



Buyers Guide

Version – BG 11
Issued – 26 March 2012

HCNS312206

For the Supply of Blood Glucose Monitors, Associated Accessories & Consumables

To

Western Australia Public Health Care Units

CONTRACT PERIOD

06 September 2007 to 05 September 2012

Contact Enquiries

Stephanie Helmchen
A/Procurement Officer

Department of Finance – Cluster 2
81 St Georges Terrace
Perth WA 6000

Phone: (08) 6444 5843
Fax: (08) 6444 5234
Email: stephanie.helmchen@health.wa.gov.au

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AMENDMENT RECORD

Version	Effective Date	Amendment	Change effected by												
1	30/08/2007	Original	LLE												
2	12/09/2007	iProcurement Home Page	LLE												
3	07/04/2008	Amend Procurement Manager Details	BBK												
4	24/07/2009	Amended HCN Contract Performance Management Group email address in Buyers' Guide and Appendix A.	KA												
5	17/02/2010	Contract extended for a further 1 year. The new expiry date is 5/9/2011.	JHL												
6	18/08/2010	<p>Price List has been transferred to an Excel File and is available for downloading from: http://www.healthcorporatenetwork.health.wa.gov.au/supply/contract_search.cfm</p> <p>Abbott Diabetes Care announced a price reduction for the following product:</p> <table border="1"> <thead> <tr> <th>Catalogue Number</th> <th>Description</th> <th>Product Code</th> <th>OLD Unit Price (GST Excl)</th> <th>NEW Unit Price (GST Excl)</th> </tr> </thead> <tbody> <tr> <td>135021E</td> <td>Test Strip: Ketones in Blood: Electrode; Pack of 10.</td> <td>99113.35</td> <td>\$14.70</td> <td>\$5.00</td> </tr> </tbody> </table>	Catalogue Number	Description	Product Code	OLD Unit Price (GST Excl)	NEW Unit Price (GST Excl)	135021E	Test Strip: Ketones in Blood: Electrode; Pack of 10.	99113.35	\$14.70	\$5.00	GB		
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7	18/08/2010	<p>A new contract manager has been appointed. Enquiries can now be directed to: Gloreid Beaumont Procurement Officer Department of Treasury & Finance – Health Cluster Ph: (08) 6444 5221 Fax : (08) 6444 5234 Email: Gloreid.Beaumont@health.wa.gov.au</p>	GB												
8	19/01/2011	<p>A new contract manager has been appointed. Enquiries can now be directed to: Sheree Walker Procurement Officer Department of Treasury & Finance – Health Cluster Ph: (08) 6444 5269 Fax : (08) 6444 5234 Email: sheree.walker2@health.wa.gov.au</p>	SW												
9	19/01/2011	Contact details for Abbott Australasia (Abbott Diabetes Care) have been updated, deleted Susan O'Hara and replaced with Geordie Lukacs, National Sales Manager. Also replaced Susan O'Hara with Steve Hepponstall for invoicing and payments.	SW												
10	24/02/2011	<p>Abbott Diabetes Care have changed product codes for items 2 and 4.</p> <table border="1"> <thead> <tr> <th>Item No.</th> <th>CN</th> <th>Description</th> <th>Product Code</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>106047H</td> <td>Test Strip: Glucose in Blood: Electrodes; Pack of 100.</td> <td>80114.35</td> </tr> <tr> <td>4</td> <td>141102X</td> <td>Control, Glucose/Ketone: In Blood; Hi/Lo Solution for Medisense Optium & Optium Xceed; set of 2 bottles 4mls.</td> <td>80139.06</td> </tr> </tbody> </table>	Item No.	CN	Description	Product Code	2	106047H	Test Strip: Glucose in Blood: Electrodes; Pack of 100.	80114.35	4	141102X	Control, Glucose/Ketone: In Blood; Hi/Lo Solution for Medisense Optium & Optium Xceed; set of 2 bottles 4mls.	80139.06	SW
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11	17/03/2011	A new contract manager has been appointed. Enquiries can now be directed to: Rad Gasic Procurement Officer Department of Treasury & Finance – Health Cluster Ph: (08) 6444 5294 Fax : (08) 6444 5234 Email: radojka.gasic@health.wa.gov.au	RG												
12	08/09/2011	This contract has been extended to 05 September 2012.	RG												
13	23/12/2011	A new contract manager has been appointed. Enquiries can now be directed to: Kathryn Broomhead A/Procurement Officer Department of Finance - Health Cluster 81 St Georges Terrace, Perth WA 6000 Tel: (08) 6444 5824 Fax: (08) 6444 5234 Email: Kathryn.Broomhead@health.wa.gov.au	KB												
14	01/01/2012	Abbott Diabetes Care have changed Product Codes and description for item 2 and 3: <table border="1" data-bbox="418 789 1252 1079"> <thead> <tr> <th>Item Number</th> <th>Catalogue Number</th> <th>Description</th> <th>Product Code</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>106047H</td> <td>FreeStyle Optimum Test Strip: Glucose in Blood: Electrodes; Pack of 100.</td> <td>80114.70'</td> </tr> <tr> <td>3</td> <td>135021E</td> <td>FreeStyle Optimum Ketone Test Strip: Ketones in Blood: Electrode; Pack of 10.</td> <td>71127.70'</td> </tr> </tbody> </table>	Item Number	Catalogue Number	Description	Product Code	2	106047H	FreeStyle Optimum Test Strip: Glucose in Blood: Electrodes; Pack of 100.	80114.70'	3	135021E	FreeStyle Optimum Ketone Test Strip: Ketones in Blood: Electrode; Pack of 10.	71127.70'	SH
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15	26/03/2012	A new contract manager has been appointed. Enquiries can now be directed to: Stephanie Helmchen A/Procurement Officer Department of Finance – Cluster 2 Level 7, 81 St Georges Terrace Perth WA, 6000. Tel: 08 6444 5843 Fax: 08 6444 5234 Email: Stephanie.Helmchen@health.wa.gov.au	SH												

CONTRACT OVERVIEW

Scope	<p>HCNS 312206 is for the Supply of Blood Glucose Monitors, Associated Accessories and Consumables to Western Australian Public Health Care Units.</p> <p>Refer to "Price Schedule" to obtain a more detailed list of products.</p>
Evaluation	<p>This contract was evaluated on behalf of WA Health by clinical and technical representatives from various public health care units.</p>
Contract Type	<p>This is a mandatory Contract. Western Australian public health care units are required to purchase Blood Glucose Monitors, Associated Accessories and Consumables from this contract at the stated prices.</p> <p>The Contract reference number (HCNS 312206) should be quoted when placing an order.</p> <p>Policy does not permit rebates and other forms of value added options to be offered, accepted or solicited as part of a purchase from this contract.</p>
Contract Term	<p>The contract is effective from the 06 September 2007 to 05 September 2010, with two (2) extension options of twelve (12) months each.</p>
Pricing	<p>Firm prices have been agreed with the Contractor.</p> <p>The items on this contract are GST taxable.</p> <p>All prices are stated as GST Exclusive.</p>
Conditions of Contract	<p>The Contractor on receipt of an order from the Purchasing Officer is to immediately contact the Purchasing Officer if the agreed delivery time-line cannot be met.</p> <p>The Contractor shall immediately contact the Purchasing Officer if subsequent delays are encountered.</p> <p>All goods supplied under this contract shall be labelled and packaged in accordance with the Commonwealth Therapeutic Goods Act 1999 (as amended).</p> <p>The Contractor shall be liable for all damage in transit arising out of defective packing of goods.</p> <p>Delivery shall be Free into Store for the Perth Metropolitan Area and the Regional Hospital for each area. Deliveries to individual regional locations will be the responsibility of the regional health care unit.</p>
Dispute Resolution	<p>Users should discuss any issues with the Contractor in the first place. If the matter cannot be resolved satisfactorily within a reasonable timeline then it should be escalated to the DTF Health Cluster Contract Manager nominated below:</p> <p>Stephanie Helmchen Procurement Officer Department of Finance – Cluster 2 Level 7, 81 St Georges Terrace Perth WA, 6000. Phone: 08 6444 5215 Fax: 08 6444 5234 Email: stephanie.helmchen@health.wa.gov.au</p>
Latest Buyers Guides	<p>This Buyers Guide is available for downloading from:</p> <p>http://www.healthcorporatenetwork.health.wa.gov.au/supply/contract_search.cfm</p>

SUPPLIER INFORMATION

ABBOTT AUSTRALASIA (ABBOTT DIABETES CARE)	
Contractual Enquiries	
Contact Person:	Geordie Lukacs National Sales Manager
Telephone:	(08) 9 843 7136 / 0418 572 709
Facsimile:	(03) 9 855 8020
E-mail:	geordie.lukacs@abbott.com
Registered Address:	666 Doncaster Road, DONCASTER, VIC 3108
Postal Address:	PO BOX 394, NORTH RYDE 2113
Order Placement	
Telephone:	1800 659 554
Facsimile:	1800 761 080
Address:	PO BOX 394, North Ryde 2113
E-mail:	add.orders.au@abbott.com
Local Contact Person	
Local Contact Person:	Susan O'Hara, Senior Territory Executive WA
Telephone:	0411 761 705
Facsimile:	(08) 93899251
Email:	susan.ohara@abbott.com
Invoicing and Payment	
Contact Person:	Steve Hepponstall
Telephone:	(02) 93849700
Facsimile:	(02) 93849800
E-mail:	steve.hepponstall@abbott.com
Address:	666 Doncaster Road, DONCASTER, VIC 3108
Hours of Service:	Abbott International, 32-34 Lord Street, BOTANY 2019
General Information	
A.B.N.	95 000 180 389
Price Basis:	Prices are firm for the entire contract period
Delivery (Initial from Contract Award)	5 days
Delivery (On-going from date of order)	5 days

PRICES AND PRICE VARIATIONS

Please refer to the supporting excel document titled “HCNS 312206 Price Schedule” for current prices.

http://www.healthcorporatenetwork.health.wa.gov.au/supply/contract_search.cfm

There is no minimum order and no minimum order surcharge



Plan purchases in advance, know the shelf life of the products so you can order more, less frequently to save time and effort.

BUYERS HINT!

ADDING/REMOVING PRODUCTS

The Contract Authority reserves the right to add products during the term of the Contract to meet Customer needs. Any additions will be assessed on the basis of the evaluation requirements stipulated in the original Request document. The Contractor, if requested shall provide samples at no cost to the Contract Authority, prior to the products being accepted under Contract.

The Contract Authority reserves the right to remove products during the term of the Contract. Contractors will be notified in writing by the Contract Authority of the proposed removal.

CONTRACT SERVICE LEVELS

During the term of the Contract, the Contractor must comply with the service levels established within the Request and contract in relation to:

- Timeliness and completeness of delivery;
- Consistency with the quality of the product;
- Continuity of supply;
- Product shelf life; and
- Training.

The Contractor must accurately record and maintain records of all purchases made through the Contract, regardless of the method of purchase and report these purchases to the Contract Authority in an electronic spreadsheet format that is compatible with Microsoft Excel (MS Excel 98 at minimum) or as agreed upon by both parties.

The report must be provided to the satisfaction of the Contract Authority within thirty (30) days of the end of each financial year half i.e. 30th June and 31st December.

The Contractor and Contract Authority will work together to identify the type of information to be provided within the report/s.

Additional reports may be requested as and when required. The Contractor must supply other relevant reports on the Contract to the satisfaction of the Contract Authority within 30 days notice Health Corporate Network – Supply.

I-PROCUREMENT

Items included under this contract can be accessed and ordered directly through Oracle's iProcurement module. For all iProcurement enquiries please logon to the HCN Intranet to access the iProcurement Home Page for general information, support contacts, form, documentation and demonstration at: http://hcn-intranet.hdwa.health.wa.gov.au/portal/page?_pageid=118,8476336&_dad=portal&_schema=PORTAL&p_countr=AU&p_lang=en

Please note that you are not required to use iProcurement to order items if they are currently provided via an imprest service.

CONTRACT REVIEWS

Health Corporate Network aims to continuously improve the services it provides to Customers via a range of review processes.

Contract reviews, coordinated by the Strategic Development Branch (HCNS Supply) in consultation with DTF Health Cluster, aim to:

- ensure prices charged to health care services reflect the correct contract price;
- ensure products sold on this contract reflect the range of products agreed for supply;
- examine Contractor performance;
- assess customer satisfaction; and
- monitor compliance with Government policies and Australian laws.

As with all Whole of Health contracts, the Evaluation Committee will conduct a detailed review of the contract at the end of each period and where appropriate during the contract term. Criteria used in measuring the performance of the contract will include:

- Contractor's ability to service all aspects of the contract;
- Acceptance of the contract by health care units;
- Comparison of the contract with similar contract in the other States;
- Changes in the market place;
- Operational efficiency of the contracts;
- State Government procurement policies impacting on the Contract; and
- Customer complaints and enquiries.

CONTRACTOR PERFORMANCE REVIEW

Periodical reviews of the Contractor's performance will be conducted by the Contract Authority, who shall be entitled to terminate the Contract if it determines that the Contractor has failed to meet performance criteria. Criteria to be used in measuring performance shall include but not be limited to:

- Customer satisfaction (includes quality of product, availability, delivery performance (completeness and timeliness), accuracy of invoicing and fulfilment of customer orders)
- The Contractor's ability to service the Contract including provision of training and education, in-service and support;
- Timely provision of contract information and six monthly reports to the Contract Authority;
- Customer Complaints; and
- Meeting the contract terms and conditions including the buy local commitment.

Clinical satisfaction with the goods provided by the Contractor must be rated as satisfactory or better on an annual survey conducted by the Customer.

Health Corporate Network also reviews Contractor performance by receipt of feedback from health care units. The "Contractor's Performance Review Form" (refer to Appendix A), is to be used to record Contractor performance during the Contract period, as required. The form provides for both complimentary feedback and complaint resolution considerations.


On the majority of occasions, Contractors supply acceptable goods and/or services. However, these outcomes are rarely formally recorded. The opportunity exists to recognise satisfactory, as well as poor performance by completing the form and forwarding it to Health Contract Performance. In this way, an ongoing record can be maintained of a Contractor's performance during the term of the contract.

BUYER FEEDBACK

Health Corporate Network conducts regular surveys of health care units in order to improve the services it provides. You may also provide feedback on the level of satisfaction experienced under this contract, or suggest improvements to Contract HCNS 312206 or this Buyers Guide at any time. Please forward your recommendations for improvements to HealthContractProcurement@health.wa.gov.au or call 6444 5137.

All feedback received is taken into account as part of the contract review process. This feedback allows Health Corporate Network to identify areas where service levels or product range needs to be improved. Your cooperation in this effort is greatly appreciated.

APPENDIX A – CONTRACTOR’S PERFORMANCE REVIEW FORM

 Department of Health Government of Western Australia Health Corporate Network	RECORD OF COMPLIMENT/COMPLAINT Return to: Health Contract Performance Procurement Services Branch Health Corporate Network - Supply 7 th Floor, 81 St Georges Terrace PERTH WA 6000 Facsimile: 6444 5199 Email: HCNHealthContractProcurement@health.wa.gov.au
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Contract Number`	HCNS 312206		
Title of Contract	Supply of Blood Glucose Monitors, Associated Accessories & Consumables		
Supplier / Dealer Involved			
Nature of the review	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">Compliment</td> <td style="width: 50%; text-align: center;">Complaint</td> </tr> </table>	Compliment	Complaint
Compliment	Complaint		
When the review was made			
To whom the review was made			
The highlights and issues involved			
The Contractor’s response			
Any other relevant details / Compliments			

Details of Reviewer

Name of Officer		Telephone	
Position Title		Facsimile	
Signature / Date		E-mail	