



CONTRACT GUIDE

Contract 956

**Electromedical Equipment and Accessories
including Negative Pressure Wound Therapy
(NPWT) Devices**

**CONTRACT PERIOD: 1st February, 2011 to 31st January, 2014
With two extension options of 12 months each**



**Health
Support Services**
State Contracts Control Board

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

Rachel Sinnott

Contract Management Officer (Clinical)

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State Contracts Control Board

McKell Building 2-24 Rawson Place Sydney NSW 2000

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I www.nswbuy.com.au

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

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Document Control

Version	Date	Author	Details
1.0	3/12/2010	NE	First draft
2.0	25/03/2011	RS	Added a range of categories and suppliers
3.0	15/04/11	NE	Added ConvaTec
3.0	25/05/2011	NE	Fresenius Kabi Warranty Information added
4.0	08/09/2011	RS	Added Care Essentials to list of suppliers

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 Electromedical Equipment and Accessories for a term of 3 years expiring on 31 January 2014 with further 2 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

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).

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Section 2 – Range of Products/Services – Part 1 (Current Contract Items)

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

Syringe Pumps

**Please check with vendor whether syringe can support blood and blood products and stem cells.*

Category Number	Category Name
2	Syringe Pump (General purpose)
3a	Minimum Volume Tubing – Syringe Pumps
3b	Other Syringe Pump accessories

Electromedical Consumables

Category Number	Category Name
1.1	Electrode, Electrocardiograph, Single Use, Adult/Paediatric, Foam Backed
1.2	Electrode, Electrocardiograph, Single Use, Adult/Paediatric, Cloth Backed
1.3	Electrode, Electrocardiograph, Single Use, Adult/Paediatric, Radiolucent
1.4	Electrode, Electrocardiograph, Single Use, Adult/Paediatric, List all other/s
2.1	Electrode, Electrocardiograph, Single Use, Neonate, with Pre-Attached Lead Wire
2.2	Electrode, Electrocardiograph, Single Use, Neonate, without Pre-Attached Lead Wire
2.3	Electrode, Electrocardiograph, Single Use, Neonate, List all other/s
3.1	Electrode, Diagnostic, Tab for use with Diagnostic electrocardiograms
4.3	Coupling Agent, Gel, Ultrasound, Echocardiogram and Doppler
6.1	Pad, Defibrillator, suitable for use with Adult Defibrillator Paddles
6.2	Pad, Defibrillator, suitable for use with Paediatric Defibrillator Paddles
6.3	Pad, Defibrillator, suitable for use with Neonates Defibrillator Paddles
7.1	External Defibrillator
7.2	External pacing
7.3	Multifunctional (Defibrillation/Pacing)
8.1	Return Electrode, Disposable, Multiple Element, Adult, with Cable /Plug
8.2	Return Electrode, Disposable, Multiple Element, Paediatric, with Cable/ Plug
9.1	Return Electrode, Disposable, Multiple Element, Adult, without Cable /Plug
9.2	Return Electrode, disposable, Multiple Element, Paediatric, without Cable/ Plug
10.1	Return Electrode, Disposable, Multiple Element, Neonatal, with Cable/ Plug
11.1	Return Electrode, Disposable, Multiple Element, Neonatal, without Cable /Plug
12.1	Cable/Plug for use with Return Electrode
13.1	Diathermy Pencils, Mono Polar, Disposable, with Holster
13.2	Diathermy Pencils, Mono Polar, Disposable, without Holster
14.1	Diathermy Pencils, Reusable, with various Sealed Switch Types
15.1	Blade, Disposable, Single Use, Insulated, Metal Tip
15.2	Blade, Disposable, Single Use, Insulated, polytetrafluoroethylene (PTFE) (PTFE) or

Category Number	Category Name
	other non stick coated tip
16.1	Blade, Reusable, Insulated, Metal Tip
16.2	Blade, Reusable, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
17.1	Ball, Disposable, Single Use, Insulated, Metal Tip
17.1	Ball, Disposable, Single Use, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
18.1	Ball, Reusable, Insulated, Metal Tip
18.2	Ball, Reusable, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
19.1	Needlepoints, Disposable, Single Use, Insulated, Metal Tip
19.2	Needlepoints, Disposable, Single Use, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
20.1	Needlepoints, Reusable, Insulated, Metal Tip
20.2	Needlepoints, Reusable, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
21.1	Loops, Disposable, Single Use, Insulated, Metal Tip
21.2	Loops, Disposable, Single Use, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
22.1	Loops, Reusable, Insulated, Metal Tip
22.2	Loops, Reusable, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
23.1	Septum Blades, (Spear Shaped), Disposable, Single Use, Insulated, Metal Tip
23.2	Septum Blades, (Spear Shaped), Disposable, Single Use, Insulated, coated tip
24.1	Septum Blades, (Spear Shaped), Reusable, Insulated, Metal Tip
24.2	Septum Blades, (Spear Shaped), Reusable, Insulated, polytetrafluoroethylene (PTFE) or other non stick coated tip
25.1	Diathermy Pencil, Extension Tip, Insulated, Full Range of Shapes and Sizes
26.1	Diathermy Pencils, Disposable, Smoke Extractor, Integrated Unit
26.2	Smoke Extractor, attachment, for use with and attachment to Diathermy Pencils
27.1	Diathermy Pencils, Reusable, with various Sealed Switch Types, Smoke Extractor Integrated Unit
27.2	Smoke Extractor, Reusable attachment, for use with and attachment to Diathermy Pencils
28.1	Holsters for use with Reusable Pencils
28.2	Scratch Pad or equivalent for the Cleaning of Diathermy Tips
29.1	Probes, single use, full ranges
29.2	Probes, reusable, full ranges
29.3	Accessories and adapters
30.1	Cuffs, for use automatic Blood Pressure Machine, single patient use
30.2	Cuffs, for use automatic Blood Pressure Machine, reusable
30.3	Cuffs, for use with manual sphygmomanometer, single patient use
30.4	Cuffs, for use with manual sphygmomanometer, reusable
30.5	Replacement Tubing for NIBM or manual sphygmomanometer
30.6	Bulbs and other Spare Parts
31.1	Probe covers, for use with electronic thermometer

Category Number	Category Name
32.1	Replacement power pack
32.2	Paper
33.1	Leads, replacement
33.2	Transducer cable
33.3	Paper
34.1	Sterilisable bulbs
34.2	Ear speculae, single patient use, full range
34.3	Ear speculae, reusable , full range
35.1	Probes, replacements, foetal
35.2	Probes, replacements, vascular
36.1	Replacement Leads, full range
36.2	Paper for the printer
36.3	Replacement Electrode Clips
39.1	Paper or charts, for use with spirometer
39.2	Nose Clips, for use with spirometer
39.3	Breathing Tubes, replacement for spirometer
40.1	Replacement Cables, for use with defibrillator
40.2	Leads, replacement, for use with defibrillator
40.3	Tubing, replacement, for use with defibrillator
40.4	Paper, for use with defibrillator
41.1	Heating coils or heating wires
41.2	Chambers, for humidifier
41.3	Tubing
41.4	Sensors, temperature or airway
41.5	Other accessories,
42.1	Replacement Filter
42.2	Canister, single patient use, full range of sizes
42.3	Canister, single patient use
43.1	Cuffs for Extremity Only Compression, for use with intermittent pressure device, single patient use
43.2	Sleeves, for use with intermittent pressure device, single patient use, full range of sizes and styles
43.3	Replacement tubing
44.1	Giving sets for use with blood warmer
45.1	Blankets or quilts, for use with a patient warmer, single patient use, all sizes and range
45.2	Replacement Hoses, for use with patient warmer
45.3	Other fittings and accessories for patient warmer
46.1	Tubing for use in ventilation, single patient use
46.2	Mask for use with ventilation, nasal
46.3	Mask for use with ventilation, nasal and oral
46.4	Mask for use with ventilation, full face mask
46.5	Other Consumables
47.1	Masks for capnography
47.2	Tubing for capnography
47.3	Other Interfacing Consumables

Category Number	Category Name
47.4	Other Capnography Consumable

Electromedical Devices

Category Number	Category Name
1a.1	Hand held oximeter with alarms
1a.2	Hand held oximeter without alarms
1a.3	Case, for use with hand held oximeter
1b.1	Pulse oximeter, with plethysmograph
1b.2	Pulse oximeter, without plethysmograph
1b.3	Printer
1b.4	Trolley or Roll stand
1b.5	Data Storage / output Software Option
1b.6	Other options
2.1	Manual Sphygmomanometer (Aneroid), portable
2.2	Manual Sphygmomanometer (Aneroid), roll stand
2.3	Manual Sphygmomanometer (Aneroid), desk mounted
2.4	Manual Sphygmomanometer (Aneroid), wall mounted
3.1	Automatic Blood Pressure Monitor (NIBP) with alarm, with mounting bracket
4a.1	Electronic Thermometer, Tympanic
4a.2	Mounting bracket for use with Electronic Thermometer
4b.1	Electronic Thermometer, predictive
4b.2	Mounting bracket for use with Electronic Thermometer
4c.1	Electronic Thermometer, non contact
4c.2	Mounting bracket for use with Electronic Thermometer
5.1	Vital Signs Monitor, with Printer
5.2	Vital Signs Monitor, without Printer
5.8	Stand for use with Vital Signs Monitor
6.1	Cardio-Respiratory Monitor (ECG, Respiration, O2 Saturation, Non-Invasive Blood Pressure, Heart Rate and Temperature, with Printer
6.2	Cardio-Respiratory Monitor (ECG, Respiration, Oxygen Saturation, Non-Invasive Blood Pressure, Heart Rate and Temperature, without a Printer
6.8	Trolley for use with Cardio-Respiratory Monitor
8.1	Diagnostic Set (Ophthalmoscope + Otoscope), Portable, rechargeable
8.2	Diagnostic Set (Ophthalmoscope + Otoscope), Portable, rechargeable, battery operated
9.1	Diagnostic Set (Ophthalmoscope + Otoscope), Wall mounted
9.2	Diagnostic Set (Ophthalmoscope + Otoscope), Desk top
10.1	Foetal Heart Rate Monitor, Hand-held (Foetal Doppler)
11.1	Peripheral Vascular Monitor, Hand-held (Vascular Doppler)
12.1	Electrocardiograph, Multi Channel, A4 Format, Trolley Mounted, Non-Interpretive
12.2	Electrocardiograph, Multi Channel, A4 Format, Trolley Mounted, Interpretive
12.3	Trolley for use with ECG
14a.1	Spirometer, Wedge bellows type

Category Number	Category Name
14b.1	Spirometer, electronic type
15a.1	Defibrillator / Monitor (AED basic unit for low acuity applications)
15a.2	Trolley
15b.1	Defibrillator / Monitor, AED, Manual with AED functions, manual override mode, manual – with or without pacing
15b.2	Trolley
15b.3	Carry Case
16.1	Humidifier
17.1	Nebuliser
17.2	Stand
17.3	Carry Case
18.1	Suction Pump, Electrically Operated, high vacuum
18.2	Suction Pump, Electrically Operated, high flow
18.3	Suction Pump, Electrically Operated, low vacuum
18.4	Suction Pump, manually operated
19.1	Intermittent Pressure Device, single cuff/sleeve.
19.2	Intermittent Pressure Device, multiple cuff/sleeve.
20.1	Blood warmer, with alarms, with/without pole mounting
21.1	Patient Warmer, Hot Air Type for use in Hyperthermia Unit
22.1	Continuous Positive Pressure Ventilation Device
23a.1	Bi- Level, Basic S (Spontaneous) Ventilation Device
23b.1	Bi- Level, Higher Level ST (Spontaneous Timed) Ventilation Device
24.1	Capnography

NPWT Devices

Category No.	Item Product Description
1.1	Stationary Devices
2.1	Portable Devices

NPWT Consumables

Category No.	Item Product Description
1.1	Gauze Kits (all sizes and all of range)
1.2	Foam Kits (all sizes and all of range)
2.1	Gauze (all sizes and all of range)
3.1	Foam (all sizes and all of range)
4.1	Tubing with drainage device, all of range and sizes
4.2	Tubing without drainage device, all of range and sizes
5.1	Drainage Device (if sold separately) all of range
6.1	Wound sealing adhesives
7.1	Canisters all of range and sizes all variations and for all models
8.1	Bacteria filters for all sizes all variations and for all models
9.1	Rechargeable batteries all sizes all variations and for all models
10.1	Carry Bag for Portable Units

11.1	Connectors - All of range
12.1	Dressing Accessories
13.1	Device Accessories

Section 3 – Suppliers

The following Suppliers have been appointed to Contract [956 Electromedical Equipment & Accessories](#).

Suppliers

1. 3M Australia Pty Limited '3M'
2. Aero Healthcare ('Aero')
3. Air Liquide Healthcare Pty Ltd
4. Ambu Pty Ltd 'Ambu'
5. Australian Medical Supplies Pty Ltd ('Australian Medical Supplies')
6. B.Braun Australia Pty Ltd* ('B.Braun')
7. Big Green Surgical Company Pty Ltd ('Big Green')
8. Bosco Medical Australia Pty Ltd ('Bosco Medical')
9. Care Essentials Pty Ltd ('Care Essentials')
10. Carefusion Australia 316 Pty Ltd ('Carefusion')
11. Conmed Linvatec Australia ('Conmed Linvatec')
12. Cook Medical Pty Ltd ('William A. Cook')
13. ConvaTec Pty Ltd
14. Covidien Pty Ltd
15. Device Technologies Pty Ltd ('Device Technologies')
16. EBOS Group Pty Limited ('Ebos')
17. Ecomed Trading Pty Ltd* ('Ecomed')
18. EMT Healthcare Pty Ltd ('EMT')
19. Endocorp Pty Ltd ('Endocorp')
20. Endovations Pty Ltd* ('Endovations')
21. Ferno Australia Pty Ltd
22. Fisher & Paykel Healthcare Pty Ltd
23. Fresenius Kabi Australia Pty Ltd ('Fresenius Kabi')
24. Gate Healthcare Pty Ltd ('Gate Healthcare')
25. GE Healthcare Australia Pty Ltd* ('GE Healthcare')
26. Huntleigh Healthcare Pty Ltd
27. JLM Accutek Healthcare ('JLM Accutek')
28. Karl Storz Endoscopy Australia Pty Ltd ('Karl Storz')
29. KCI Medical Australia Pty Ltd
30. Laerdal Pty Ltd* ('Laerdal')
31. Life Healthcare Distribution Pty Ltd ('Life Healthcare')
32. Livingstone International Pty Ltd ('Livingstone International')
33. LMA PacMed Pty Ltd
34. M.I.S.E. Holdings Pty Ltd ('Marco D'Polo')
35. Masimo Australia Pty Ltd ('Masimo')
36. Mayo Healthcare Pty Ltd* ('Mayo Healthcare')
37. Med-Chem Surgical Pty Ltd ('Med-Chem')
38. Medeleq Pty Ltd ('Medeleq')
39. Medical + Optical Instruments Australia Pty Ltd* ('Medical + Optical')
40. Medical Specialties Australia Pty Ltd
41. Medtronic Australasia Pty Ltd* ('Medtronic')
42. Midmed Pty Ltd
43. Mortara Instruments Australia Pty Ltd ('Mortara Instruments')
44. N. Stenning & Co Pty Ltd ('N.Stenning')
45. National Surgical Corporation Pty Ltd ('National Surgical Corporation')
46. Orthopaedic Appliances Pty Ltd ('Orthopaedic Appliances')
47. Parker Healthcare Pty Ltd ('Parker')
48. Phillips Electronics Australia Limited ('Phillips')
49. Proact Medical Systems Pty Ltd* ('Proact')
50. REM Systems Pty Ltd ('REM Systems')
51. ResMed Asia Pacific
52. Rymed Pty Ltd ('Rymed')
53. Michael Kornitschuk ('Sasyachook')
54. Schiller Australia Pty Ltd* ('Schiller')
55. Smith & Nephew Pty Ltd
56. Smiths Medical Australiasia Pty Ltd* ('Smiths Medical')
57. Sutherland Medical Pty Limited ('Sutherland')
58. Tag Medical Pty Ltd* ('Tag Medical')
59. Taleb Enterprises Pty Ltd ('Taleb Medical')
60. Terumo Corporation* ('Terumo')
61. The Critical Group Pty Limited ('The Critical Group')
62. Thermo Fisher Scientific Australia Pty Ltd ('Thermo Fisher')
63. Ulco Engineering Pty Ltd ('Ulco')
64. Welch Allyn Australia Pty Ltd* ('Welch Allyn')
65. Zoll Medical Australia Pty Ltd* ('Zoll')

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: 3medicalaucs@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.
- Discounts are outlined in User Guide Spreadsheet.
- 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".
A telephone call to 3M prior to urgent order placement is required so delivery & air freight costs can be advised and clearly marked on the order. Delivery time frames can also be advised at this time.
- Air freight costs will depend on delivery location and weight. Alternatively customers may contact the 3M nominated distributor for this contract to arrange for an emergency delivery.

Aero Healthcare

Contact: Customer Services

ABN: 54 734 838 472

**Site address: 6 Brickfield Avenue, Armidale NSW
2350**

Post address: PO Box 1635, Armidale NSW 2350

Telephone: 02 6772 8747

Facsimile: 02 6771 3369

E-mail: sales@aerohealthcare.com

Internet: www.aerohealthcare.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 are outlined in User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order
- Sydney Metro/Regional within 24 hours for orders placed by 1.00pm – weekdays only
- Rural/Remote NSW within 48 hours for orders placed by 1.00pm – weekdays only

Emergency Delivery:

- Sydney Metro / Regional within 12 hours
- Rural / Remote within 24 hours with additional delivery charges as per courier cost
- Express courier options available with additional charges as per courier cost

Help Desk Access

Geographic area covered	All of Australia
Phone number (s)	1800 628 881
Non toll-free Help desk number	02 6772 8747
Corresponding toll charges	Standard call charges
Help desk hours	8.00am - 5.00pm EST

Air Liquide Healthcare Pty Ltd

Contact: Teresa Murdoch

ABN: 41 002 653 045

Site address: 5/476 Gardener's Road ALEXANDRIA NSW 2015

Post address: Locked Bag 1008 ROSEBERY NSW 1445

Telephone: 1300 36 02 02

Facsimile: 02 8338 9797

E-mail:

Internet: www.airliquidehealthcare.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.
- Volume discounts are outlined in User Guide Spreadsheet and rental options on the next page.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No Minimum Order

Emergency Delivery:

Delivery time-frames as outlined below are also accepted:

Zone	Description	Time frame CPAP & accessories (from time of contact with the patient)	Time frame Bi-level units (from time of contact with the patient)
Zone A	Delivery within 50Km (one way) from any of our locations.	Hospital: 24h	Hospital: 24h if State Capital City, 72h otherwise.
		Patient's residence: 48h (24h if urgent)	Patient's residence: 48h if State Capital City, 72h otherwise.
Zone B	Delivery within 51-100Km (one way) from any of our locations.	Hospital: 48h	Hospital: 72h
		Patient's residence: 48h	Patient's residence: 72h
Zone C	Delivery within 101-200Km (one way) from any of our locations.	Hospital: 48h	Hospital: 72h
		Patient's residence: 48h	Patient's residence: 72h

Zone D	Delivery in areas greater than 200Km (one way) from any of our locations.	AIR LIQUIDE Healthcare is pleased to offer the assistance of our network of Branches and Agents to support the needs of the entitled persons living further away from the main centres. The set-up on CPAP/Bi-level units for these persons cannot fit in scheduled runs. Special and ad-hoc processes need to take place for delivery to each single person. Therefore, in this case, each delivery will be quoted on a Price On Application basis. Most of the deliveries in zone D can be done by AIR LIQUIDE Healthcare within the requested 72h timeframe. However, this will affect the delivery fee (POA). AIR LIQUIDE Healthcare can deliver the CPAP/Bi-level unit to the entitled person's residence; however in order to offer a cost effective solution for patients we would recommend to deliver the unit to the nearest Hospital or Sleep Lab.
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Important Note: Cut Off time before week-ends and bank holidays: 11.00 am (no deliveries available on week-ends and bank holidays - any order received after this time will be considered as being received on the morning of the following working day).

1. Emergency Delivery Arrangements

Our Homecare technicians are on call 24/7 and can trouble shoot over the phone; however, we do not encourage call outs after hours for patients on CPAP and would only intervene in case of emergency.

We can attend to patient within 24h in metro areas and 48-72h outside metro depending on location. A call out fee applies for

Note for patients on BiLevel:

Please note that for the safety of patients using VPAP machines, it is strongly recommended that they have a back up machine at home to secure their ventilation need in case of equipment breakdown. This is especially important for patients in remote location where we cannot guarantee to be there within 24h.

Costs for smaller home deliveries as outlined below:

Prices are exclusive of GST:

- Delivery Zone A (within 50 km of ALH location) \$60
- Delivery Zone B (50 to 100 km of ALH location) \$110
- Delivery Zone C (100 to 200 km of ALH location) \$320

Help Desk Access

Geographic area covered?	NSW
Phone number (s)?	1300 36 02 02
Non toll-free Help desk number	02 9364 7474
Corresponding toll charges	Local standard call costs
Help desk hours	Mon – Fri 9,00am – 5.00pm

Ambu Australia Pty Ltd

Contact: Customer Services

ABN: 80 138 610 554

Site address: 2401/4 Daydream St, Warriewood, NSW 2102

Post address: PO Box 539, Church Point, NSW 2105

Telephone: 1300 233 118

Facsimile: 1300 156 526

E-mail: aussales@ambu.com

Internet: www.ambu.com

Help Desk Access

Geographic area covered?	All of Australia
Phone number (s)?	1300 233 118
Non toll-free Help desk number	02 9999 0619
Corresponding toll charges	N/A
Help desk hours	Mon – Fri 9,00am – 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

- The minimum box order quantity dictates the minimum order value
- 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
- Ambu Australia can supply within 6 hours via courier service at additional cost which will be quoted at time of order placement

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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- 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.

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 are outlined in User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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	Australia and New Zealand
Phone number (s)	1300 244 473
Non toll-free Help desk number	(02) 4967 6650
Corresponding toll charges	Nil
Help desk hours	07:30am – 5.30pm

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)	1800 026 726
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

Care Essentials Pty Ltd

Contact: Glyn Johnson

ABN: 89 148 060 486

Site address: 25-27 Slevin St, North Geelong, Vic 3215

Post address: PO Box 5450, North Geelong 3215

Telephone: 02 4381 2909

Facsimile: 02 4381 2908

E-mail: glyn@careessentials.com.au

Internet: www.careessentials.com.au

Help Desk Access

Geographic area covered	Australia nationwide
Phone number (s)	03 5277 1455
Corresponding toll charges	Standard
Help desk hours	Business hours 8:00 – 18:00

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
- 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

CareFusion Australia 316 Pty Ltd

Contact: Helen Blair – Customer Service Manager

ABN: 26 003 080 215

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@carefusion.com

Internet: www.carefusion.com

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).

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 are outlined in User Guide Spreadsheet.
- 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 for consumables
- Rural/Remote NSW within 48 hours for consumables
- 6-8 weeks from order for capital items.

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.

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

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
- Emergency courier cost to be charged to the Customer

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	8.00am to 6.00pm and after hours call service 24 hours per day, 7 days per week

Cook Medical Australia Pty Ltd

Contact: Customer Service

ABN: 51 141 259 118

Site address: 95 Brandl Street, Eight Mile Plains, QLD
4113

Post address: PO Box 4002, Eight Mile Plains, QLD
4113

Telephone: 1800 777 222

Facsimile: 1800 077 283 / 07 3841 1288

E-mail: caucorporateaccounts@cookmedical.com

Internet: www.cookmedical.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.
- There are no discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order value of \$500. Orders less than \$500 incur a \$30 fee.
- Sydney Metro/Regional within 24 hours for all stock items
- Rural/Remote NSW within 48 hours for all stock items
- Non-stock items may take up to 6 weeks

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- Extraordinary requests for urgent shipments outside of standard delivery terms will attract a freight and handling charge

Help Desk Access

Geographic area covered	NSW
Phone number (s)	1800 777 222
Non toll-free Help desk number	07 3381 1188
Corresponding toll charges	As per telecommunication provider
Help desk hours	7.00am to 5.00pm weekdays

ConvaTec Australia Pty Ltd (Unomedical)

Contact: Dario Musco

ABN: 70 131 232 570

Site address: Unipark Monash, Building 2 Ground
Floor. 195 Wellington Road Clayton Victoria 3168

Post address: C/- ConvaTec PO Box 63 Mulgrave
Vic 3170

Telephone: 1800 350 886

Facsimile: 1800 814 196

E-mail: convatecservicedesk@eds.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 9am-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 11.00am Mon-Fri should have delivery in 1 business day (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 11.00am 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 11.00am 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.

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 Covidien), 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 (excl GST) will incur a \$30 plus GST 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. Covidien passes on only the cost from the carrier without any additional handling charges

Denyer Bros Pty Ltd

Contact: Rod

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: 02 9638 2100

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

- Minimum order of \$100. Orders less than \$100 will incur a \$5 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	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 5.30pm, Mon-Fri excluding NSW Public Holidays

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.
- Discounts are outlined in User Guide Spreadsheet.
- 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

EMT Healthcare Pty Ltd

Contact: Mario Kuna

Site Address: Unit2/11 Ponderosa Place Warriewood
NSW 2102

ABN: 52088520487

Post address: PO BOX 562 MONA VALE NSW

Telephone: 02 9979 4111

Facsimile: 02 9979 4100

E-mail: sales@emt.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.
- 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

24/7 Support via Mobile Phones direct to Sales Team

Ebos Group Pty Ltd

Contact: Jenny Mrvica

ABN: 77 000 060 364

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

Post address: PO Box 100, Kingsgrove NSW 1480

Telephone: 1800 269 534

Facsimile: 02 9502 8411

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.
- 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	National
Phone number (s)	1800 269 534
Non toll-free Help desk number	02 9502 8400
Corresponding toll charges	Yes
Help desk hours	8.30am - 5.00pm

Ecomed Trading Pty Ltd

Contact: Dev Anand

ABN: 55 130 576 046

Site address: Unit 4, 30 Foundry Road, Seven Hills ,
NSW 2147

Post address: Unit 4, 30 Foundry Road, Seven Hills
, NSW 2147

Telephone: 1800 675 432

Facsimile: 1800 675 433

E-mail: lee@ecomед.com.au

Internet: www.ecomed.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.
- Volume discounts offered as outlined in User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$250 will incur a delivery charge.
- 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)	1800 675 432
Non toll-free Help desk number	02 9620 6600
Corresponding toll charges	STD call rates apply
Help desk hours	8.30am to 5.00pm with additional after hours service on the same number.

Endocorp Pty Ltd

Contact: Nikki Prattent

ABN: 02 057 448 996

Site address: Unit 1, Gladstone Road, Castle Hill
NSW 2154

Post address: PO Box 6343 Baulkham Hills
Business Centre, Baulkham Hills NSW 2153

Telephone: 02 8850 5000

Facsimile: 02 8850 5011

E-mail: sales@endocorp.com.au

Internet: www.endocorp.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 for 100+ items as outlined in the User Guide spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order is \$150.00. Orders below this amount will incur a \$20.00 fee.
- Sydney Metro/Regional within 24 hours for products in stock
- Rural/Remote NSW within 48 hours for products in stock
- Products temporarily not in stock will be delivered within 4 weeks

Emergency Delivery:

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

Help Desk Access

Geographic area covered	Sydney
Phone number (s)	1800 816 003
Non toll-free Help desk number	02 8850 5000
Corresponding toll charges	Regular landline charges
Help desk hours	9.00am to 5.00pm

Endovations Pty Ltd

Contact: Brian Moore

ABN: 22 098 684 265

Site address: Suite 2/57 Denison Street,
Camperdown NSW 2050

Post address: PO Box 274 Camperdown NSW 2050

Telephone: 02 9557 4655 / 0459 084 439

Facsimile: 0 9557 3644

E-mail: sales@endovations.com.au

Internet: www.endovations.com.au

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1300 361 839
Non toll-free Help desk number	02 9557 4655
Corresponding toll charges	Standard local call rates
Help desk hours	8:00am to 6.00pm

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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order of \$150.00.
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours
- Endovations also provide Same Day service delivery as part of its standard service to the Sydney metropolitan area for both the core products and the consumables. Typically this service provides delivery to the customer in 3-4 hours from receipt of order. This service is normally only available for orders received prior to Midday.

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- Endovations also able to offer a further Emergency Same Day service delivery to the Sydney metropolitan area. Typically this service provides delivery to the customer in <3 hours from receipt of order. This service is Extraordinary service and utilises a specialist Endovations Courier. This service attracts a logistics service fee

Ferno Australia Pty Ltd

Contact: Alan Ferris

ABN: 88 009 927 137

Site address: 11 Johnstone Road, Brendale QLD 4500

Post address: PO Box 5210 Brendale QLD 4500

Telephone: 1800 334 565 / 07 3881 4999

Facsimile: 07 3881 1125

E-mail: info@ferno.com.au

Internet: www.ferno.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 48 hours
- Rural/Remote NSW within 72 hours

Emergency Delivery:

- Sydney Metro/Regional within 24 hours
- Rural/Remote within 48 hours
- Smaller Home Deliveries incur a \$15.00 fee

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 804 647
Non toll-free Help desk number	07 3881 4999
Corresponding toll charges	Standard call charges
Help desk hours	7.30am to 5.30pm AEST

Fisher & Paykel Healthcare Pty Ltd

Contact: Julie Turner

ABN: 52 005 484 999

Site address: 36-40 New Street, Ringwood VIC 3134

Post address: PO box 167 Ringwood VIC 3134

Telephone: 1800 653 881

Facsimile: 03 9879 1598

E-mail: customerservice@fphcare.com.au

Internet: www.fphcare.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.
- Volume Discounts are outlined in the User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum Order of \$300.00
- Sydney Metro/Regional within 24 hours for orders received before 1.00pm
- Rural/Remote NSW within 48 hours

Help Desk Access

Not available

Fresenius Kabi Australia Pty Ltd

Contact: Tatiana Hanrahan

ABN: 39 109 383 593

Site address: 964 Pacific Highway, Pymble NSW
2073

Post address: 964 Pacific Highway, Pymble NSW
2073

Telephone: 1300 732 001

Facsimile: 1300 304 384

E-mail: customer.service-au@fresenius-kabi.com

Internet: www.fresenius-kabi.com

Warranty Information

The goods offered under RFT 956 are covered by a five year warranty from the date of invoice if purchased during the term of the contract.

Annual Quality Control Check and Tri-annual Preventative Maintenance is covered under warranty for five years from date of invoice if purchased during the term of the contract.

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.
- See warranty information

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 within 24 hours
- 24/7 Emergency Hotline with delivery service also available

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1300 304 384
Non toll-free Help desk number	02 9391 5555
Corresponding toll charges	Standard call charges
Help desk hours	8.30am to 5.30pm

Gate Healthcare Pty Ltd

Contact: Jason McConnell

ABN: 67 127 725 348

Site address: 45 Church Street, Abbotsford VIC 3067

Post address: 45 Church Street, Abbotsford VIC 3067

Telephone: 03 9413 5555

Facsimile: 03 9413 5556

E-mail: info@gatehealthcare.com

Internet: www.gatehealthcare.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 for 50-100+ boxes as outlined in the User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$300 will incur a \$15 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	Australia
Phone number (s)	1800 853 351
Non toll-free Help desk number	03 9413 5555
Corresponding toll charges	Telephone provider charges
Help desk hours	24 hours

GE Healthcare Pty Ltd

Contact: Penni Craggs

ABN: 32 001 408 402

Site address: Building 3, 21 South Street,
Rydalmere NSW 2116

Post address: PO Box 21 Rydalmere NSW 1701

Telephone: 1300 722 229

Facsimile: 02 9846 4762

E-mail:

Internet: www.gehealthcare.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.
- Volume discounts as outlined in the User Guide Spreadsheet as well as in the next column.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$50 will incur a \$10 order fee
- Sydney Metro/Regional within 24 hours for orders placed before 2.00pm
- Rural/Remote NSW within 48 - 72 hours for orders placed before 2.00pm

Emergency Delivery:

- Sydney Metro/Regional within 12 hours – additional freight costs will apply
- Rural/Remote NSW within 24 hours – additional freight costs will apply. NB remote areas without air access may take longer

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1300 722 229
Non toll-free Help desk number	02 9846 4000
Corresponding toll charges	N/A
Help desk hours	8.30am to 5.30pm

TABLE OF DISCOUNTS for ECG machines and defibrillators

12.1, 1 - 4

A single discount will be applicable to any order, discounts are not cumulative.

	DISCOUNT TYPE	%
1.a	Multiple Purchase Discount :	
(i)	two units ordered at different times	5%
(ii)	3 or 4 units ordered at different times	10%
2.a	Bulk Purchase Discounts	
(i)	two units ordered at the same time	10%
(iii)	3 or 4 units ordered at the same time	15%
(iii)	5 or more units ordered at the same time	20%
3	New Model Discount (refer Clause 7.5.1 Part B)	10%
4	Reference Site Discount	15%
5	Luminary Site Discount	15%
6	Major Installation Site Discount	15%
7	Major Installation Site Discount	15%

Huntleigh Healthcare Pty Ltd

Contact: Customer Service

ABN: 75 007 200 900

**Site address: Unit 6, 4 Avenue of Americas,
Newington NSW 2127**

**Post address: Unit 6, 4 Avenue of Americas,
Newington NSW 2127**

Telephone: 02 9714 6300

Facsimile: 1800 072 040

E-mail: sales@arjohuntleigh.com

Internet: www.arjohuntleigh.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.
- Volume discounts as outlined in the User Guide Spreadsheet and below
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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
- Wound ASSIST TNP consoles for rental can be provided within 4 hours for Sydney Metro/Wollongong and Newcastle areas at no additional charge.

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 072 040
Non toll-free Help desk number	02 9714 6300 / 08 9337 4111
Corresponding toll charges	Cost of local call
Help desk hours	8.00am to 8.00pm EST

Innervate (Niche Medical) Pty Ltd

Contact: Joe

ABN: 37 088 952 550

Site address: 14 Southport Street, West Leederville
WA 6007

Post address: PO Box 1019, West Leederville WA
6901

Telephone: 1300 136 855

Facsimile: 1300 664 204

E-mail: info@nichemedical.com.au

Internet: www.nichemedical.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.
- Volume discounts as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

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

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 136 855
Non toll-free Help desk number	08 6380 1122
Corresponding toll charges	Cost of local call
Help desk hours	9.00am to 7.00pm AEST

Invitro Technologies Pty Ltd

Contact: Customer Care Department

ABN: 27 102 379 895

Site address: 3 Grant Street, Cleveland QLD 4163

Post address: 7-9 Summit Road, Noble Park, VIC 3174

Telephone: 1300 552 003

Facsimile: 1300 552 004

E-mail: care@invitro.com.au

Internet: www.invitro.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.
- Volume discounts as outlined on the next page
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order fee of \$100.00
 - Sydney Metro/Regional within 24 hours
 - Rural/Remote NSW within 48 – 72 hours
- Home deliveries will incur the cost of the minimum order value and the courier cost associated with the delivery.

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 552 003
Non toll-free Help desk number	1300 552 003
Corresponding toll charges	Cost of local call
Help desk hours	8.30am to 5.30pm EST

JLM Accutek Health Care

659 003

Contact: Lisa Irwin

ABN: 36 125 366 430

Site address: Unit 44, 11-21 Underwood Road,
Homebush NSW 2140

Post address: Unit 44, 11-21 Underwood Road,
Homebush NSW 2140

Telephone: 1300 793 755

Facsimile: 1300 793 018

E-mail: info@jlmaccutek.com.au

Internet: www.jlmaccutek.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.
- Volume discounts as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$200 will incur a \$30 order fee
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 - 72 hours
- Emergency deliveries within Sydney Metropolitan areas will be delivered within 3 hours
- \$25 for smaller home deliveries

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- Emergency deliveries within Sydney Metropolitan areas will be delivered within 3 hours

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 793 755
Non toll-free Help desk number	02 9764 6017
Corresponding toll charges	Cost of local call
Help desk hours	8.00am to 5.00pm and after hours 0417 485 925 / 0418

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Health Support Services
State Contracts Control Board

KCI Medical Australia Pty Ltd

Contact: Shayne Penfold

ABN: 47 056 073 468

Site address: Level 7, 15 Orion Road, Lane Cove
West NSW 2066

Post address: PO Box 1541 Lane Cove NSW 1595

Telephone: 1300 KCI VAC (524 822)

Facsimile: 1800 KCI VAC (524 822)

E-mail: postmasterAU@kci-medical.com

Internet: www.kci-medical.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.
- See below for discount and rental offers
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order fee depends on the Business Model Selected (outlined below)
- 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
- KCI Medical agrees to Emergency Delivery times, which may incur a courier service fee

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 KCI VAC (524 822)
Non toll-free Help desk number	NA
Corresponding toll charges	Nil
Help desk hours	24 hours – service line 8.00am – 5.30pm weekdays call centre

Karl Storz Endoscopy Australia Pty Ltd

Contact: Mark Donovan

ABN: 34 125 927 826

Site address: 15 Orion Road, Lane Cove NSW 2066

Post address: PO Box 50 Lane Cove NSW 1595

Telephone: 02 9490 6700

Facsimile: 02 9420 0695

E-mail: karlstorz@karlstorz.com.au

Internet: www.karlstorz.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.
- 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 at standard courier rates
- Rural/Remote NSW within 24 hours at standard courier rates

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 996 562
Non toll-free Help desk number	02 9490 6700
Corresponding toll charges	Nil
Help desk hours	8.00am to 6.00pm

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**Health
Support Services**
State Contracts Control Board

Laerdal Pty Ltd

Contact: Sandra Cross or Deb Dana

ABN: 47 003 817 490

Site address: 8 Stamford Road Oakleigh VIC 3166

Post address: 8 Stamford Road Oakleigh VIC 3166

Telephone: 1800 331 565

Facsimile: 1800 635 835

E-mail: customer.service@laerdal.com.au

Internet: www.laerdal.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours - Same day metro deliveries for order before 12 midday
- 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)	1800 331 565
Fax Number	1800 635 835
Non toll-free Help desk number	03 9569 4055
Non toll-free Help Desk fax number	023 9569 4028
Corresponding toll charges	Nil
Help desk hours	9.00am to 5.30pm

Lifehealthcare Distribution Pty Ltd

Contact: Paul Arthur

ABN: 30 117 449 911

Site address: L8, 15 Talavera Road, North Ryde
NSW 2113

Post address: PO Box 646 North Ryde NSW 2113

Telephone: 1800 998 141

Facsimile: 08 9434 1009

E-mail: louisa.conigilio@lifehealthcare.com.au

Internet: www.lifehealthcare.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours for orders received before 4.00pm EST
- Rural/Remote NSW within 48 hours for orders received before 4.00pm EST

Emergency Delivery:

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

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 998 141
Non toll-free Help desk number	08 9418 6633
Corresponding toll charges	PSTN STD rates to Perth apply
Help desk hours	8.00am to 6.00pm EST

Livingstone International Pty Ltd

Contact: Hospital Sales Team

ABN: 66 052 001 144

Site address: 106-116 Epsom Road, Rosebery NSW
2018

Post address: 106-116 Epsom Road, Rosebery NSW
2018

Telephone: 1300 559 559

Facsimile: 1300 780 008

E-mail: Sales-Hospital@livingstone.com.au

Internet: www.livingstone.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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

Smaller home deliveries cost \$8 plus GST per order

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 559 559
Non toll-free Help desk number	02 9313 6111
Corresponding toll charges	Local call rate
Help desk hours	8.30am to 6.00pm weekdays (excluding public holidays) EST

LMA PacMed Pty Ltd

Contact: Paul Barker

ABN: 74 096 142 675

Site address: 182 - 184 Stawell St. Burnley VIC 3121

Post address: 182 - 184 Stawell St. Burnley VIC
3121

Telephone: 1800 656 059 / 03 8416 0321

Facsimile: 03 8416 0345

E-mail: support@lmapacmed.com.au

Internet: www.lmapacmed.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 are outlined in the User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours for orders placed before 2.00pm for products in stock
- Rural/Remote NSW within 48 hours for orders placed before 2.00pm for products in stock

Emergency Delivery:

- Sydney Metro/Regional within 24-36 hours
- Rural/Remote NSW within 36-48 hours
- Additional Emergency Delivery charges may apply

Help Desk Access

Geographic area covered	Australia/New Zealand
Phone number (s)	1800 656 059
Non toll-free Help desk number	03 8416 0321
Corresponding toll charges	Normal phone charges apply
Help desk hours	8.00am to 5.30pm

M.I.S.E. Holdings Pty Ltd (Marco D'Polo)

Contact: Nigel Mullard

ABN: 24 124 982 074

Site address: 2/19 Stennett Road, Ingleburn NSW
2565

Post address: PO Box 577 Ingleburn NSW 2565

Telephone: 02 9829 2244

Facsimile: 02 9829 3030

E-mail: enquiries@marcodpolo.com.au

Internet: www.marcodpolo.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24-72 hours
- Rural/Remote NSW within 48-120 hours

Emergency Delivery:

- Sydney Metro/Regional within 24-36 hours
- Rural/Remote NSW within 36-48 hours

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 646 677
Non toll-free Help desk number	02 9829 2244
Corresponding toll charges	N/A
Help desk hours	9.00am to 5.00pm

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**Health
Support Services**
State Contracts Control Board

Masimo Australia

Contact: Natalie Honour

ABN: 71 124 371 701

Site address: Suite 5, Boulevard 5, 49 Frenchs Forest Road, Frenchs Forest NSW 2086

Post address: Suite 5, Boulevard 5, 49 Frenchs Forest Road, Frenchs Forest NSW 2086

Telephone: 1300 627 466 / 02 9452 4334

Facsimile: 02 9452 3763

E-mail: anz@masimo.com

Internet: www.masimo.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.
- Volume discounts as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Consumables 1-2 working days
- Devices 5-10 Working days

Emergency Delivery:

- Sydney Metro/Regional within 12 hours – freight to be paid by customer if required inside this delivery time
- Rural/Remote NSW within 24hours – freight to be paid by customer if required inside this delivery time

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 627 466
Non toll-free Help desk number	02 9452 4334
Corresponding toll charges	Standard National Rates
Help desk hours	Business Hours (sales rep available 24 hours on mobile)

Mayo Healthcare Pty Ltd

Contact: Barbara Hunnam

ABN: 81 000 855 078

Site address: 34 Morley Avenue, Rosebery NSW 2018

Post address: PO Box 150 Rosebery NSW 1445

Telephone: 1300 360 226

Facsimile: 02 9700 9422

E-mail:

Internet: www.mayohealthcare.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders below \$250 will incur a \$25 fee
- Sydney Metro / Regional within 24-48 hours
- Rural / Remote NSW within 48-72 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours – a surcharge may apply
- Rural/Remote NSW within 24 hours – a surcharge may apply

Help Desk Access

Geographic area covered	Australia
Phone number (s)	
Non toll-free Help desk number	1300 360 226
Corresponding toll charges	Local Call Cost
Help desk hours	07.30am to 6.00pm EST

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.
- No discounts offered.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders below \$100 will incur a \$25 fee
- 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".

Medeleq Pty Ltd

Contact: Adrian Cutajar

ABN: 48 912 042 340

Site address: 11 Palings Court, Nerang QLD 4211

Post address: PO Box 419 Nerang QLD 4211

Telephone: 07 5596 2422

Facsimile: 07 5596 2374

E-mail: sales@medeleq.com.au

Internet: www.medeleg.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$250 will incur a \$30 fee
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours
- Standard delivery times as outlined above will be targeted however this cannot be guaranteed. In general all deliveries are subject to the accessibility of the delivery address by general transport.

Emergency Delivery:

- Emergency deliveries will be made as negotiated with the purchaser on a case by case basis.

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 677 712
Non toll-free Help desk number	07 5596 2422
Corresponding toll charges	Standard rates
Help desk hours	Standard business hours

Medical + Optical Instruments Pty Ltd

Contact: Customer Service

ABN: 80 003 178 596

Site address: 81 Whiting Street, Artarmon NSW
2068

Post address: PO Box 850 Artarmon NSW 1570

Telephone: 1800 225 065

Facsimile: 02 9439 8855

E-mail: info@medopt.com.au

Internet: www.medopt.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- \$25 minimum order fee
- Sydney Metro/Regional within 24 hours
- Rural/Remote NSW within 48 hours
- Non-stock items delivered within 3 weeks

Emergency Delivery:

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

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 225 065
Non toll-free Help desk number	02 9439 6677
Corresponding toll charges	N/A
Help desk hours	8.00am to 6.00pm weekdays and after hours call centre

Medical Specialties Australia Pty Limited

Contact: Camille Bates

ABN: 75 880 043 044

Site address: 54 Gibbes Street, Chatswood NSW
2067

Post address: PO Box 764, Willoughby NSW 2068

Telephone: 02 9417 7955

Facsimile: 02 9417 5779

E-mail: custserv@msa.com.au

Internet: www.msa.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.
- Volume Discounts outlined in User Guide Spreadsheet and next page.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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
- Additional emergency delivery times can be provided which will incur charges which will be quoted at time of request.
- Smaller home deliveries will incur standard delivery charges.

Help Desk Access

Geographic area covered	Australia
Phone number (s)	02 9417 7955
Non toll-free Help desk number	02 9417 7955
Corresponding toll charges	Normal call charges
Help desk hours	8.30am – 5.30pm Mon-Fri

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**Health
Support Services**
State Contracts Control Board

MEDTRONIC Australasia Pty Ltd

Contact: Laima Karklins

ABN: 47 001 162 661

Site address: 97 Waterloo Road, North Ryde NSW
2113

Post address: PO Box 945 North Ryde 2113

Telephone: 1800 668 670

Facsimile: 02 9878 5100

E-mail: medcust@medtronic.com

Internet: www.medtronic.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Core products within 4-6 weeks delivery
- Consumables within 23 – 48 hours delivery

Emergency Delivery:

- Sydney Metro/Regional within 12 hours subject to stock availability
- Rural/Remote NSW within 24 hours subject to stock availability

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1800 668 670
Non toll-free Help desk number	
Corresponding toll charges	N/A
Help desk hours	08.00am to 6.00pm weekdays

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**Health
Support Services**
State Contracts Control Board

Midmed Pty Ltd

Contact: Laura Campbell

ABN: 98 066 671 743

Site address: Unit 2, 210 Queensport Rd, Murrarie
QLD 4172

Post address: PO Box 508, Morningside QLD 4170

Telephone: 07 3348 9155

Facsimile: 07 3348 9950

E-mail: sales@midmed.com.au

Internet: www.midmed.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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	Australia
Phone number (s)	1300 643 633
Non toll-free Help desk number	07 3348 9155
Corresponding toll charges	Standard rates
Help desk hours	8.30am – 5.00pm Mon-Fri

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Health
Support Services
State Contracts Control Board

Mortara Instruments Australia Pty Ltd

Contact: Anne Campbell

ABN: 30 093 511 981

Site address: Unit 28, 9 Hoyle Avenue, Castle Hill
NSW 2154

Post address: Unit 28, 9 Hoyle Avenue, Castle Hill
NSW 2154

Telephone: 02 8070 9303

Facsimile: 02 9899 9478

E-mail: info.au@mortara.com

Internet: www.mortara.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours for consumables
- Rural/Remote NSW within 48 hours for consumables
- Core products 24 hours to 4 weeks delivery

Emergency Delivery:

- Sydney Metro/Regional within 12 hours if courier available and cost to be paid by customer
- Rural/Remote NSW within 24 hours if courier available and cost to be paid by customer

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 372 342
Non toll-free Help desk number	02 8814 5388
Corresponding toll charges	Local call charge
Help desk hours	Office hours or email service.au@mortara.com

National Surgical Corporation Pty Ltd

Contact: Kathy Wickens

ABN: 87 078 989 018

Site address: Unit 25, 22 Northumberland Road,
Caringbah NSW 2229

Post address: Unit 25, 22 Northumberland Road,
Caringbah NSW 2229

Telephone: 1800 138 138

Facsimile: 1800138 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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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	Australia wide
Phone number (s)	1800 138 138
Non toll-free Help desk number	02 9524 7046
Corresponding toll charges	Standard rates apply
Help desk hours	8.15am to 7.00pm EST – paging system in place for outside these hours

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

- Minimum order of \$300 for FIS
- 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

Orthopaedic Appliances Pty Ltd

Contact: Customer Service

ABN: 30 006 520 314

Site address: 55 Tinning Street, Brunswick VIC 3056

Post address: 55 Tinning Street, Brunswick VIC 3056

Telephone: 03 9383 1622

Facsimile: 03 9383 1644

E-mail: tiorders@oapl.com.au

Internet: www.oapl.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
- NSW Country East – 48 hours
- NSW Country West up to 72 hours

Emergency Delivery:

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

Smaller home deliveries will incur a \$20 delivery fee

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1 800 033 207
Non toll-free Help desk number	03 9383 1622
Corresponding toll charges	Normal call rates
Help desk hours	8.00am to 6.00pm

Parker Healthcare Pty Ltd

Contact: Lynne Nimmo

ABN: 43 006 420 364

Site address: 16 Redland Drive, Mitcham VIC 3132

Post address: 16 Redland Drive, Mitcham VIC 3132

Telephone: 03 9872 0222

Facsimile: 03 9873 5911

E-mail: custserv@parkerhealthc.com.au

Internet: www.parkerhealth.com.au

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 361 201
Non toll-free Help desk number	03 9872 0222
Corresponding toll charges	STD calls from NSW
Help desk hours	8.30am to 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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Please refer to the minimum order quantities in the Pricing Schedule.xls, these quantities are to be met and if an order does not meet minimum monetary value (\$50.00), the difference between \$50.00 and the order value will be charged.

Standard Delivery Times:

- Sydney Metro / Regional within 24 hours
- Rural / Remote within 48 hours

Emergency Delivery Times:

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

For orders which fit into 3-5kg airbags, deliveries can be 1-2 days (overnight).

Smaller home deliveries will incur a freight charge depending on the quantity, size and location of the delivery.

Philips Electronics Australia Limited

Contact: Roz McFadden

ABN: 24 008 445 743

Site address: 65 Epping Road, North Ryde NSW
2113

Post address: Locked Bag 30, North Ryde NSW
1670

Telephone: 1800 251 400

Facsimile: 1800 251 708

E-mail: healthcare.au@philips.com

Internet: www.philips.com.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- All consumable orders below \$400 will incur a \$20 fee
- Delivery within 2-3 working days for all consumables provided they are a stock item.
- Delivery within 5 weeks for devices.

Emergency Delivery:

- Sydney Metro/Regional within 12 hours for stocked consumables
- Rural/Remote NSW within 24 hours for stocked consumables
- Emergency delivery offered at 2 hours or 4 hours depending on the location

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1800 251 400 / 0800 251 400
Non toll-free Help desk number	N/A
Corresponding toll charges	Free call
Help desk hours	6.00am to 7.00pm with a 24 hour paging service available

Proact Medical Systems Pty Ltd

Contact: Customer Service

ABN: 65 096 275 928

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

Post address: Unit 8, 25 Frenchs Forest Road,
Frenchs Forest NSW 2086

Telephone: 1800 333 301

Facsimile: 02 8244 3811

E-mail: sales@proactmedical.com.au

Internet: www.proactmedical.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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

Smaller home deliveries will incur a \$20 fee for Sydney and Suburbs and \$50 for Regional areas

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 333 301
Non toll-free Help desk number	N/A
Corresponding toll charges	Nil
Help desk hours	8.00am to 6.00pm

REM SYSTEMS PTY LTD

Contact: Customer Service

ABN: 46 064 194 092

Site address: Unit 3, 2 Eden Park Drive NSW 2113

Post address: PO Box 766 North Ryde NSW 1670

Telephone: 02 9878 0992

Facsimile: 02 9878 0992

E-mail: customerservice@remsystems.com.au

Internet: www.remsystems.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 of 5% for 20+ units offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours if products available in store at time of order
- Rural/Remote NSW within 48 hours if products available in store at time of order
- There may be a lag time associated with the core products

Emergency Delivery:

- Sydney Metro/Regional within 12 hours if products available in store at time of order
- Rural/Remote NSW within 24 hours if products available in store at time of order

Local freight costs are charged to small home deliveries

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 737 222
Non toll-free Help desk number	02 9878 0992
Corresponding toll charges	Charges to Sydney based premises
Help desk hours	8.00am to 5.30pm

ResMed Pty Ltd

Contact: Michelle Cooper

ABN: 86 070 076 470

Site address: 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153

Post address: 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153

Telephone: 1800 991 900

Facsimile: 02 8839 9222

E-mail: reception@resmed.com.au

Internet: www.resmed.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.
- Volume Discounts outlined in the User Guide Spreadsheet.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Minimum order fee of \$50.00 for orders less than \$300.00
- 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
- Metro areas where orders are placed before 10am can be delivered on the same day

Help Desk Access

Geographic area covered	Asia Pacific
Phone number (s)	1300 305 705
Non toll-free Help desk number	1300 305 705
Corresponding toll charges	Normal call costs
Help desk hours	8.00am to 5.00pm

RYMED PTY LTD

Contact: Christine McSweeney

ABN: 50 098 255 442

Site address: 12/36 Lidco Street, Arndell Park

Post address: PO Box 6813 Blacktown BC NSW
2148

Telephone: 02 9676 3488

Facsimile: 02 9676 3499

E-mail: sales@rymed.com

Internet: www.rymed.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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	Australia
Phone number (s)	
Non toll-free Help desk number	02 9676 3488
Corresponding toll charges	Normal call costs
Help desk hours	8.00am to 6.00pm

Sasyachook Pty Ltd

Contact: Michael Kornitschuk

ABN: 60 366 237 140

Site address: 9 Elm Street, Blackburn VIC 3130

Post address: 9 Elm Street, Blackburn VIC 3130

Telephone: 03 9877 1643

Facsimile: 03 9877 1643

E-mail: sales@sasyachook.com.au

Internet: www.sasyachook.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.
- Volume discounts of 100+ units as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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

\$15 for smaller home deliveries

Help Desk Access

Geographic area covered	Australia
Phone number (s)	N/A
Non toll-free Help desk number	0418 377 538
Corresponding toll charges	Mobile phone call rates
Help desk hours	24 hours

Schiller Australia Pty Ltd

Contact: Mathew Packer

ABN: 39 075 100 257

Site address: 3/54 Pendleburg Road, Cardiff NSW 2285

Post address: PO Box 232 Belmont NSW 2280

Telephone: 0407 267 291

Facsimile: 02 4954 6041

E-mail: mathew@schiller.com.au

Internet: www.schiller.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.
- Volume discounts of 5+ units as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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

\$15 for smaller home deliveries

Help Desk Access

Geographic area covered	NSW
Phone number (s)	N/A
Non toll-free Help desk number	02 4954 2442
Corresponding toll charges	Normal call charges apply
Help desk hours	24 hours

Smith & Nephew Pty Ltd

Contact: Customer Service

ABN: 68 000 087 507

Site address: 315 Ferntree Gully Road, Mount Waverley VIC 3149

Post address: PO Box 242 Mount Waverley VIC 3149

Telephone: 1800 068 840 / 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.
- Discounts / Rental outlined in User Guide Spreadsheet and below
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$300 will incur a \$20 + GST 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
- Smith & Nephew endeavour to provide product within 4 hours via emergency courier

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1800 068 840
Non toll-free Help desk number	
Corresponding toll charges	N/A
Help desk hours	24 hours 7 days per week

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Health Support Services
State Contracts Control Board

Smith & Nephew Rental

RENASYS™ Wound Vacuum Systems

Option 1: Standard Daily Rental

The standard daily rental model provides a responsive service when one or more wound vacuum systems are required temporarily. Our NPWT wound vacuum systems can be delivered overnight (and in some cases on the same day). At the completion of therapy we will arrange collection of the device(s). A Capital Equipment Rental Agreement will be required in order to establish a rental arrangement.

Option 2: Consignment Rental

The consignment rental model involves the placement of an agreed number of wound vacuum systems within your institution free-of-charge. When NPWT wound vacuum system is required, they can be accessed immediately at the competitive daily rate. Under this arrangement, we require that you contact our customer service representatives on 1800 068 840, to advise that a system is being used and provide a purchase order number for that particular episode. Once therapy has ended, contact Smith & Nephew and an invoice for the specific patient episode will be issued. The system can then be cleaned and stored until required for a new episode of therapy. A Capital Equipment Rental Agreement will be required in order to establish a consignment rental arrangement. A copy of our standard agreement can be provided for review if required.

Option 3: Long-Term Lease

The Long-Term Lease option involves the supply of wound vacuum system/s to your institution for a twelve month period. The benefit of a long-term lease is that the daily rental rate is significantly discounted to compensate for any down-time (i.e. time the system is not in use). Billing is performed monthly, charged according to the number of systems under lease, based on a 300 day per year utilization rate. When therapy is complete the device can be cleaned and stored until required for a new episode of therapy. Billing for each system will occur at the end of each month. We would work with you to implement devices over a staged implementation approach – building up to the contracted number of systems over a period of time, at the agreed rental rate. A Capital Equipment Lease Agreement will be required in order to establish a long-term lease. In addition, Smith & Nephew will provide routine maintenance and/or components where required for servicing free-of-charge. A copy of our standard agreement can be provided for review if required.

Option 4: Standard Device Purchase

Wound Vacuum Systems can be purchased and are protected by Smith & Nephew's Two Year Limited Warranty and our Upgrade Guarantee

Two Year Limited Warranty

Smith & Nephew warrants, for a period of two years from the date of sale of the device that the devices shall perform to specification as stated in the product manual. In the event of failure to perform to specifications, Smith & Nephew shall repair or replace the Product, at its discretion, at no charge to the Customer. Full warranty terms and conditions can be supplied on request.

Two Year Upgrade Guarantee

In the event that compatibility issues arise due to changes in the configuration of consumables (i.e. wound sealing kits and canister kits), Smith & Nephew guarantees to upgrade any purchased device, at no charge, within two years from the date of sale.

Option 5: Rent to Buy Devices

The Rent to Buy option provides you with the opportunity to own the wound vacuum systems outright, after a 24 month daily rental period. Billing is performed monthly and is based on the number of systems under lease. Billing for each wound vacuum system will occur at the end of each month. The benefit of the Rent to Buy option provides both a discounted daily rental rate and ownership of the RENASYS™ wound vacuum systems at the end of the term. When therapy is complete the device can be cleaned and stored until required for a new episode of therapy. In addition, Smith & Nephew will provide routine maintenance and/or components where required for servicing free-of-charge. A copy of our Rental Agreement with Buy Option can be provided for review if required.

Long Term Patient Device Use

In the circumstance where an individual patient has been on a daily rental or consignment rental for more than 3 months due to an indication specific requirement (e.g. palliative wound /or to improve quality of life) we will transition the rental option to a long-term lease agreement. This device will be bound by the standard Long- Term Agreement, with the exception of the 12 month term. Therefore access to a discounted daily rate is available.

Smiths Medical Australasia

Contact: Amanda Matula

ABN: 97 083 515 235

Site address: 61 Brandl Street, Eight Mile Plains
QLD 4113

Post address: PO Box 4631, Eight Mile Plains QLD
4113

Telephone: 07 3340 1300 / 1800 654 949

Facsimile: 07 3340 1399

E-mail: sma.sales@smiths-medical.com

Internet: www.smiths-medical.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$200 will incur a \$15 fee
- Sydney Metro/Regional within 24 hours for consumables
- Rural/Remote NSW within 48 hours for consumables
- Whilst some core products may be readily available to meet the Standard Delivery times, manufacturing lead times of 6-8 weeks will need to be taken into consideration when ordering core products.

Emergency Delivery:

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

Orders with an invoice value of less than \$200 a minimum order fee of \$15 applies for smaller home deliveries

Help Desk Access

Geographic area covered	Australia and New Zealand
Phone number (s)	1800 654 949
Non toll-free Help desk number	07 3340 1300
Corresponding toll charges	Standard STD rate of your service provider
Help desk hours	7.30am to 5.00pm weekdays. The Smiths Medical Product Specialists are available via mobile phone for periods outside of these hours. Smiths Medical Australasia also has a rostered after hours service - when calling the 1800 number, details regarding the designated person's contact details are provided.

Sutherland Medical Pty Limited

Contact: Joanna

ABN: 86 007 269 507

Site address: 8 Kingstone Town Close, Oakleigh
VIC 3166

Post address: PO Box 1194, Huntingdale VIC 3166

Telephone: 1300 664 027

Facsimile: 1300 664 028

E-mail: orders@sutherlandmedical.com.au

Internet: www.sutherlandmedical.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.
- Volume discounts of 5% for order of 2+ boxes as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 48 hours for consumables
- Rural/Remote NSW within 48 hours

Emergency Delivery:

- Sydney Metro/Regional within 12 hours
- Rural/Remote NSW within 24 hours
- Urgent deliveries will incur a freight charge

Help Desk Access

Geographic area covered	Australia
Phone number (s)	1300 664 027
Non toll-free Help desk number	03 9530 9988
Corresponding toll charges	Standard Telstra charges
Help desk hours	8.30am to 4.00pm weekdays

Tag Medical Pty Ltd

Contact: Wayne Wills

ABN: 50 007 146 161

Site address: 256 Canterbury Road, Surrey hills VIC
3127

Post address: PO Box 428 Canterbury VIC 3126

Telephone: 1800 032 693

Facsimile: 03 9836 8849

E-mail: infotag@tagmedical.com.au

Internet: www.tagmedical.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.
- No discounts offered
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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	Australia
Phone number (s)	1800 032 693
Non toll-free Help desk number	
Corresponding toll charges	N/A
Help desk hours	9.00am to 5.00pm AEST

Taleb Enterprises Pty Ltd

Contact: Taleb Taleb

ABN: 74 190 759 579

Site address: Factory 9, 62 Garden Drive,
Tullamarine VIC 3043

Post address: PO Box 2149 Greenvale VIC 3059

Telephone: 03 9330 4940

Facsimile: 03 9338 5856

E-mail: sales@talebmedical.com

Internet: www.talebmedical.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order 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

Smaller home delivery cost is \$25 per parcel

Help Desk Access

Geographic area covered	Australia
Phone number (s)	
Non toll-free Help desk number	03 9330 4940
Corresponding toll charges	N/A
Help desk hours	24 hours, 7 days a week

The Critical Group Pty Ltd

Contact: Matthew Wolf

ABN: 48 002 628 846

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

Post address: PO Box 6466 BHBC NSW 2153

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)	1800 642 437
Non toll-free Help desk number	02 9899 1755
Corresponding toll charges	Nil
Help desk hours	8.30am – 5.00pm EST

Terumo Corporation

Contact: Annette Cook

ABN: 12 010 106 902

Site address: Level 4, Building B, 11 Talavera Road,
Macquarie Park NSW 2113

Post address: PO Box 312 North Ryde NSW 1670

Telephone: 1800 TERUMO (837 866)

Facsimile: 1800 334 190

E-mail: cs_australia@terumo.co.jp

Internet: www.terumo.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet and additional discounts outlined in the User Guide Spreadsheet and Tiered Pricing Options listed below.
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- Orders less than \$250 will incur a \$40 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	Australia and New Zealand
Phone number (s)	1800 TERUMO (837 866)
Non toll-free Help desk number	02 9878 5122
Corresponding toll charges	N/A
Help desk hours	8.30am to 5.00pm weekdays

Thermo Fisher Scientific Australia Pty Ltd

Contact: Nita Sistik

ABN: 52 058 390 917

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

Post address: PO Box 262 North Ryde BC NSW
1670

Telephone: 1300 735 297

Facsimile: 1300 731 771

E-mail: Auinfo@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	8.00am to 5.30am weekdays

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

- Orders less than 4250 will incur a minimum order surcharge of \$35. Minimum orders can be kept to a minimum by:
 - Ordering via Biolab.Direct where no minimum order value is applied
 - Consolidating orders - including contract and non-contract items
 - Establishing Standard Orders
- 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

Ulco Engineering Pty Ltd

Contact: Marly Chan

ABN: 79 000 457 732

Site address: 10/168 Victoria Road, Marrickville
NSW 2204

Post address: 10/168 Victoria Road, Marrickville
NSW 2204

Telephone: 02 9519 5881

Facsimile: 02 9550 2841

E-mail: ulco@ulcomedical.com

Internet: www.ulcomedical.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- For all capital equipment purchases, standard delivery time is 6-8 weeks from receipt of confirmed order
- For all capital equipment purchases, standard delivery time is 6-8 weeks from receipt of confirmed order

Emergency Delivery:

- For all capital equipment purchases, standard delivery time is 6-8 weeks from receipt of confirmed order

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 793 011
Non toll-free Help desk number	02 9519 5881
Corresponding toll charges	N/A
Help desk hours	8.30am to 5.00pm weekdays

Welch Allyn Australia Pty Ltd

Contact: Scott Hinton

ABN: 84 062 931 462

Site address: Unit 5, 38-46 South Street, Rydalmere
NSW 2116

Post address: PO Box 132 Rydalmere NSW 1701

Telephone: 02 9638 3000

Facsimile: 02 9638 5000

E-mail: australia@welchallyn.com

Internet: www.welchallyn.com

Discount Offer:

Welch Allyn wishes to enter discussions with NSW Health Hospitals to offer the Braun Pro4000 Thermometers Free of Charge for category 31.1 Electronic Probe Covers. Discussions will be centred around quantity of thermometers supplied per bed and quantity of temperature readings per thermometer and/or price of probe cover.

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.
- No discounts available
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours for consumables and dependant on quantity of electronic devices
- Rural/Remote NSW within 48 hours for consumables and dependant on quantity of electronic devices

Emergency Delivery:

- Sydney Metro/Regional within 12 hours however courier charges may apply
- Rural/Remote NSW within 24 hours however courier charges may apply

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 650 083
Non toll-free Help desk number	02 9638 3000
Corresponding toll charges	Normal call charges
Help desk hours	8.30am to 5.30pm AEST

Zoll Medical Australia Pty Ltd

Contact: Customer Service

ABN: 15 097 377 261

Site address: Unit 10, 39 Herbert Street, St
Leonards NSW 2065

Post address: Unit 10, 39 Herbert Street, St
Leonards NSW 2065

Telephone: 1800 605 555

Facsimile: 02 8424 8711

E-mail: info@zoll.com.au

Internet: www.zoll.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.
- Volume discounts offered as outlined in the User Guide Spreadsheet
- See latest version of User Guide Spreadsheet.

Ordering and Delivery

- No minimum order fee
- Sydney Metro/Regional within 24 hours for orders received by Head Office in St Leonards before 12 midday. Capital Equipment orders excluded.
- Rural/Remote NSW within 48 hours for orders received by Head Office in St Leonards before 12 midday. Capital Equipment orders excluded.

Emergency Delivery:

- Sydney Metro/Regional within 12 hours however emergency delivery charges apply
- Rural/Remote NSW within 24 hours however emergency delivery charges apply

Help Desk Access

Geographic area covered	Australia wide
Phone number (s)	1800 605 555
Non toll-free Help desk number	02 8424 8700
Corresponding toll charges	N/A
Help desk hours	24 hours

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:

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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.

