

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 that we try to work to. At really busy times of the year (March to May) and depending upon supplier timescales, it may take us a little longer to get 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	5 to 7 working days
Large/complex/multi option	Agreed on case by case basis
Large scale multivendor	Agreed on case by case basis
Revised quotations	5 to 7 working days
Processing your PO	5 to 7 working days

How to contact us

Please send all queries and your PO's to our central mailbox - 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.

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, 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.

Point of sale maintenance (P.O.S.)

If you have a POS quote from a supplier, please send us a copy and we can check if we can obtain further discounts for you.

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 Engineering Ltd	Ai Healthcare Engineering Ltd	Ai Healthcare Engineering Ltd
Althea UK and Ireland Limited	Althea UK and Ireland Limited	Althea UK and Ireland Limited
Arjo UK Ltd	Arjo UK Ltd	Arena Instrumentation Ltd.
Avensys UK Ltd	Avensys UK Ltd	Avensys UK Ltd
BCAS Biomedical Services Ltd	BCAS Biomedical Services Ltd	BCAS Biomedical Services Ltd
Caretech UK Ltd	Caretech UK Ltd	Bowers Electrical Engineering Services Ltd
Clinical Engineering Services Ltd	Clinical Engineering Services Ltd	Central Medical Supplies Limited
Direct Healthcare Services Ltd	Drive Devilbiss Sidhil Ltd	Deva Medical Electronics Ltd
DP Medical Systems Limited	Essential Healthcare Solutions (UK) Ltd	DJB Labcare Ltd
Drive Devilbiss Sidhil Ltd	Harvest Healthcare Ltd	Eschmann Technologies Ltd
Essential Healthcare Solutions (UK) Ltd	Hill-Rom (UK) Ltd	Hilditch Group Limited
Fresenius Medical Care (UK) Ltd	Key Health Solutions	Inspiration Healthcare Ltd
Harvest Healthcare Ltd	KeyMed (Medical & Industrial Equipment) Ltd	Key Health Solutions
Hilditch Group Limited	Medaco Ltd	Medecon Healthcare UK Ltd
Hill-Rom (UK) Ltd	Medecon Healthcare UK Ltd	Pharmed UK
Inspiration Healthcare Ltd	Medstrom Ltd	Ryna Medical UK Limited
Key Health Solutions	NRS Healthcare	Stryker UK Ltd
KeyMed (Medical & Industrial Equipment) Ltd	Prism UK Medical Ltd	Young Calibration
Linet UK Ltd	Ross Auto Engineering Ltd	
Medaco Ltd	Ryna Medical UK Limited	
Medecon Healthcare UK Ltd	Stryker UK Ltd	
Medical Imaging Systems Ltd	Su-med International (UK) Ltd	
Medstrom Ltd		
NRS Healthcare		
Ross Auto Engineering Ltd		
Ryna Medical UK Limited		
Samo Medical Services Limited		
Stryker UK Ltd		
Su-med International (UK) Ltd		
Teasdale Ltd		

*Please note some suppliers may be subject to conditional award

The maintenance framework awarded suppliers by lot *

Patient Assessment, Monitoring and Life-Support	Smith & Nephew	Dental Equipment
Ai Healthcare Engineering Ltd	Spacelabs Healthcare Ltd	Ai Healthcare Engineering Ltd
Aayan Medical Imaging Limited	Stryker UK Ltd	AG Dental (Equipment) Ltd
Acoustic Metrology Ltd	Veritek Global Ltd	Althea UK and Ireland Limited
Althea UK and Ireland Limited	Welch Allen UK Limited	Anglian Dental Engineering Ltd
Anaesthetic Technical Services Ltd	Young Calibration	Avensys UK Ltd
Aquilant Ltd	Microscopes	BCAS Biomedical Services Ltd
Avensys UK Ltd	Ai Healthcare Engineering Ltd	Bowers Electrical Engineering Services Ltd
BCAS Biomedical Services Ltd	Alcon Eye Care UK Ltd	Caretech UK Ltd
Clinical Engineering Services Ltd	Althea UK and Ireland Limited	Eschmann Technologies Ltd
Deva Medical Electronics Ltd	Avensys UK Ltd	Hilditch Group Limited
Drager Medical UK Ltd	BCAS Biomedical Services Ltd	Key Health Solutions
Fisher & Paykel Healthcare Ltd	Clinical Engineering Services Ltd	Medecon Healthcare UK Ltd
GE Medical Systems Limited	DP Medical Systems Limited	Medical Equipment Supplies Ltd
Guymark UK Limited	Haag-Streit UK Ltd	Ryna Medical UK Limited
Hilditch Group Limited	Key Health Solutions	Steris IMS
Inspiration Healthcare Ltd	KeyMed (Medical & Industrial Equipment) Ltd	Sutcliffe and Sons (SW) Ltd
Karl Storz Endoscopy (UK) Ltd	Medecon Healthcare UK Ltd	Sychem Ltd
Key Health Solutions	Optech Microscope Services Ltd	
KeyMed (Medical & Industrial Equipment) Ltd	Philips Healthcare	
Maquet Ltd	Prescott's Surgical Ltd	
Medecon Healthcare UK Ltd	Ryna Medical UK Limited	
Medical Imaging Systems Ltd	Southern Microscopes	
Medtronic		
Mindray		
Mount International United Services Ltd		
Oxylitre holdings limited		
Pharmed UK		
Philips Healthcare		
Ryna Medical UK Limited		
Samo Medical Services Limited		
Siemens Healthcare Limited		

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The maintenance framework awarded suppliers by lot *

Endoscopy	Ophthalmology	Lasers
Ai Healthcare Engineering Ltd	Ai Healthcare Engineering Ltd	Ai Healthcare Engineering Ltd
Althea UK and Ireland Limited	Alcon Eye Care UK Ltd	Alcon Eye Care UK Ltd
Aquilant Ltd	Althea UK and Ireland Limited	Althea UK and Ireland Limited
Arthrex Ltd	AMO UK Ltd	Avensys UK Ltd
Avensys UK Ltd	Avensys UK Ltd	BCAS Biomedical Services Ltd
BCAS Biomedical Services Ltd	BCAS Biomedical Services Ltd	Cook UK Ltd
Clearview Endoscopy Ltd	Brawn Medical Ltd	Haag-Streit UK Ltd
DP Medical Systems Limited	Haag-Streit UK Ltd	Hospital Services Limited
Fujifilm UK Ltd	Heidelberg Engineering Ltd	Instinctive Ltd
Hitachi Medical Systems UK Ltd	Hospital Services Limited	Key Health Solutions
Hospital Services Limited	Instinctive Ltd	KeyMed (Medical & Industrial Equipment) Ltd
Imagex Medical Ltd	Key Health Solutions	Litechnica Ltd
Karl Storz Endoscopy (UK) Ltd	Medecon Healthcare UK Ltd	Richard Wolf UK Ltd
Key Health Solutions	Ryna Medical UK Limited	
KeyMed (Medical & Industrial Equipment) Ltd	Southern Microscopes	
LiteOptics Ltd	Steris IMS	
Medecon Healthcare UK Ltd	Topcon GB Ltd	
Medtronic Limited	Veritek Global Ltd	
Microscopix Limited		
Mount International United Services Ltd		
NUMAC Validation Services		
Pentax UK Ltd		
Richard Wolf UK Ltd		
Smith & Nephew		
SRA Developments Ltd		
Steris IMS		
Stryker UK Ltd		
Sychem Ltd		

*Please note some suppliers may be subject to conditional award

The maintenance framework awarded suppliers by lot *

Renal and Urodynamics	Tier 1 Imaging and Radiotherapy Equipment and Treatment Systems	Imaging and Radiotherapy Equipment
Ai Healthcare Engineering Ltd	Ai Healthcare Engineering Ltd	Ai Healthcare Engineering Ltd
Althea UK and Ireland Limited	Aayan Medical Imaging Limited	Aayan Medical Imaging Limited
Avensys UK Ltd	Agfa Healthcare UK Ltd	Agfa Healthcare UK Ltd
BCAS Biomedical Services Ltd	Althea UK and Ireland Limited	Althea UK and Ireland Limited
Clinical Engineering Services Ltd	Ashby Gorman Baker Ltd	Ashby Gorman Baker Ltd
Fresenius Medical Care (UK) Ltd	Avensys UK Ltd	Avensys UK Ltd
Key Health Solutions	BCAS Biomedical Services Ltd	BCAS Biomedical Services Ltd
Medecon Healthcare UK Ltd	Brainlab Ltd	Canon Medical Systems Ltd
	Canon Medical Systems Ltd	Elekta Limited
	DP Medical Systems Limited	Fujifilm UK Ltd
	Elekta Limited	GE Medical Systems Limited
	Fujifilm UK Ltd	Hitachi Medical Systems UK Ltd
	GE Medical Systems Limited	Hologic Ltd
	Hitachi Medical Systems UK Ltd	Hospital Services Limited
	Hospital Services Limited	Hulbert Imaging
	Imagex Medical Ltd	Imagex Medical Ltd
	Karl Storz Endoscopy (UK) Ltd	Imaging First Limited
	Key Health Solutions	Key Health Solutions
	Med Imaging Ltd	Med Imaging Ltd
	Medecon Healthcare UK Ltd	Medecon Healthcare UK Ltd
	Medical Imaging Systems Ltd	Medical Imaging Systems Ltd
	Medray UK Ltd	Medray UK Ltd
	Medtronic Limited	Mindray
	Mount International United Services Ltd	Mount International United Services Ltd
	Philips Healthcare	Oncology Systems Limited
	Siemens Healthcare Limited	Orca Medical
	Stryker UK Ltd	Philips Healthcare
	Xograph Healthcare Ltd	Siemens Healthcare Limited
		Verathon Medical (UK) Ltd
		Veritek Global 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	Steris Solutions Ltd	Medical Equipment Supplies Ltd
Ai Healthcare Engineering Ltd	Stryker UK Ltd	MMM Medical Equipment UK Ltd
Althea UK and Ireland Limited	Decontamination	neQis LTD
Arthrex Ltd	Ai Healthcare Engineering Ltd	NUMAC Validation Services
Avensys UK Ltd	Advanced Sterilization Products (UK) Limited	Partners for Endoscopy Limited
BCAS Biomedical Services Ltd	AG Dental (Equipment) Ltd	Peacocks (Surgical and Medical Equipment) Ltd
Clinical Engineering Services Ltd	Althea UK and Ireland Limited	Steris Solutions Ltd
Deva Medical Electronics Ltd	Arena Instrumentation Ltd.	Sychem Ltd
Drager Medical UK Ltd	Arjo UK Ltd	Veolia Water Technologies
Eschmann Technologies Ltd	Audere Medical Services Ltd	Wassenburg Limited
Fulbourn Medical	Avensys UK Ltd	Whitewater
Hilditch Group Limited	AVM Services	Laboratory, Pathology and Analysis Equipment
Hiltons electrical services	BCAS Biomedical Services Ltd	Ai Healthcare Engineering Ltd
Hospital Services Limited	Belimed Limited	Aayan Medical Imaging Limited
Karl Storz Endoscopy (UK) Ltd	BES Decon	Althea UK and Ireland Limited
Key Health Solutions	BMM Weston Limited	Arena Instrumentation Ltd.
KeyMed (Medical & Industrial Equipment) Ltd	Bowers Electrical Engineering Services Ltd	Avensys UK Ltd
Maquet Ltd	Canon Medical Systems Ltd	BCAS Biomedical Services Ltd
Medecon Healthcare UK Ltd	Cantel (UK) Limited	Beckton Dickinson UK Limited
Medical Imaging Systems Ltd	DDC Dolphin Limited	Deva Medical Electronics Ltd
Medtronic	Eschmann Technologies Ltd	DJB Labcare Ltd
Mindray	ESTS (GB) Ltd	Don Whitley Scientific Limited
Mount International United Services Ltd	Fresenius Medical Care (UK) Ltd	Fujifilm UK Ltd
Peacocks (Surgical and Medical Equipment) Ltd	Getinge UK Limited	Hospital Services Limited
Pharmed UK	Im-Med	Key Health Solutions
Ryna Medical UK Limited	Key Health Solutions	KeyMed (Medical & Industrial Equipment) Ltd
Siemens Healthcare Limited	KeyMed (Medical & Industrial Equipment) Ltd	Medecon Healthcare UK Ltd
Smith & Nephew	LTE Scientific Ltd	Southern Microscopes
SRA Developments Ltd	Lubron UK Ltd	Starlab UK Ltd
Starkstrom Ltd	Medecon Healthcare UK Ltd	Sychem Ltd
Steris IMS	Medical Devices Scotland Ltd	Young Calibration

*Please note some suppliers may be subject to conditional award

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
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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	
Credit recieved from supplier	
Credit issued to trust	

