

# Buying Guide

## How we can help you

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External Defibrillation Devices, Resuscitation  
& Simulation Manikins & Related Accessories

OJEU reference: 2019/S 078-185343

Period of framework agreement: 01/08/2019 to 31/07/2021  
with option to extend for up to a further 2 years

External  
Defibrillation

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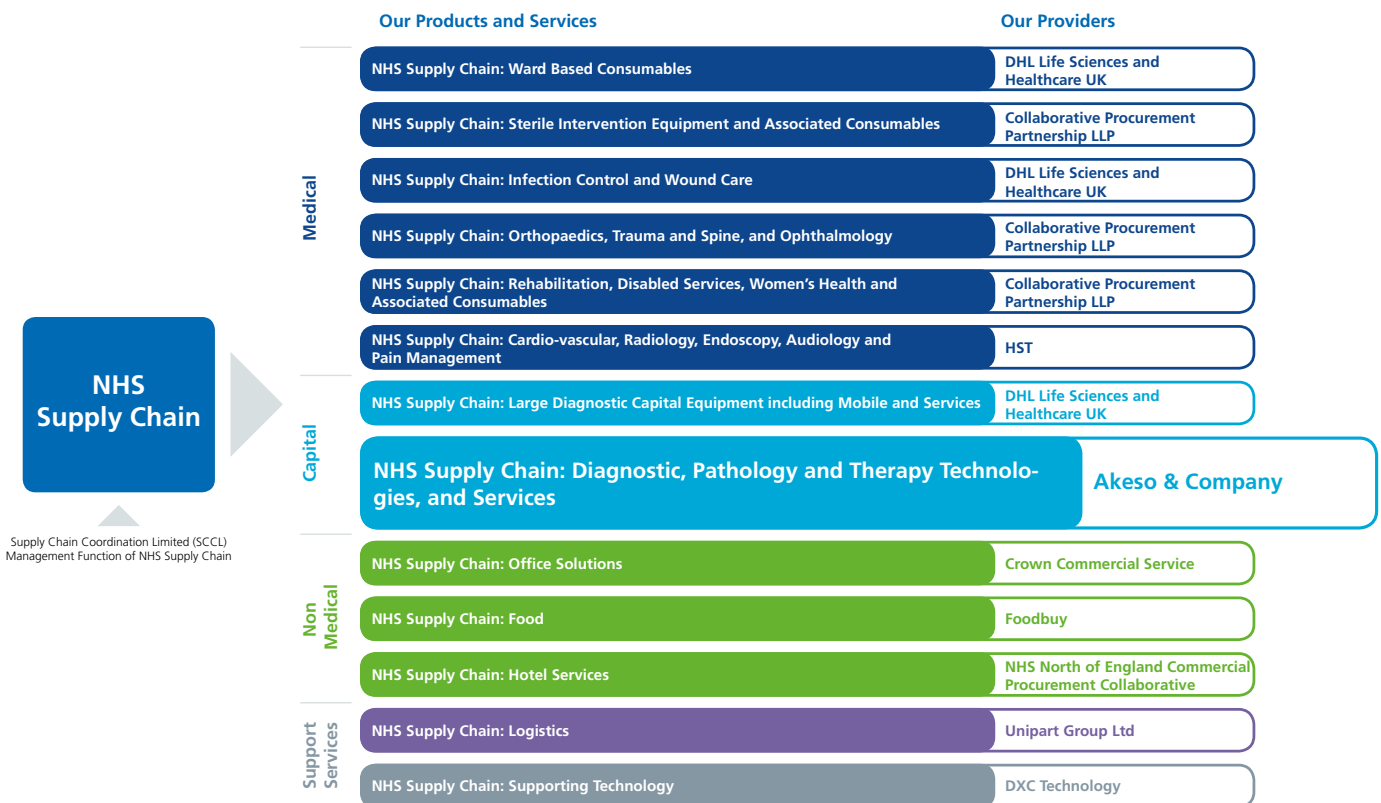


# Welcome to the NHS Supply Chain

The NHS has a challenge to deliver £22 billion in savings by the end of the financial year 2020/2021 including £700 million from improving procurement. NHS Supply Chain is uniquely positioned as the national provider to work alongside trusts to respond to this challenge and support its achievement.

The NHS Supply Chain new operating model will help the NHS improve procurement efficiencies as highlighted in Lord Carter’s interim report: “Review of operational efficiency in NHS providers” by lowering costs through increased price transparency and reducing the number of products and suppliers used across the NHS to deliver economies of scale.

As part of this new operating model NHS Supply Chain have awarded eleven specialist category buying functions made up of procurement and supply chain experts, selected to ensure delivery of high-quality products and value for money to the NHS.



Further details on the categories and sub categories outlined above can be found at:

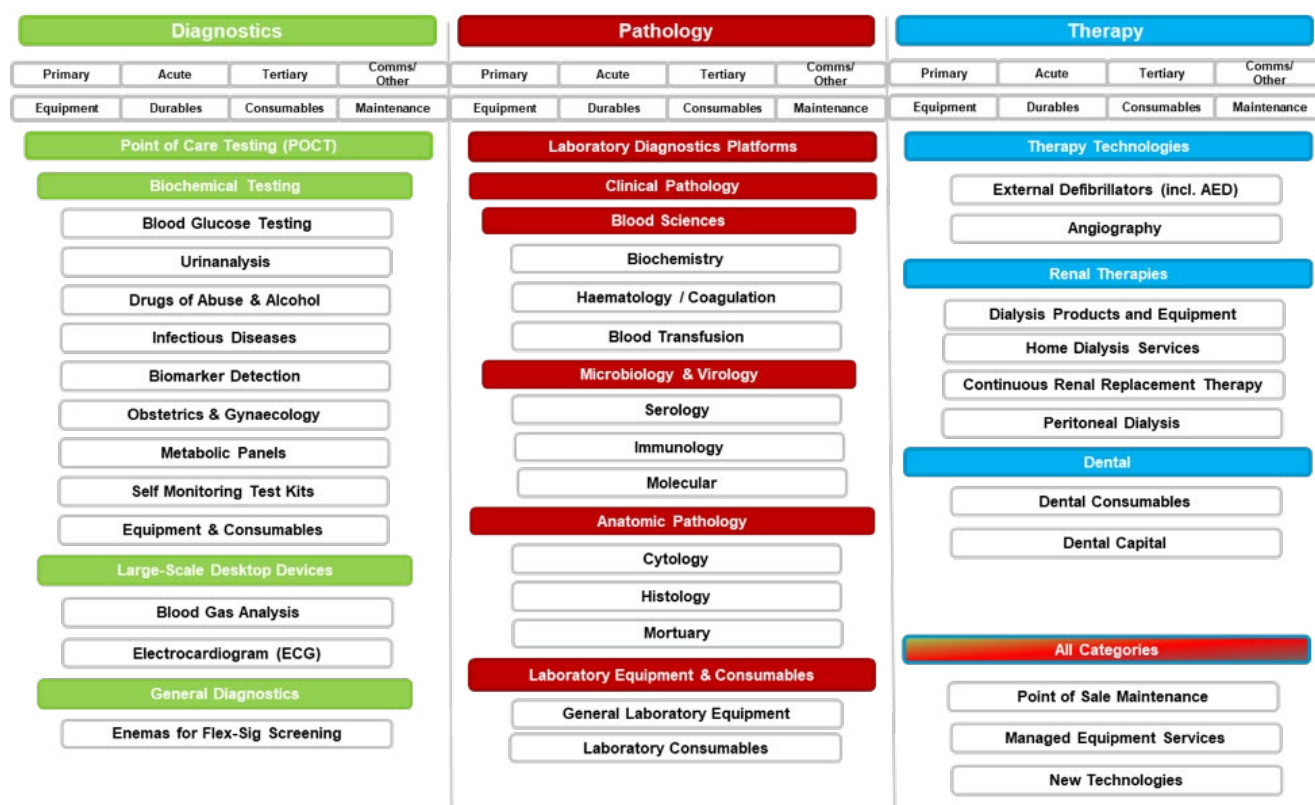
<http://www.supplychain.nhs.uk/categories/>

# Diagnosics, Pathology and Therapy Technologies and Services

Diagnosics, Pathology and Therapy Technologies, and Services is responsible for the delivery of a diverse array of products and services to a range of healthcare settings. The scope of this category offers frameworks for equipment, financing, maintenance and consumables.

From a low incumbent market share (<10%), we will lead the engagement with technology provider markets to the NHS worth over £1 billion per year, creating a significant opportunity for our customers to access leading innovative technologies whilst driving substantial total cost savings and efficiencies.

Akeso & Company Ltd is the appointed provider for Diagnosics, Pathology and Therapy Technologies, and Services since 2018 when the NHS Supply Chain new operating model went live. Specialising in Healthcare, Akeso&Co. is an independent, leading specialist provider of procurement and supply chain advisory and support services to the NHS and healthcare sector. It has a strong client portfolio and track record of delivering lasting improvement through complex category management projects over 30 NHS clients, in the last three years.



For further information relating to NHS Supply Chain: Diagnosics, Pathology and Therapy Technologies, and Services please visit: [http://www.supplychain.nhs.uk/categories/diagnostic\\_pathology\\_therapy\\_technologies\\_services/](http://www.supplychain.nhs.uk/categories/diagnostic_pathology_therapy_technologies_services/)



# Our underlying commitment to NHS Customers

Our dedicated team of procurement and supply chain industry experts are on hand to support all customer enquiries. Our aim is to provide the choice of products and equipment you need, through a procurement route that suits you, saving you time and money.

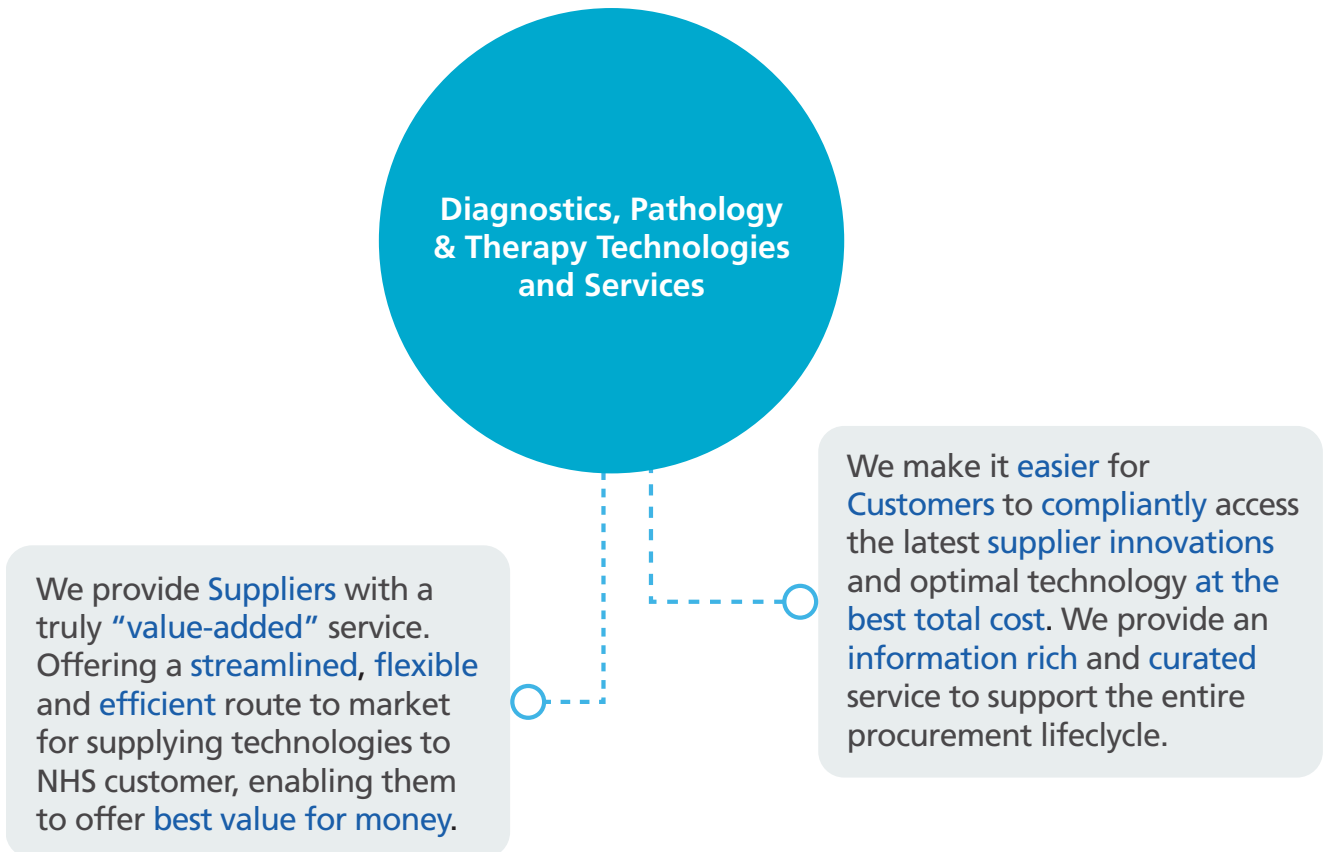
Some of the key benefits include:

- ✓ Multi-supplier framework featuring branded suppliers and SME suppliers to drive innovation
- ✓ Wide range of pricing and discount options available utilising guaranteed test volumes
- ✓ Variety of pricing options including reagent rental & commitment deals linked to volume and/or duration
- ✓ No need to tender, comprehensive range negates the need for individual trust tenders
- ✓ Savings through leverage from national agreement
- ✓ Competitive pricing agreed at framework competition to ensure customers get the best value for money
- ✓ Standardised terms and conditions that have been pre-agreed with suppliers with flexibility built in for customers
- ✓ Convenient ordering – Our online ordering system allows you to order quickly and easily, consolidating both orders and invoicing. Or we can issue you with a URN (unique reference number to order directly with the supplier.
- ✓ Award-winning e-commerce solutions covering the entire process from order to invoicing for configurable equipment.



# Our Knowledge and Expertise

We work alongside customers and suppliers to strategically source high-quality products, identify areas of innovation and improve end-to-end supply chain efficiencies.



## Customer Service and Support

Providing efficient customer service is our priority. NHS Supply Chain have a committed team of Account Managers and Account Support Managers available to support key customers within their allocated geographical area. NHS Supply Chain Account Managers provide field-based support and work with customers on an appropriate level to manage their supply chains effectively, support critical and on-going business requirements and drive identification and delivery of savings opportunities.

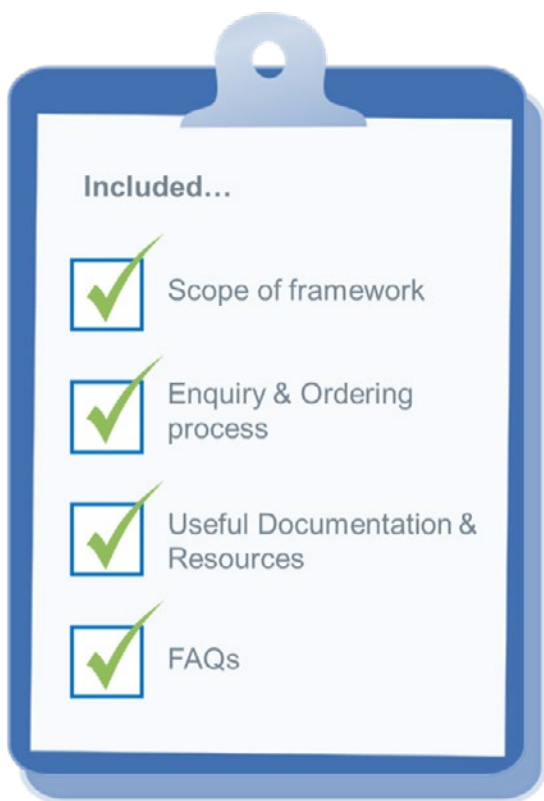
To contact your Account Manager visit: <http://www.supplychain.nhs.uk/contact/account-managers>

Alternatively, you can contact NHS Supply Chain dedicated customer service team. The telephone lines are manned from 8:00am until 5:00pm Monday to Friday, ready to deal with queries over the telephone. You can also contact us via email on [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)

To find out more visit: <http://www.supplychain.nhs.uk/customer-service>

# Getting started: Guidance on using this document

As part of our commitment to delivering excellent customer service, this buying guide provides customers with all the necessary information to ensure you purchase the right products through a procurement route that suits you, quickly and efficiently.



The lots detailed in this buying guide relate to the [External Defibrillation Devices, Resuscitation & Simulation Manikins & Related Accessories](#) framework and includes all available suppliers and products for each lot.

We understand the importance of providing an efficient and easy ordering process. Our step-by-step guide to ordering makes it easier for our customers to choose the procurement and supply route that suits them.

We have also included a list of useful documentation and resources that you might need when purchasing through NHS Supply Chain.

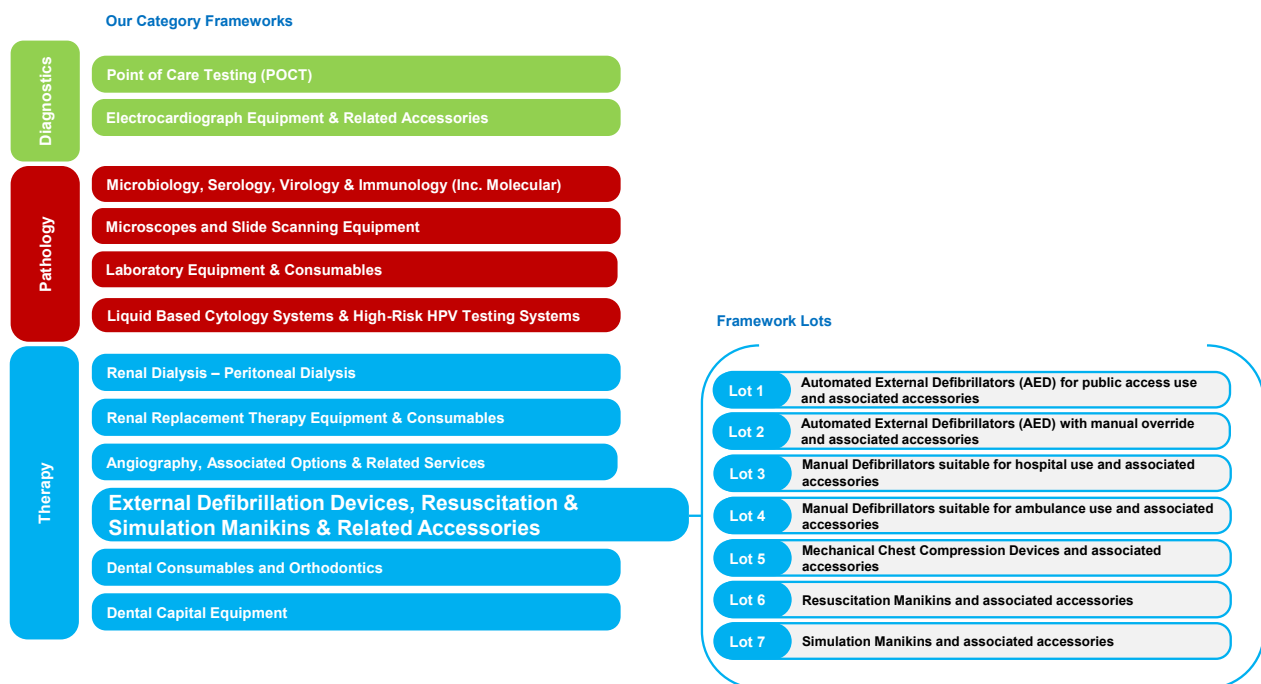
Should you have any further questions please see our list of [frequently asked questions](#) to help you on your way.

# External Defibrillation Devices

OJEU reference: 2019/S 078-185343

Period of framework agreement: 01/08/2019 to 30/07/2021 with option to extend for up to a further 2 years

This framework has been developed by NHS Supply Chain and includes a range of automated and manual external defibrillation devices and associated accessories.



The External Defibrillation Devices, Resuscitation & Simulation Manikins & Related Accessories framework provides a new and improved way to buy a variety of Defibrillators and related products. The suppliers on the framework offer an extensive range of quality products to drive innovation and deliver savings. There are 16 suppliers on the framework, providing all the products you need to meet your Defibrillators and related products requirements.

The procurement of this framework was undertaken following extensive engagement with various stakeholders including, trade bodies, customers and suppliers to deliver a compliant contracting solution for the NHS trusts. We are now working to develop this framework further.

For more information about our other category frameworks please visit: [http://www.supplychain.nhs.uk/categories/diagnostic\\_pathology\\_therapy\\_technologies\\_services/](http://www.supplychain.nhs.uk/categories/diagnostic_pathology_therapy_technologies_services/)

Or alternatively contact your dedicated Account Manager via: <http://www.supplychain.nhs.uk/contact/account-managers>



# Lot Summary

OJEU reference: 2019/S 078-185343

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## Framework Lots

1. Automated External Defibrillators (AED) for public access use and associated accessories
2. Automated External Defibrillators (AED) with manual override and associated accessories
3. Manual Defibrillators suitable for hospital use and associated accessories
4. Manual Defibrillators suitable for ambulance use and associated accessories
5. Mechanical Chest Compression Devices and associated accessories
6. Resuscitation Manikins and associated accessories
7. Simulation Manikins and associated accessories

## Lot 1 – AED for Public Access Use & Associated Accessories

### Suppliers

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- Aero Healthcare Ltd
- BOC Ltd
- Cardiac Science Holdings UK Ltd
- Imperative Training Ltd
- Intermedical (UK) Ltd
- Mindray UK Ltd
- Nihon Kohden UK Ltd
- Ortus Technology Ltd
- Philips Healthcare
- Prometheus Medical
- Reliance Medical Ltd
- Schiller UK Ltd
- SISK Healthcare Ltd T/A Cardiac Services
- Stryker UK Ltd
- WEL Medical Ltd
- ZOLL Medical UK Ltd



## Lot 2 – AED with Manual Override for Hospital & Ambulance Use & Associated Accessories

### Suppliers

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- BOC Ltd
- Mindray UK Ltd
- Nihon Kohden UK Ltd
- Ortus Technology Ltd
- Philips Healthcare
- Schiller UK Ltd
- SISK Healthcare Ltd T/A Cardiac Services
- Stryker UK Ltd
- WEL Medical Ltd
- ZOLL Medical UK Ltd

## Lot 3 – Manual Defibrillator for Hospital Use & Associated Accessories

### Suppliers

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- Mindray UK Ltd
- Nihon Kohden UK Ltd
- Ortus Technology Ltd
- Philips Healthcare
- Reliance Medical Ltd
- Schiller UK Ltd
- SISK Healthcare Ltd T/A Cardiac Services
- Stryker UK Ltd
- ZOLL Medical UK Ltd

## Lot 4 – Manual Defibrillator for Ambulance Use & Associated Accessories

### Suppliers

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- Mindray UK Ltd
- Nihon Kohden UK Ltd
- Ortus Technology Ltd
- Philips Healthcare
- Schiller UK Ltd
- Stryker UK Ltd
- ZOLL Medical UK Ltd

## Lot 5 – Mechanical Chest Compression Devices and Associated Accessories Suppliers

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- Nihon Kohden UK Ltd
- Ortus Technology Ltd
- Schiller UK Ltd
- Stryker UK Ltd
- ZOLL Medical UK Ltd

## Lot 6 – Resuscitation Manikins and Associated Accessories Suppliers

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- Aero Healthcare Ltd
- Laerdal Medical Ltd
- Reliance Medical Ltd
- Simulaids Ltd
- WEL Medical Ltd

## Lot 7 – Simulation Manikins and Associated Accessories Suppliers

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- Laerdal Medical Ltd
- Simulaids Ltd

For a full description of products listed in each lot see '[Product and Supplier Matrix](#)' listed in '[Useful Documents & Resources](#)'

# Enquiry and Order Process: The Customer Journey

Our enquiry and order process ensure quick and easy access to the products you need at cost effective price. Our products are available to purchase direct via NHSSC or through suppliers on framework.

## Getting Started: Is the product/supplier of interest available via this framework?

We advise our customers to check out our list of available products and suppliers on this framework to ensure a fast and easy process. For details on what is in scope please refer to the lot breakdown outlined in this document and the 'Product and Supplier Matrix' referred to in 'Useful Documents & Resources'. Should you require further information please see 'Frequently Asked Questions' and 'Useful Documents & Resources' or contact your regional Account Manager.

## Do you require a quotation?

If you already have a quotation from a supplier...

**Step 1)** Please let us know the product and supplier you wish to order from.

**Step 2)** If the supplier is not awarded to supply via this framework we will get back to you to check whether you would like us to approach other suppliers with direct/ in-direct alternatives. If you want us to acquire a list of available alternative equipment and pricing that meet your needs, please follow below process for without quotation.

**Step 3)** If the supplier and product is supplied via this framework and you wish to proceed with the quotation please send us the quotation you have received from the supplier. We will validate the quote and ensure your order can be processed via the framework agreement. Once validated we will issue a Unique Reference Number (URN) and the Framework Reference.

**Step 4)** Finally please let us know whether the order has been placed and provide us with:

- The purchase order number
- The date the purchase order was raised
- The total value of the purchase order
- A copy of the purchase order



If you do not have and need a quotation...

Step 1) Please supply us with a complete **Statement of Requirements Form (SOR)** as listed in **'Useful Documents & Resources'**. This must include minimum/essential requirements ('musts') and clearly list any desirable requirements. An example of what this could include: the minimum outputs, any restrictions with size, capacity (fridges/freezers).

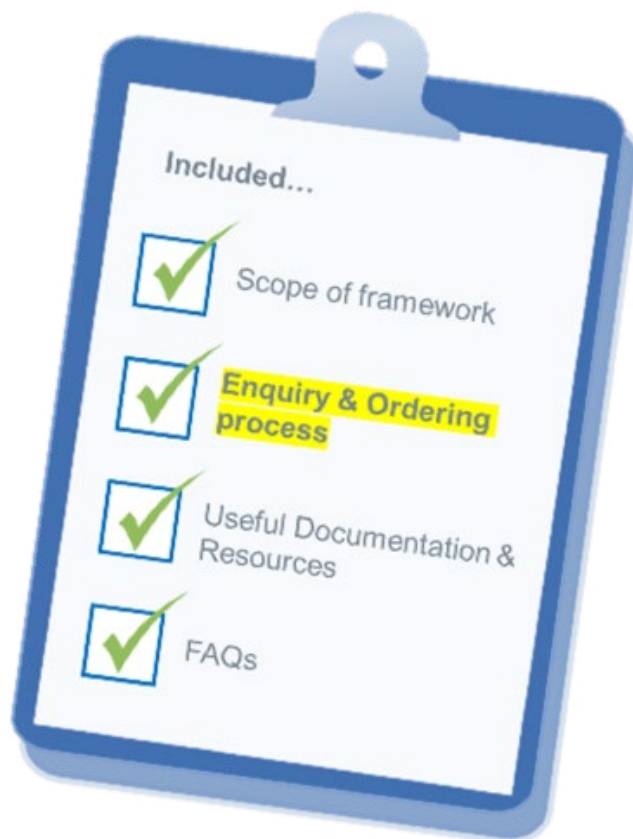
Step 2) We will then request comparative pricing from the relevant suppliers against this specification asking them to confirm that the equipment delivers these requirements. As a value add we can also facilitate site visits and demonstration days with supplier(s) to discuss specification requirements. Once received the pricing is issued to you.

Step 3) Any clinical assessment can then be made by you.

Step 4) Please inform us which equipment/supplier you wish to purchase, and we will issue you with a Unique Reference Number (URN) and the Framework Reference. Please note that this process usually takes 2 working days.

Step 5) Finally please let us know whether the order has been placed and provide us with:

- The purchase order number
- The date the purchase order was raised
- The total value of the purchase order
- A copy of the purchase order



# Useful Documents and Resources

Documentation	Use	Where to find
Product and Supplier Matrix	This document provides a full list of product categories and the corresponding supplier and supplier contacts for each lot	Available on the website (Contract Information page).
Statement of Requirements Form (SOR)	This document requires completing by a technically qualified person to identify the needs of the customer.	Your Account Manager can provide access to these documents.
Customer Guide	This document provides a useful overview of the NHS Supply Chain operation with important advice including what to do when a product is not available, deliveries and returning of products	Available on the website, or your Account Manager can provide access to these documents.
Points to Consider Form (PTC)	This document provides you with guidance to help guide you through your purchasing decision.	Your Account Manager can provide access to these documents.
Customer Information Pack / Customer Engagement Form	Please complete this document and send back to your Account Manager.	Your Account Manager can provide access to these documents.

<https://www.supplychain.nhs.uk/contact/account-managers/>

NHS Supply Chain: Diagnostic, Pathology & Therapy Technologies and Services provided by Akeso&Co: [Akeso@supplychain.nhs.uk](mailto:Akeso@supplychain.nhs.uk)



# Frequently Asked Questions

## 1) What products are included within this framework?

A full list of products and suppliers available on this framework and for each lot is included in the Supplier and Product Matrix referenced in 'Useful Documents and Resources'.

## 2) How do I order from this framework?

Once your quotation is validated from NHS Supply Chain you will receive a URN with specific details, to which you can raise orders directly through the supplier.

## 3) Can you complete a product match against the products I currently order from NHS SC?

Yes, we can assist with product matches and sourcing of alternatives available on the NHS SC framework. In this case please provide your Account Manager with a Statement of Requirements (SOR) form.

## 4) Do I need to complete a mini-competition, or can a call-off award be made from this agreement?

The framework terms and conditions allow us to call off and conduct a pricing exercise if required.

## 5) What are the timescales from making a request for a price to raising the relevant paperwork enabling us to sign an agreement with a supplier?

The timescale from making a request to issuing a URN is as follows:

- 2 working days for receipt of request from trust
- 5 working days for suppliers' quotations responses
- 2 working days to validate quotes and send back to trust
- 2 working days to issue a URN

## 6) Can I speak directly to the supplier to discuss bespoke specifications then still purchase via the framework?

Yes, however please advise relevant supplier/s that the route of purchase is via NHS SC framework to ensure you obtain a quote with all available framework discounts.

## 7) Does this price include maintenance/Service for the life of the equipment?

No, but all equipment comes with a 1 to 5-year warranty depending on framework and supplier however if you require a maintenance/service contract this needs to be stated on your initial pricing enquiry so we can arrange a separate quotation from the suppliers.

## 8) Can I obtain pricing for Maintenance/Service after I have purchasing the equipment?

Yes, you can obtain quotes for Maintenance post-sale, this is managed via a different framework. For further details please see <https://www.supplychain.nhs.uk/product-information/contract-launch-brief/maintenance-repair-and-calibration-of-medical-equipment/>

## 9) Does price include training/demonstration/set up of equipment?

Installation, delivery and set up of equipment is included in the quote. Any further training may not be included and must be discussed directly with the supplier.



# Customer Feedback

We are keen to hear feedback on your experience using our framework, please either direct this via your Account Manager or via Customer Services including any product issues and concerns you would like to raise for equipment purchased via this framework.

Please provide your feedback via the following link;  
<https://www.supplychain.nhs.uk/ordering/customer-feedback/>