

CONTRACT GUIDE

Contract 915

Operating Theatre Consumables

CONTRACT PERIOD: 1st November 2010 to 31st October 2012
With three extension options of 12 months each

Contract Summary

This contract is arranged on behalf of the State Contracts Control Board by Health Support Services (HSS). HSS provides a range of procurement services and contract management services for NSW Health and other eligible organisations.

Health Support Services – Business Procurement Services

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Contract Management Officer (Clinical)

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State Contracts Control Board

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Always ensure you obtain the latest version of the contract guide.

Contents

Contract Summary	2
Introduction	4
Section 1 – Accessing the Contract.....	5
New Customers.....	5
Placing an Order direct with supplier	5
Placing an Order through smartbuy®	6
Section 2 – Range of Products/Services	7
Section 3 – Suppliers	11
Suppliers	11
Printed Catalogues.....	11
Section 4 – Contract Conditions.....	41
Organisations Eligible to Purchase from the Contract	41
Operation of Nominee Purchasing	42
Code of Behaviour – Protection of Children and other Vulnerable People.....	42
Government Taxes, Duties and Charges.....	42
Title and Risk	42
Insurance.....	42
Price Variations	42
Best Price	42
Delays and Emergencies	42
Section 5 – Frequently Asked Questions	44

Document Control

Version	Date	Author	Details
1.0	24/9/2010	M Tan	First Draft
2.0	11/10/2010	M Tan	Removal of BD from 3.2 Scalpels category
	18/10/2010	M Tan	Correction to Thermo Fisher contact
	15/12/2010	M Tan	Changed Logo's for SCCB/HSS
3.0	25/02/2011	R Sinnott	Changed incorrect company name - Unomedical to ConvaTec
		R Sinnott	Updated Wound Drainage with JJM's added products
		R Sinnott	3.2 Scalpels – BD novated to Bosco
4.0	18/05/2011	R Sinnott	2.2 Blades – Critical novated to IQ
5.0	11/07/2011	R Sinnott	Carefusion Australia 200 Pty Ltd name change to Medline International Two Pty Ltd
		R Sinnott	Updated Convatec Help Desk hours and site address
	26/07/2011	R Sinnott	Thermofisher – addition of products in 6.1 and 6.2

Introduction

This contract guide is designed to provide customers with all the necessary information needed to purchase from this contract.

The State Contracts Control Board, through NSW Procurement, and Health Support Services (Business Procurement Unit), carries out a range of procurement services for government agencies and other clients. Services include contract management of common use contracts. These are state contracts on a rolling one to five year renewal cycle for the supply of products and services in common use across many agencies.

The contract is for supply of Operating Theatre Consumables for a term of 2 years expiring on 31 October 2012 with further 3 x 12 months extension options each.

This state contract allows users to achieve considerable cost savings due to the combined purchasing power of the NSW state government. It offers value for money including competitive rates, and a quality range of products.

Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board and administered by Health Support Services.

A list of the categories of organisations eligible to purchase from the state contracts is given in Section 5 of this Guide. Most eligible organisations have already registered with NSW Procurement in which case they have immediate access to the contracts.

New Customers

To register as a new customer, visit www.nswbuy.com.au > Purchasing for Government. You can either complete the process on line or download and complete an application form. Once approved, you will be advised of your NSWBUY Identification Number and are then eligible to use any of the state contracts administered by NSW Procurement.

Phone 1800 NSWBUY (1800 679 289) if you have any problems completing your application form or if you wish to check your registration status.

Placing an Order direct with supplier

Registered state contract users can order goods and services direct with the supplier. If you are in a public hospital in NSW this should happen through your local ordering system, in most cases this will be Oracle.

By placing an order, an organisation is entering into a contract with the supplier and, as a minimum, the following information should be included in the official order:

- Contract Number and Name
- Name and address of Supplier and Customer
- NSWBUY Identification Number
- Customer's Order Number
- Date of Order and Date of Delivery
- Item, product code, contract price, quantity and any accessories

5

You need to quote your NSWBUY Identification Number each time you purchase from state contracts. If you are unsure of your NSWBUY Identification Number, please contact NSW Procurement Client Support Centre on **1800 NSW BUY (1800 679 289)**.

Further information on state contracts is also available on the website www.nswbuy.com.au

As part of a national initiative, health-specific products are gradually being listed on a whole of state NSW Health electronic catalogue, populated via the National Product catalogue (NPC). For more information on the Health catalogue or NPC please contact the contract manager.

Placing an Order through smartbuy®

Registered customers have the advantage of signing up as a smartbuy® user.

Simply visit www.smartbuy.nsw.gov.au, complete the e-form in the Buyers section online and submit. Once confirmation of the online application is received back from your organisation's authoriser, a LOG IN and USER ID will be generated to allow you access to the Search and Browse facility of smartbuy®.

The Search and Browse facility allows you to view the goods and services listed and compare prices before placing an order.

smartbuy® training is available by phoning **1800 NSW BUY (1800 679 289)**

Pricing

Prices may change in accordance with the price variation conditions of the contract if there are any. Regular users of state contracts should consider using smartbuy® for latest pricing if applicable.

For further information, please contact NSW Procurement Client Support Centre on telephone **1800 NSW BUY (1800 679 289)**.

6



**State
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**Health
Support Services**

Section 2 – Range of Products/Services

The range of products/services available under the contract include:

Category 1	Wound Drainage Systems
Category 2	Blades
Category 3	Scalpels
Category 4	Skin Staplers
Category 5	Skin Stapler Remover
Category 6	Needle Containment Devices
Category 7	Scrub Brushes
Category 8	Skin Marking Pens

Category No.	Item Product Description	No. of Suppliers	Suppliers	Number of items Awarded
1	Wound Drainage			
1.1	Wound Drainage System			
1.1.1	Mini Wound Drainage System, Sterile, Low to Medium Pressure Suction, Closed System with / without One Way Valve, Single Use, with Trocar	3	Astra Tech Nat Surgical ConvaTec	6
1.1.2	Standard Wound Drainage System, Sterile, Low to Medium Pressure Suction, Closed System with One Way Valve, Single Use, with Trocar, Range of sizes	2	Astra Tech ConvaTec	9
1.1.3	Standard Wound Drainage System, Sterile, Low to Medium Pressure Suction, Closed System with One Way Valve, with Replacement Bag/Canister, with Trocar, Single Use, Range of sizes	2	Nat Surgical ConvaTec	8
1.1.4	Standard Wound Drainage System, Sterile, Medium to High Pressure Suction, Closed System with One Way Valve, with Replacement Bag/Canister, with Trocar, Single Use, Range of sizes	1	Nat Surgical	3
1.1.5	Standard Wound Drainage System, Pre-Vacuumed, Variable Suction Control, Closed System with One Way Valve, with Trocar, Sterile, Single Use, Range of sizes	2	Nat Surgical ConvaTec	10
1.1.6	Standard Wound Drainage System, Sterile, with reinfusion capacity, Closed System with One way valve, with Trocar, Single Use, Range of sizes	4	Astra Tech Nat Surgical Stryker ConvaTec	14
1.2	Wound Drainage Accessories			
1.2.1	Drains, Tubing and connectors for low to high pressure wound drainage or gravity drainage, various sizes, various tube types, sterile, single use	4	Astra Tech Medline International Two JJM Nat Surgical ConvaTec	82
1.2.2	Replacement Bags for low to high pressure for Wound Drainage, sterile/clinically clean, single use	4	Astra Tech Medline International Two JJM Nat Surgical ConvaTec	19
1.2.3	Other Accessories for Wound Drainage and Reinfusion	2	Astra Tech ConvaTec	17
2	Blades			
2.1	Blade, Scalpel, for Surgical procedures, Sterile, Single Use	3	B Braun Smith & Nephew	59

7



State
Contracts
Control Board



Health
Support Services

Category No.	Item Product Description	No. of Suppliers	Suppliers	Number of items Awarded
			Thermo Fisher	
2.2	Blade, Scalpel, Micro Size, for Ophthalmic procedures, Sterile, Single Use	8-7	Alcon Designs FV Device Emagin Insight IQ Medical Smith & Nephew Critical Group	454
2.3	Blade, Scalpel, Micro Size, for Surgical Procedures, Sterile, Single Use	3	B Braun Device Smith & Nephew	47
2.4	Blade, Skin Graft, Sterile, Single Use	3	B Braun Smith & Nephew Thermo Fisher	6
2.5	Blade, Saw, for Orthopaedic Surgical Procedures, Reciprocating, Sterile, Single Use	3	ConMed Precise Stryker	69
2.6	Blade, Saw, for Orthopaedic Surgical Procedures, Oscillating, Sterile, Single Use	3	ConMed Precise Stryker	223
2.7	Blade, Saw for Surgical Procedures, Cranial, Sterile, Single Use	2	Precise Stryker	15
2.7A	Blade, Saw, for Surgical Procedures, Sternal/Sagittal, Sterile, Single Use	2	Precise ConMed	176
2.8	Blade, Saw, for Surgical Procedures, Gigli, Sterile, Single Use	No items awarded	No items awarded	No items awarded
2.9	Blade, Stitch Cutter, for Surgical Procedures, Sterile, Single Use	1	Smith & Nephew	2
3	Scalpels			
3.1	Scalpel, all in one unit, Sterile, Single Use - all sizes, with safety features	2	Precise Smith & Nephew	9
3.2	Scalpel, all in one unit, Sterile, Single Use - all sizes, without safety features	3	Bosco Smith & Nephew Thermo Fisher	32
4	Skin Stapler			
4.1	Skin Stapler, Sterile, Single Use, Adult, Regular	4	ConMed J & J N Stenning Tyco	5
4.2	Skin Stapler, Sterile, Single Use, Adult, Wide	5	ConMed J & J MedChem N Stenning Tyco	7
4.3	Skin Stapler, Sterile, Single Use, Paediatric	No items awarded	No items awarded	No items awarded

8



Category No.	Item Product Description	No. of Suppliers	Suppliers	Number of items Awarded
5	Skin Staple Removers - Single Use			
5.1	Skin Stapler Remover, Sterile, Single Use	7	3M ConMed Ebos J & J MedChem N Stenning Tyco	7
6	Needle Containment Device, all of range			
6.1	Needle Containment Device, Sterile, Single Use, Magnetic, all of range	6	Austramedex Big Green Bosco Device MedChem ThermoFisher Scientific	57
6.2	Needle Containment Device, Sterile, Single Use, Adhesive, all of range	3	Austramedex Bosco Device	10
6.3	Needle Containment Device, Sterile, Single Use, Foam, all of range	2	Austramedex Thermo Fisher	5
7	Scrub Brushes, all of range			
7.1	Scrub Brush, Surgical, Dry, Nail Pick, single use, all of range	2	Becton D ConvaTec	2
8	Skin Marking Pens			
8.1	Skin Marking Pen, Sterile, Single Use, with ruler, fine tip	8	Big Green Bosco Designs FV Device MedChem Multigate Precise Thermo Fisher	14
8.2	Skin Marking Pen, Sterile, Single Use, with ruler, regular tip	9	Big Green Bosco DB Health Designs FV Device MedChem Multigate Precise Thermo Fisher	22
8.3	Skin Marking Pen, Sterile, Single Use, without ruler, fine tip	3	Big Green Bosco Thermo Fisher	6
8.4	Skin Marking Pen, Sterile, Single Use, without ruler, regular tip	2	Bosco Thermo Fisher	4
8.5	Skin Marking Pen, Non Sterile, with ruler, fine tip	5	Big Green Device MedChem Multigate Precise	5
8.6	Skin Marking Pen, Non Sterile, without ruler, fine tip	2	Designs FV Thermo Fisher	3

9

Category No.	Item Product Description	No. of Suppliers	Suppliers	Number of items Awarded
8.7	Skin Marking Pen, Non Sterile, with ruler, regular tip	5	Bosco Designs FV Device MedChem Multigate	6
8.8	Skin Marking Pen, Non Sterile, without ruler, regular tip	2	Bosco Device	3
	Total	-		139 3

Section 3 – Suppliers

The following Suppliers have been appointed to Contract
915: Operating Theatre Consumables.

Suppliers

1. 3M Australia Pty Ltd
2. Alcon Laboratories Pty Ltd
3. Astra Tech Pty Ltd
4. Austramedex Pty Ltd
5. B Braun Australia Pty Ltd
6. Becton Dickinson Pty Ltd
7. Big Green Surgical Company Pty Ltd
8. Bosco Medical Australia Pty Ltd
9. Medline International Two Pty Ltd
10. ConMed Linvatec Pty Ltd
11. DB Health Pty Ltd
12. Designs for Vision Pty Ltd
13. Device Technologies Australia Pty Ltd
14. EBOS Group Pty Ltd
15. Emagin Pty Ltd
16. Insight Surgical Pty Ltd
17. IQ Medical Pty Ltd
18. Johnson & Johnson Medical Pty Ltd
19. Med-Chem Surgical Pty Ltd
20. Multigate Medical Products Pty Ltd
21. N. Stenning & Co. Pty Ltd
22. National Surgical Corporation Pty Ltd
23. Precise Medical Supplies Pty Ltd
24. Smith & Nephew Pty Ltd
25. Stryker Australia Pty Ltd
26. The Critical Group Pty Ltd
27. Thermo Fisher Scientific Pty Ltd
28. Tyco Healthcare Pty Ltd
29. ConvaTec Pty Ltd

Customers are free to choose which of the Suppliers they purchase from.

Printed Catalogues

The Supplier may be able to provide hard copy catalogues of the products available for supply under the contract, these are often free of charge to customers on a reasonable request basis.

3M Australia Pty Ltd

Contact: Customer Services

ABN: 90 000 100 096

Site address: 950 Pacific Highway, Pymble NSW 2073

Post address: PO Box 99, Pymble NSW 2073

Telephone: 1300 363 878 Enquiries only

Facsimile: 1800 060 888

E-mail: 3mmedicalaucs@mmm.com

Internet: www.3m.com.au

Help Desk Access

Geographic area covered	National
Phone number (s)	1300363 878
Non toll-free Help desk number	02 9498 9340
Corresponding toll charges	Local or STD charges
Help desk hours	8.30am - 5.00pm

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$200.00. Orders below this value may incur an additional \$45.00 shipping fee. Minimum order value is waived if ordering electronically. Minimum order fees are not currently being charged as 3M prefers to work with the customer to improve purchasing practices.
- Sydney Metro: within 1 day from day of dispatch
- Regional NSW: within 2 days from day of dispatch
- Orders must be received by 2.00pm A.E.S.T (A.E.D.S.T.)

Emergency Delivery:

- Urgent and emergency orders must be received by Customer Service (Fax, e-mail, electronic order) no later than 11.00am A.E.S.T. or A.E.D.S.T.
- Emergency orders MUST be marked "Urgent for next day delivery".
- Where applicable, deliveries will be sent airfreight to the customer, at the customer's expense. Costs will be determined by the weight and volume of the order and can be advised at the time of order placement.

Alcon Laboratories (Australia) Pty Ltd

Contact: Customer Services

ABN: 88 000 740 830

Site address: 10/25 Frenchs Forest Road East, Frenchs Forest NSW 2086

Post address: Locked Bag 1019, Frenchs Forest NSW 2086

Telephone: 1800 025 032

Facsimile: (02) 9453 7703

E-mail: Customer.service_orders@alconlabs.com

Internet: www.alconlabs.com/au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Next day delivery by 9.00am available - fee \$50 excl GST

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 025 032
Non toll-free Help desk number	02 9452 9200
Corresponding toll charges	Standard call charges
Help desk hours	8.00am - 5.30pm EST

Astra Tech Pty Ltd

Contact: Customer Services

ABN: 46 112 267 133

Site address: Suite 1, 53 Grandview Street, Pymble NSW 2073

Post address: PO BOX 6071, Pymble, NSW 2073

Telephone: 1800 799 287

Facsimile: 02 944 0744

E-mail: customerservice.au@astratech.com

Internet: www.astratech.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

In the event of an emergency Astra Tech will endeavour to deliver the required goods as soon as possible (usually 4 hours) Sydney Metro area. If available, product delivery may also be delivered direct from a local representative, or a local distributor, or a 'next flight' delivery from our warehouse in Sydney. Depending on the origin of the goods, delivery may be within a few hours or within 24 hours. Any associated cost would be determined on a case by case basis.

Clifford Hallam Healthcare (CH2) can deliver to the Sydney Metropolitan Area within 6 hours (could be improved to 3 hours, depending on time of order placement. Delivery to Regional NSW within 24 hours (This is a broad expectation but this time could be improved depending on time of order placement, flight availability and location). CH2 reserves the right to charge an additional amount to cover actual courier/taxi costs.

Help Desk Access

Geographic area covered?	All of Australia
Phone number (s)?	1. Astra Tech Toll Free Number : 1800 799 287 2. Clifford Hallam (CH2) Toll Free Number: 1300 720 274
Non toll-free Help desk number	1. Astra Tech: +61 2 9488 3500 2. Clifford Hallam (CH2) +61 3 9554 0400
Corresponding toll charges	As applied by Telstra or communication carriers
Help desk hours	8.30am to 5.00pm Monday to Friday + After hours access to Territory Managers on mobile phone.

Austramedex (Vic) Pty Ltd

Contact: Ryan Galvin

ABN: 40 078 021 575

Site address: 24 Janine Street, Scoresby, VIC 3179

Post address: PO Box 9132, Scoresby, VIC 3179

Telephone: 03 9763 9906

Facsimile: 03 9763 9936

E-mail: ryan@austramedex.com

Internet: www.austramedex.com

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1 (5-9 Boxes) 3% discount, Option 2 (10+ boxes) 7% discount
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered?	
Phone number (s)	
Non toll-free Help desk number	Landline: (03) 9763 9906 Mobile: 0422 448 480
Corresponding toll charges	Standard Call Charges apply
Help desk hours	8-5 Mon-Fri, Mobile 24/7

B. Braun Australia Pty Ltd

Contact: Customer Services

ABN: 56 002 945 155

Site address: 17 Lexington Drive Bella Vista NSW 2153

Post address: PO Box 6221, Baulkham Hills BC NSW 2153

Telephone: 1800 251 705

Facsimile: 1800 628 045

E-mail: customerservice.au@bbraun.com.au

Internet: www.bbraun.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$250. Orders less than \$250 will incur a \$25 fee.
- Sydney Metro/Regional within 24 hours. Order must be received by 4:30pm Monday to Friday.
- Rural/Remote NSW within 48 hours. Order must be received by 4:30pm Monday to Friday.

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

ADDITIONAL INFORMATION:

- Ordering procedures: To expedite urgent orders (VIA urgent Courier) Customer Service should be contacted as early as possible during the hours of (8am - 3pm). Orders despatched later in the day can be delivered at night to hospitals provided someone is there to receive them.
- Delivery time frames: The normal turnaround time for urgent Courier delivery is approximately 2 – 3 hours for Sydney Metropolitan depending on the despatch time.
- Associated costs: The Customer is required to pay all associated freight costs for urgent deliveries at our cost price which is reviewed at the end of July each year.

- In the event of an afterhours emergency, a call should be placed to 1800 251 705 and the appropriate option selected. Your call will then be directed to the corresponding B.Braun personnel who will be able to assist.

Help Desk Access

Geographic area covered?	Australia
Phone number (s)	1800 251 705
Non toll-free Help desk number	02 9629 0200
Corresponding toll charges	Standard local and interstate call charges apply.
Help desk hours	8.00am - 5.00pm Monday to Friday AEST (excluding National & NSW Public Holidays) In the event of an after hours emergency, a call should be placed to 1800 251 705 and the appropriate option selected. Your call will then be directed to the corresponding B. Braun personnel who will be able to assist.

Becton Dickinson Pty Ltd

Contact: Angie Curry

ABN: 82 005 914 796

Site address: 4 Research Park Drive, Macquarie
University Research Park, North Ryde NSW 2113

Post address: 4 Research Park Drive, Macquarie
University Research Park, North Ryde NSW 2113

Telephone: 1800 656 100

Facsimile: 1800 656 110

E-mail: Aus_nsw@bd.com

Internet: www.bd.com

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1800 656 100
Non toll-free Help desk number	0428 292 372
Corresponding toll charges	Nil
Help desk hours	Normal Customer Service Hours are 08:30am - 5:00pm Monday to Friday. After hours support as per 0428 292 372

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$500. Orders less than \$500 will incur a \$50 fee. Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- In the Sydney Metropolitan Area, within 6 hours of order receipt. In Regional NSW, within 12 hours of order receipt. Such service levels will attract a small handling fee, with associated freight charges passed onto the Customer. BD has a 24 hour 7 days emergency response number (0428 292 372) whereby goods can be despatched at the earliest possible convenience.

Big Green Surgical Company Pty Ltd

Contact: Kelly Boughton

ABN: 70 094 793 656

Site address: Unit 1, 8 Channel Road, Mayfield West
NSW 2304

Post address: Unit 1, 8 Channel Road, Mayfield West
NSW 2304

Telephone: 02 4967 6650

Facsimile: 02 4967 6680

E-mail: customerservice@biggreen.com.au

Internet: www.biggreen.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1/ >2 Boxes = 10%
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours. Same Day in Newcastle region if orders received prior to 11.00am
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	National
Phone number (s)	130024447336 (1300BIGGREEN)
Non toll-free Help desk number	02 4967 6650
Corresponding toll charges	No
Help desk hours	07:00 - 18:00

Bosco Medical Australia Pty Ltd

Contact: Kay Lewis

ABN: 22 104 962 030

Site address: Unit 2/49 Borthwick Avenue, Metroplex on
Gateway, Murarrie QLD 4172

Post address: Unit 2/49 Borthwick Avenue, Metroplex on
Gateway, Murarrie QLD 4172

Telephone: 1800 026 726

Facsimile: 1800 426 726

E-mail: sales@boscomed.com.au

Internet: www.boscomed.com.au

Help Desk Access

Geographic area covered	Australia nationwide
Phone number (s)	07 3399 1799
Non toll-free Help desk number	07 3399 1799
Corresponding toll charges	Toll-Free
Help desk hours	Business hours 8:00 - 16:30

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$100. Orders less than \$100 will incur a \$25 fee.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Medline International Two Pty Ltd

Contact: Helen Blair – Customer Service Manager

ABN: 32 099 911 449

Site address: 6 Coronation Ave, Kings Park NSW 2148

Post address: PO Box 4366, Marayong NSW 2148

Telephone: 1800 110 511

Facsimile: 1800 113 317

E-mail: au.customers@medline.com

Internet:

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$200. Orders less than \$200 will incur a \$35 fee.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- For Emergency Orders, please lodge the order as per your normal process with our Customer Service team, it is then suggested that a phone call follow that order to stress the importance. As 'associated costs' may be discussed at this time, it is important that the caller be authorised to make a decision.
- Regional areas: Depending on its location, it may on some occasions take longer than 48 hours for the order to arrive at its destination.

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 110 511
Non toll-free Help desk number	02 9830 0111
Corresponding toll charges	toll free
Help desk hours	Customer Service department's business hours are 8.30am to 4.30pm (AEST), Monday to Friday (not including Public Holidays).

ConMed Linvatec Australia Pty Ltd

Contact: Customer Services

ABN: 98 082 555 459

Site address: Unit 4, 10 Rodborough Rd Frenchs Forest
NSW 2086

Post address: PO BOX 6064 Frenchs Forest NSW 2086

Telephone: 1800 238 238

Facsimile: 1800 238 298

E-mail: csaustralia@linvatec.com

Internet: www.conmed.com

Help Desk Access

Geographic area covered	National
Phone number (s)	1800 238 238
Non toll-free Help desk number	02 8972 4000
Corresponding toll charges	Current local and STD rates
Help desk hours	24 hours

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- See schedule of rebates below.
- See latest version of User Guide Spreadsheet.

Schedule of Rebates

Total annual value of sales	Rebate
\$0 - \$250,000	N/A
\$250,001 - \$350,000	2%
\$350,001 - \$450,000	3%
\$450,001 - \$550,000	4%
\$550,001 and over	5%

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours
- A courier can be arranged to deliver goods to the hospital within the Sydney Metro Area within the hour. For this service to be provided there will be an \$95.00 fee.

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

21



State
Contracts
Control Board



Health
Support Services

ConvaTec Australia Pty Ltd (ConvaTec)

Contact: Shane Mc Cormack

ABN: 63 001 471 343

Site address: Unipark Monash, Building 2, Ground Floor,
195 Wellington Rd, Clayton VIC 3168

Post address:

Telephone: 1800 803 987

Facsimile: 1800 634 415

E-mail: csa@ConvaTec.com

Internet: www.ConvaTec.com.au

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1800 339 412
Non toll-free Help desk number	03 9239 2700
Corresponding toll charges	Not Applicable
Help desk hours	Monday to Friday 8am-5pm

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$250. Orders less than \$250 will incur a \$25 fee.
- Metro: Orders received by fax, phone or email before 12pm Mon-Fri should have delivery in 2 business days (Not withstanding natural disaster). Accurate and full details of delivery address will ensure prompt deliveries.
- Rural/Remote: Orders received by fax, phone or email before 12pm Mon-Fri should have delivery in 3 business days (Not withstanding natural disaster). Accurate and full details of delivery address will ensure prompt deliveries. NB: Extreme remote locations may require a further 1 day being total 4 business days.

Emergency Delivery:

- Orders received by fax, phone or email before 12pm Mon-Fri
- Orders need to be marked as URGENT and requested delivery date stated clearly on the order.
- Accurate and full details of the delivery address to ensure prompt delivery
- The customer will be charged a freight fee. This will vary by location and customer will be advised of costs at the time of order placement.

22



State
Contracts
Control Board



Health
Support Services

The Critical Group Pty Ltd

Contact: Matthew Wolf

ABN: 48002628846

Site address: 6/11 Packard Avenue, Castle Hill NSW
2154

Post address: 6/11 Packard Avenue, Castle Hill NSW
2154

Telephone: 02 9899 1755

Facsimile: 02 9899 1766

E-mail: info@criticalgroup.com.au

Internet:

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	NSW
Phone number (s)	02 9899 1755 or 1800 642 437
Non toll-free Help desk number	1800 642 437
Corresponding toll charges	n/a
Help desk hours	8.30am - 5pm EST

Denyer Bros Pty Ltd

Contact: Judy

ABN: 37 000 459 174

Site address: Unit 17, Rydalmere Metro Centre, 38-46
South Street, Rydalmere NSW 2116

Post address: PO Box 305, Rydalmere NSW 1701

Telephone: 1800 451 446

Facsimile: 02 9638 2700

E-mail: customerservice@denyer.com.au

Internet: www.dbhealth.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Emergency deliveries are generally available only during business hours. Customers are invited to call Customer Service on 1800 451 446 to ascertain the cost of a delivery faster than our standard time windows.

Help Desk Access

Geographic area covered	Australia-wide
Phone number (s)	1800 451 446
Non toll-free Help desk number	02 9638 2100
Corresponding toll charges	-
Help desk hours	8.30am to 4.30pm, Mon-Fri excluding NSW Public Holidays

Designs for Vision Pty Ltd

Contact: Customer Services -Simon/Stacy/Julie

ABN: 92001856293

Site address: 16/1 Hordern Place, Camperdown, NSW
2050

Post address: PO box 77 Camperdown NSW 1450

Telephone: 02 9550 6966

Facsimile: 02 9550 3853

E-mail: orders@dfv.com.au

Internet: www.dfv.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: 5-10% depending on volume, see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours - at additional TOLL cost
- Rural/Remote NSW within 24 hours - at additional TOLL cost

Help Desk Access

Geographic area covered	All of Australia
Phone number (s)	02 9550 6966
Non toll-free Help desk number	02 9550 6966
Corresponding toll charges	N/A
Help desk hours	8.30 to 5.30

25



State
Contracts
Control Board



Health
Support Services

Device Technologies Australia Pty Ltd

Contact: Customer Services

ABN: 40 058 091 973

Site address: Unit 8, 25 Frenchs Forest Rd, Frenchs
Forest NSW 2086

Post address: Locked Bag 521, Frenchs Forest NSW
2086

Telephone: 1800 429 551

Facsimile: 1800 999 323

E-mail: customers@device.com.au

Internet: www.device.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia Wide
Phone number (s)	1800 429 551
Non toll-free Help desk number	(02) 9975 5755
Corresponding toll charges	Standard call charges apply.
Help desk hours	8am - 6pm

Ebos Group Pty Ltd

Contact: Customer Services

ABN: 77 000 060 364

Site address: Unit 2, 109 Vanessa Street, Kingsgrove,
NSW

Post address: PO Box 100, Kingsgrove, 1480.

Telephone: 1800 269 534

Facsimile: 02 95028411

E-mail: customerservice@ebosgroup.com.au

Internet: www.eboshealthcare.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Bulk Buy x1000 units, see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	National
Phone number (s)	1800269534
Non toll-free Help desk number	02 95028400
Corresponding toll charges	Yes
Help desk hours	8.00 - 5.00

Emagin Pty Ltd

Contact: Robyn Sparling

ABN: 38 096 846 436

Site address: 8 Lingard Street RANDWICK NSW 2031

Post address: PO Box 175 RANDWICK NSW 2031

Telephone: 02 9326 6855

Facsimile: 02 9326 6844

E-mail: robyn@emagin.com.au

Internet: www.emagin.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1 (5+ units) 7-15%, Option 2 (10+ units) 15-26%, see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia / New Zealand
Phone number (s)	02 9326 6855
Non toll-free Help desk number	02 9326 6855
Corresponding toll charges	
Help desk hours	24hr / 7 Days

Insight Surgical Pty Ltd

Contact: Damian O'Connell

ABN: 13097544986

Site address: 5 / 7 Inglewood Place Baulkham Hills NSW
2153

Post address: P.O. Box 7606 Baulkham Hills BC NSW
2153

Telephone: 1300 73 73 93

Facsimile: 02 8814 6811

E-mail: sales@insightsurgical.com.au

Internet: www.insightsurgical.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1300 73 73 93
Non toll-free Help desk number	02 8814 6800
Corresponding toll charges	nil
Help desk hours	24 hours

IQ Medical Pty Ltd

Contact: Ms. Crystal Lever

ABN: 66101655029

Site address: 119 Greenhill Road UNLEY SA 5061

Post address: 119 Greenhill Road UNLEY SA 5061

Telephone: 08 83578022

Facsimile: 08 8357 8011

E-mail: sales@iqmedical.com.au

Internet:

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1 (Volume orders - min of 6 boxes) 5-24%, see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia
Phone number (s)	08 8357 8022
Non toll-free Help desk number	08 8357 8022
Corresponding toll charges	Depends on telephone company customer uses and time of day used.
Help desk hours	8:30 am - 5:30 pm

30



State
Contracts
Control Board



Health
Support Services

Johnson & Johnson Medical Pty Ltd

Contact: Customer Services

ABN: 85 000 160 403

Site address: 1-5 Khartoum Rd, NORTH RYDE NSW
2113

Post address: PO BOX 134, NORTH RYDE NSW 1670

Telephone: (02) 9878-9000

Facsimile:

E-mail: cservices@medau.jnj.com

Internet: www.jnj.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order minimum order value of \$250. Orders less than \$250 will incur a \$25 fee.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours - fees apply (dependant on method of delivery)
- Rural/Remote N/A

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 252 194
Non toll-free Help desk number	(02) 9878 9260 (if in Sydney)
Corresponding toll charges	Toll free (local call charges apply for number stated in (c))
Help desk hours	8:30am until 6:00pm (AEST) Monday to Friday. Outside these hours, callers are directed to Emergency Support Personnel

31



State
Contracts
Control Board



Health
Support Services

Med-Chem Surgical Pty Ltd

Contact: Tess Hronopoulos

ABN: 95 081 266 293

Site address: Unit 18, 23 Bowden St, Alexandria, Sydney, NSW 2015

Post address: P O Box 2496, Strawberry Hills, NSW 2012

Telephone: 02 9699 6460

Facsimile: 02 9699 6494

E-mail: tess@medchem.com.au

Internet: www.medchemsurgical.com.au

Help Desk Access

Geographic area covered	Med-Chem Surgical Pty Ltd can supply surgical instruments and consumables to all hospitals in all states within Australia.
Phone number (s)	Telephone: 02 9699 6460, Freephone: 1800 888 090, Mobile: 0409 888 816
Non toll-free Help desk number	02 9699 6460
Corresponding toll charges	Toll free number available to all customers
Help desk hours	Monday to Friday 8.30am to 5pm

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours. Where orders are received by 9am - same day delivery will apply to hospitals located within the metro NSW area.
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW N/A
- For orders that are required for extreme cases or have a sense of urgency we will personally deliver "door to door". An example of this, in the morning a hospital rings to explain it overlooked an order and requires the items for the afternoon operating list, we will personally deliver "door to door".

Multigate Medical Products Pty Ltd

Contact: Customer Service

ABN: 98 003 283 259

Site address: 11-17 Nelson Rd Yennora NSW 2161

Post address: PO Box 6866 Wetherill Park NSW 2164

Telephone: 1800 023 420 or 02 8718 2800

Facsimile: 02 8718 2801

E-mail: orders@multigate.com.au

Internet: www.multigate.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1 (Volume 10-50 Boxes) 2.5% per Box, Option 2 (Volume 50 Plus Boxes) 5% per Box
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order minimum order value of \$300. Orders less than \$300 will incur a \$30 fee.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Qld, NSW, ACT, Vic & Tas
Phone number (s)	1800 023 420
Non toll-free Help desk number	02 8718 2800
Corresponding toll charges	Standard rates
Help desk hours	8.30am – 5.00pm Monday to Friday

N. Stenning & Co. Pty Ltd

Contact: Albert Lam

ABN: 53000275365

Site address: 174 Parramatta Road, Camperdown NSW
2050

Post address: PO Box 64, Camperdown NSW 1750

Telephone: 02 8594 9161

Facsimile: 02 8594 9188

E-mail: nstenning@nstenning.com.au

Internet: www.nstenning.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 225 328
Non toll-free Help desk number	02 8594 9100
Corresponding toll charges	Standard rates apply
Help desk hours	7:30am - 5:30pm weekdays

National Surgical Corporation Pty Ltd

Contact: Kathy Wickens

ABN: 87 078 989 018

Site address: Unit 2/no.1 Resolution Drive Caringbah
NSW 2229

Post address: Unit 2/no.1 Resolution Drive Caringbah
NSW 2229

Telephone: 1800 138 138

Facsimile: 1800 138 140

E-mail: info@nationalsurgical.com.au

Internet: www.nationalsurgical.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	All of Australia
Phone number (s)	1800 138 138
Non toll-free Help desk number	02 9524 7046
Corresponding toll charges	Normal STD and local rates
Help desk hours	8.15am to 7pm EST on normal business days. Paging system in place for outside these hours

Precise Medical Supplies Pty Ltd

Contact: Timothy Rahr

ABN: 73061686011

Site address: 4 Collins Street, SURRY HILLS NSW 2010

Post address: P.O. Box 421 Paddington, NSW 2021

Telephone: 1 800 689 400

Facsimile: 1 300 659 410

E-mail: tim@precisemedical.com.au

Internet: www.precisemedical.com.au

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1 800 689 400
Non toll-free Help desk number	02 9281 9266
Corresponding toll charges	Normal Telstra Rates
Help desk hours	08.00Hrs - 16.30Hrs Mon-Fri. After hours diversion to 0418 404 226

Smith & Nephew Pty Ltd

Contact: Customer Service

ABN: 68 000 087 507

Site address: 315 Ferntree Gully Road Mount Waverley
3149 Victoria

Post address: PO Box 242 Mount Waverley 3149 Victoria

Telephone: 13 13 60

Facsimile: 1800 671 000

E-mail: orders.aus@smith-nephew.com

Internet: www.smith-nephew.com.au/healthcare

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order value of \$300. Orders less than \$300 will incur a \$20 fee.
- Delivery Sydney Metro within 24 hours, Regional 48 hours.
- Delivery to Rural/Remote NSW within 72 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	Australia Wide
Phone number (s)	13 13 60
Non toll-free Help desk number	No
Corresponding toll charges	N/A
Help desk hours	8.00am-7.00pm

37



State
Contracts
Control Board



Health
Support Services

Stryker Australia Pty Ltd

Contact: Sean Maasburg - Region Manager MedSurg
NSW

ABN: 48002873850

Site address: 8 Herbert Street, St Leonards NSW 2065

Post address: P.O. Box 970, Artarmon NSW 1570

Telephone: 02 9467 1000

Facsimile: 02 9467 1010

E-mail: sean.maasburg@stryker.com

Internet: www.stryker.com

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Option 1 (Volume 5+ units), Option 2 (Volume 10+ units) various discounts – see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours

Help Desk Access

Geographic area covered	City and Regional Areas of New South Wales
Phone number (s)	1800 667 558
Non toll-free Help desk number	Not Applicable
Corresponding toll charges	Not Applicable
Help desk hours	7.30am to 5.00pm

38



State
Contracts
Control Board



Health
Support Services

Thermo Fisher Scientific Australia Pty Ltd

Contact: Customer Service

ABN: 52 058 390 917

Site address: Level 1, 4 Talavera Road, North Ryde
NSW 2113

Post address: P O Box 262 North Ryde BC NSW 1670

Telephone: 1300 735 297

Facsimile: 1300 731 771

E-mail: infohealthcareau@thermofisher.com

Internet: www.thermofisher.com.au

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1300 735 297
Non toll-free Help desk number	N/A
Corresponding toll charges	N/A
Help desk hours	8.30am to 5.30am

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order minimum order value of \$250. Orders less than \$250 will incur a \$35 fee.
- Sydney Metro/Regional within 24 hours - For all orders received and processed by 2.00pm
- Rural/Remote NSW within 48 hours - For all orders received and processed by 2.00pm

Emergency Delivery:

- Thermo Fisher Scientific holds very limited stock in small warehouse facilities at the North Ryde site, from where emergency deliveries could be achieved within 12 to 24 hours.
- The main warehouses are located in Melbourne and Brisbane, from where emergency times of 24 hours to Metro/Regional and Rural/Remote hospitals can be achieved.
- Delivery times and additional costs would be confirmed at the time of order placement

39



State
Contracts
Control Board



Health
Support Services

Covidien Pty Ltd

(Formerly known as Tyco)

Contact: Customer Service Department

ABN: 51 003 143 502

Site address: 166 Epping Road, Lane Cove, NSW, 2066

Post address: 166 Epping Road, Lane Cove, NSW, 2066

Telephone: 1800 252 467

Facsimile: 02 9418 7137

E-mail: aust.customer.service@covidien.com

Internet: www.covidien.com

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 252 467
Non toll-free Help desk number	1800 252 467
Corresponding toll charges	N/A
Help desk hours	8am - 6pm (Sydney time)

Products

See latest version of User Guide Spreadsheet.

Pricing, Discounts and Special Offers

- The pricing of all items on this Contract is Free into Store (FIS).
- All items on this Contract are GST free.
- Discounts: Offer A (Area Health Service elect to purchase their exclusive product requirements from Tyco Healthcare), 0-15% see pricing schedule
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order minimum order value of \$300. Orders less than \$300 will incur a \$30 fee.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours
- Metro - orders received prior to 3pm Sydney time will be despatched that day for delivery next working day.
- Regional - (dependent upon location) Orders received prior to 3pm Sydney time will be despatched that day for delivery within 2-3 working days

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- Urgent same day (or time specific) deliveries are available, individual quotes based upon location, number, weight and size of packages, will be obtained for each request and the cost for each delivery passed to the customer. Tyco Healthcare passes on only the cost from the carrier without any additional handling charges

40



State
Contracts
Control Board



Health
Support Services

Section 4 – Contract Conditions

Organisations Eligible to Purchase from the Contract

The following organisations are eligible to purchase from the Contract:

- a) Any department, agency or office of the Commonwealth including any Statutory Authority constituted under Commonwealth legislation
- b) Any department, agency or office of any State or Territory of the Commonwealth, including any Statutory Authority constituted under State/Territory legislation
- c) Any council of a city, municipality or shire constituted by a State or Territory
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation thereunder
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the Government, in respect of such service
- f) Any authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Commerce, or an official delegate of the Minister, to issue orders for supplies comprised in that agreement.

For the purpose of parts (d) and (e) examples of typical organisations include, but are not limited to:

- Government Schools and Private Schools
- TAFE Colleges
- Public Hospitals and Area Health Services
- Trustees of Public Parks
- Boards
- Tribunals
- Commissions
- Registries.

For the purposes of part (f) authorities to which permission has been given generally have:

- Charitable or benevolent status
- Non-profit objective
- Level of government subsidy/support.

Examples are:

- Non-Government Schools
- Pre-Schools/Kindergartens and Child Care Centres
- Child Care Centres (excluding privately owned)
- Family Day Care Administrations
- Nursing Homes (excluding privately owned)
- Other community based service providers
- Student support groups which are established under the auspice of the relevant school or education institution
- Arts based groups sponsored by the Ministry for the Arts.

Operation of Nominee Purchasing

Introduction

The Nominee Purchaser Arrangement was created under REG 18 of the Public Sector (Goods and Services) Regulation 2000 (NSW). The Regulation allows the State Contracts Control Board ("SCCB") to provide access to suppliers of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These suppliers are known as Nominee Purchasers. The public sector agencies making the nominations are known as Nominating Agencies.

What is a Nominee Purchaser?

"Nominee Purchaser" means a supplier to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for works done as such a supplier and registered by NSW Procurement. Access of nominee purchasers to SCCB standing offer agreements: Is limited to standing offer agreements relevant to the contract between the nominating agency and the nominee purchaser, and which are specifically listed in the nominee purchaser's registration; and Is for a fixed period of registration, usually ending on the completion of the term of the contract between the nominating agency and the nominee purchaser. A nominee purchaser must not purchase goods or services under a SCCB standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

If you have any further enquires, or are interested in using this facility please call NSW Procurement Client Support Centre on telephone 1800 NSW BUY (1800 679 289) or e-mail nswbuy@commerce.nsw.gov.au.

Code of Behaviour – Protection of Children and other Vulnerable People

The Supplier must, in carrying out this Agreement, comply with the codes, policies and guidelines and Standards listed in the Contract, which includes the Code of Behaviour for the Protection of Children and other Vulnerable People.

Government Taxes, Duties and Charges

The pricing for the Products includes all applicable levies, duties, taxes, insurances, packaging, imposts, overheads and profits, any applicable discounts, but is exclusive of GST.

Title and Risk

Title in the Deliverables shall pass to the Customer on satisfactory delivery to the Customer, as evidenced by the signature on the delivery docket of a duly authorised representative of the Customer. Such signature is not an acknowledgement of the acceptability of the Deliverables. Notwithstanding that the Customer has taken delivery, the Supplier will remain liable for any loss or damage to the Deliverables, which may have occurred prior to delivery, and for any non-compliance of the Deliverables with the Order and Customer Contract.

Insurance

The Supplier has arranged with a reputable insurance company:

- a. Public Liability Insurance;
- b. Product liability Insurance; and
- c. Workers Compensation Insurance

Price Variations

Price Variations for this contract are managed by HSS. Prices that appear in this User Guide are current at the time of issue.

Best Price

This "Best-Price" contract provides a single price, per supplier, per item. This means that all customers receive the same price for items bought under similar circumstances.

If during the term of the contract you find a more competitive price in NSW please notify the Contract Manager.

Delays and Emergencies

Please contact Suppliers in the first instance.

Section 5 – Frequently Asked Questions

Who is eligible to purchase from the Contract?

- a) Any Department, Agency or Office of the **Commonwealth** including any Statutory Authority constituted under Commonwealth legislation;
- b) Any Department, Agency or Office of any **State or Territory** of the Commonwealth, including **NSW Health** and any **Statutory Authority** constituted under State/Territory legislation;
- c) Any **Council** of a city, municipality or shire constituted by a State or Territory;
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation thereunder;
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, **not** being a trade, business or industry followed or carried on **for profit**, at the request of the Government, in respect of such service;
- f) Any Authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Commerce, or an official delegate of the Minister, to issue orders for supplies comprised in the agreement.

For the purpose of parts (d) and (e) above examples of typical organisations include, but are not limited to:

- Government Schools and Private Schools;
- TAFE Colleges;
- Public Hospitals and Area Health Services;
- Trustees of Public Parks;
- Boards;
- Tribunals;
- Commissions; and
- Registries.

For the purposes of part (f) above authorities to which permission has been given generally have:

- Charitable or benevolent status;
- Non-profit objective;
- Level of government subsidy/support.

Examples are

- Non-Government Schools;
- Pre-Schools/Kindergartens and Child Care Centres;
- Child Care Centres (excluding privately owned);
- Family Day Care Administrations;
- Nursing Homes (excluding privately owned);
- Other community based service providers;
- Student support groups which are established under the auspice of the relevant school or education institution;
- Arts based groups sponsored by the Ministry for the Arts.

What types of products are available under the contract?

The contract offers items in three categories. To see the range of products available go to Section 2 Products or directly to the Products and Pricing Schedule.

Who selected the products?

The new contract offers almost all of the items available under previous contracts and arrangements. All items selected to be in the contract have been chosen by a panel of product experts to ensure goods on contract meet the needs of NSW Health.

Can I negotiate discounts?

Product price negotiations can only be conducted by the Contract Manager. Clients cannot negotiate a price for a product. Clients can negotiate value added services with their chosen supplier/s.

Can I still use my current supplier?

Under the contract, suppliers are contracted to supply items according to category. Some suppliers may be contracted to provide the same items as they have supplied under previous Contracts, however, in some cases there will be a change of supplier required.

Am I required to use this contract?

Yes. As directed in Premier's Memorandum M2006-11 NSW Procurement Reforms: "All agencies, other than State Owned Corporations, must use SCCB whole-of-government contracts, where they are available, when procuring goods and services."

What if the supplier on contract doesn't want to supply the product I need?

When the Customer enters into a Customer Contract with the Supplier during the Term, the

Supplier must supply the required Deliverables to the Customer on the terms and conditions of the Customer Contract and in accordance with the Agreement. Notify the Contact Manager if there is an issue.

What if the supplier on contract doesn't have the product I need?

The contract will offer almost all of the items available from current State Contracts and arrangements. However, you may find some items are provided by a different supplier.

If you are certain a product you require is not offered by the contract, you can make a request to the Contract Manager that the product be added to the contract. Keep in mind this contract seeks to deliver efficiencies to government throughout the supply chain. This includes rationalising the items available, throughout the life of the contract. You will need a strong case for an item to be added.

How do I seek an exemption?

Where the supplier of the product you need is not contracted to supply, you must seek an exemption. Exemptions are granted only in rare and exceptional circumstances. Detailed procedures in Chapter 2, section 2.10 of the Purchasing and Supply Manual must be followed.

For information on how you make this request, NSW Health buyers should contact the Contract Manager at Health Support Services or your Clinical Products Co-ordinator at your nearest Service Centre. For all other buyers, call the NSW Procurement Client Support

Centre. To see contact details go to the Contract Factsheet.

How do I report purchasing, supply or payment issues?

Try to resolve contract and product issues directly with the **Supplier**.

If you unable to resolve to your satisfaction, **escalate** to the Procurement and Logistics at Health Support Services or the Contract Manager.

How do I report issues with clinical products, equipment or services provided by the supplier?

The Health Quality Reporting System (HQRS) is a secure state-wide system that enables reporting of quality issues for clinical goods, equipment or services purchased by Health Services. It alerts all Health Services of clinical product quality issues and risks and allows the performance of suppliers to be effectively managed. It is government policy that, wherever appropriate, alternative dispute resolution techniques are used rather than litigation. Steps to resolution are:

1. Try to resolve contract and product issues directly with the **Supplier**.
2. If you unable to resolve to your satisfaction, escalate to the **Product Manager** in Procurement and Logistics at Health Support Services or the **Contract Manager**.
3. Report all product issues, incidents and lodge contract exemptions using **HQRS**. It receives immediate attention as it is accessible to all health system users in real time.

How do I access HQRS?

Access to HQRS is restricted to Contract Managers and members of the Clinical Product and Equipment Manager Groups who understand their duty of care. To register or to find your nearest member, contact the Contract Manager or visit www.intranet.hss.health.nsw.gov.au

Where can I find more information about the contract?

Contact your Contract Manager whose details are listed on the Contract Factsheet.

For access to the Contracts Register, Standing Offer Arrangements and previous tender documents visit www.tenders.nsw.gov.au/health

- Click [here](#) for all NSW Department of Health contract award notices. Click [here](#) for all Health Support Services contract notices. Registration and login may be required.