siemens Healthcare Diagnostics Limited
MTS Health Ltd	Key Health Solutions	Southern Microscope Limited
Multi-Medix Ltd	KeyMed (Medical and Industrial Equipment) Ltd	Sychem Limited
Oncology Systems Limited	LTE Scientific Limited	
Philips Electronics UK Limited	Medecon Healthcare UK Ltd	
Probo Medical Ltd	Medical Devices Ltd	
PTW-UK Ltd	Medical Equipment Supplies Ltd	
Richard Wolf UK Ltd	MMM Medical Equipment UK Ltd	
Siemens Healthcare Limited	neQis LTD	
Verathon Medical (UK) Ltd	Partners for Endoscopy Limited	

*Please note some suppliers may be subject to conditional award

The maintenance framework awarded suppliers by lot *

Radiotherapy Equipment and Treatment Systems	Robotic Surgical Systems
Althea UK and Ireland Limited	Avensys UK Ltd
Avensys UK Ltd	BCAS Biomedical Services Ltd
BCAS Biomedical Services Ltd	Hillrom Ltd
Brainlab Ltd	Key Health Solutions
Canon Medical Systems	Medecon Healthcare UK Ltd
Elekta Limited	Siemens Healthcare Limited
Key Health Solutions	Smith and Nephew
Medecon Healthcare UK Ltd	
National Physical Laboratory (NPL) Management Ltd	
Oncology Systems Limited	
Philips Electronics UK Limited	
Varian Medical Systems UK Ltd	

*Please note some suppliers may be subject to conditional award



Appendix: Maintenance decommissioning equipment form

NHS Trust Address

NHS Contract Details

Site Contact Name:

Tel: E-mail:

Instruction/Notification to Decommissioning Equipment - Please note that this form MUST be sent to NHS Supply Chain to activate the request for any credit on this contract to be rebated

Hospital	Department	Type of Equipment	NHS Supply Chain Contract Ref	Serial No or System ID	Date of Equipment Decommission
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

To ensure our contract records are updated accordingly, please email this completed and signed form to NHS Supply Chain Maintenance Team at maintenance@supplychain.nhs.uk

Signed on behalf of NHS trust

Print Name

Date

Internal Use Only	Date Completed
Sent to supplier	<input type="text"/>
Credit recieved from supplier	<input type="text"/>
Credit issued to trust	<input type="text"/>

