

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 our regional mailboxes: <https://www.supplychain.nhs.uk/mfs>

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 have an asset number
- Install date

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.

Appendix: Maintenance decommissioning equipment form

NHS trust address

NHS contract details

Site contact name

Contact number Email

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"/>