NHS Supply Chain

Customer briefing document

Maintenance, Repair and Calibration of Medical Equipment

Purpose

This guide has been developed to provide customers with a clear, transparent overview of how to obtain and manage maintenance contracts through the NHS Supply Chain Maintenance, Calibration and Repair Framework.

It outlines:

- The end-to-end process
- Key responsibilities
- Indicative timelines.

Our aim is to:

- Simplify the quotation and ordering process
- Improve visibility on progress
- Support efficient and informed decision-making.

> These timelines are guidance only and may vary depending on complexity, supplier response times, and demand.

End-to-end process overview

The process follows a structured flow.

This ensures:

- A consistent and transparent experience
- Clear communication between all parties
- Efficient contract setup and lifecycle management.

1. Requirement
2. Request for Quotation (RFQ)
3. Quote
4. Validation
5. Purchase Order
6. Supplier Order
7. Invoicing
8. Reporting
9. Renewal / management

Why use NHS Supply Chain?

- **Access to a wide supplier base:** Original Equipment Manufacturer (OEM), third-party and multi-vendor options
- **Cost efficiencies:** Framework and additional discounts applied
- **Simplified process:** One route for quoting, ordering, invoicing, and support
- **Flexible solutions:** Tailored to your equipment and service needs
- **End-to-end support:** From initial quote through to renewal and decommissioning.

Our purpose

We partner with you to deliver a more efficient, customer-focused service:

- Providing clear and accurate quotations
- Supporting right-first-time purchasing decisions
- Simplifying interactions through a single point of contact
- Ensuring continuity of service through proactive renewals
- Delivering value through framework pricing and efficiencies.

Getting a quote - what we need from you

To obtain an accurate quotation, please provide:

- Equipment details (manufacturer, model, serial number)
- Equipment type (for example, imaging, endoscopy)
- Location of equipment
- Contract start and end dates
- Required cover level / service package
- Any inclusions / exclusions (for example, specific components).
- Asset number (if available).

Providing complete information helps ensure:

- Faster turnaround times
- Accurate pricing
- Right-first-time quotations.

Placing an order

To proceed, please raise a Purchase Order (PO) including:

- NHS Supply Chain quotation reference (CQ number)
- Trust and site details
- Supplier name
- Equipment details and serial numbers
- Contract dates
- Selected cover level
- Agreed price (excluding VAT)
- Contact details.

For multi-year contracts, also include:

- Contract length
- Total or annual contract value
- Preferred payment profile (annual or upfront).

Once received:

- We validate your PO
- Raise the order with the supplier
- Confirm processing with you.

Quotation and timelines (at a glance)

Activity	Responsibility	Timeline
Issue quotation following receipt of supplier pricing to customer	NHS Supply Chain	Within 7-10 working days
Validate direct quotations submitted by trusts	NHS Supply Chain (supplier supports where required)	NHS Supply Chain 3-5 days; supplier (if needed) 7-10 days
NHS Supply Chain issues renewal quotation to customer (where contract start date is within three months)	NHS Supply Chain	Within 7-10 working days
Award Purchase Order (PO) upon receipt	NHS Supply Chain	Within 3-7 working days
Customer-led Competitive Pricing Exercise (CPC) for new equipment or to test market pricing for renewal of existing assets	NHS Supply Chain and supplier	Timeline agreed per exercise (typically aligned to RFQ timelines)
Process quotation amendments following customer request and revised supplier pricing	NHS Supply Chain and supplier	NHS Supply Chain request 3-5 days; supplier response 3-10 days (depending on complexity)
Issue decommissioning form to supplier following customer notification	NHS Supply Chain	Within 2 working days (target: same day)
Issue credit to trust following receipt of credit note from supplier	NHS Supply Chain	Within 3-5 working days

We will keep you informed where timelines may be extended.

Point of Sale (POS) maintenance

POS allows you to purchase maintenance at the same time as equipment. Key benefits:

- Payment starts after warranty ends
- Potential cost savings (including additional discounts)
- Reduced administration
- Flexible billing options

We can support you in selecting the right option where required.

Cover levels at a glance

Suppliers offer a range of standardised cover levels, including:

- Fully comprehensive
- Parts and labour
- Labour only
- Planned preventative maintenance (PPM)
- Best effort
- Collaborative (first line support).

Each quotation will include a cover level document, outlining:

- What is included and excluded
- Response times
- Service scope
- Key terms and conditions.

Renewals

We proactively manage renewals to avoid service gaps. We will:

- Engage with you in advance of contract expiry
- Work with you and suppliers to define requirements before renewal
- Provide renewal quotation(s)
- Support supplier and cover level selection.

Decommissioning and cancellations

If equipment is taken out of service or a contract is cancelled, please provide:

- Equipment serial number
- Decommission / cancellation date
- Purchase order reference (if available).

We will:

- Liaise with the supplier
- Confirm any credits or charges
- Process adjustments accordingly.

Discounts and value

Your quotation may include:

- Framework discount (applied to all pricing where applicable)
- Multi-year discount (longer contracts)
- Point of sale discount
- Additional supplier discounts (case-by-case).

All pricing is clearly shown as nett to customer.

Our commitment to you

We will:

- Act impartially in all recommendations
- Support you in selecting the best solution
- Provide clear and transparent communication
- Deliver an efficient quote-to-order process
- Continuously improve through feedback.

What we ask of you:

- Provide complete and accurate information
- Raise POs promptly to avoid delays or lapsed cover
- Communicate any changes early
- Engage with renewal timelines
- Share feedback to help improve our service.

How to contact us

Regional contacts available via NHS Supply Chain website:
www.supplychain.nhs.uk/mfs

Important note:
This document is for guidance only. Formal obligations are defined within the NHS Supply Chain Framework Agreement.