Contract 970/1214
Hand Hygiene

CONTRACT PERIOD: 1 June 2012 to 31 May 2014
With three extension options of 12 months each
Contract Summary

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

Health Share – Business Procurement Services
PO Box 1770, Chatswood, NSW, 2067
Contract Management Officer
E contract970@hss.health.nsw.gov.au (c970)
T (02) 8644 2209

State Contracts Control Board
McKell Building 2-24 Rawson Place Sydney NSW 2000
T 1800 NSW BUY (1800 679 289)
E nswbuy@commerce.nsw.gov.au
I www.nswbuy.com.au

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

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PLEASE NOTE: ADDITIONAL PRODUCTS AND SUPPLIERS ARE LIKELY TO BE ADDED TO THIS USER GUIDE AS PROVISIONAL AND DEFERRED ITEMS ARE AWARDED
<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Details</th>
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<tr>
<td>1.0</td>
<td>16072012</td>
<td>TSPS</td>
<td>Creation of User Guide</td>
</tr>
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<td>15082012</td>
<td>TSPS</td>
<td>Updated Supplier Information</td>
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<td>1.3</td>
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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 Share (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 Hand Hygiene for a term of 2 years expiring on 31 May, 2014, with a further 3 x 12 months extension options.

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 Share.

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, service description, contract price, quantity, duration 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

Placing an Order through smartbuy®

Registered customers (other than Health 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).

Requests for Quotes (RFQ)

Under clause 5.3 of the Deed of Agreement, the Board or the Customer may conduct a Request for Quotation (RFQ) or participate in price negotiations with the Contractor to supply the services at a price more favourable than the ceiling price in this contract based on volume commitments.

Relevant Clause reference

5.3.5 - As an option for establishing a rate for Bulk Purchase discounts, a Customer, or the Board acting on behalf of a Customer may elect to conduct a Request for Quotation exercise with the Contractor and any other Contractors authorised to supply as a result of the Contract 970 – Hand Hygiene RFT exercise. The Request for Quotation exercise would involve the specifying of particular volume commitments or other advantages in relation to the items in the RFT process, and the requirement or option for contractors to therefore submit, via a competitive process, improved pricing.

Further details are provided in Section 5, please contact the Contract Manager (see page 2) if you wish to proceed with this option.

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).
## Section 2 – Range of Products/Services

<table>
<thead>
<tr>
<th>HS Item Number</th>
<th>HS Item Description</th>
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<tbody>
<tr>
<td><strong>Category A</strong></td>
<td><strong>HAND RUB</strong></td>
</tr>
<tr>
<td>1</td>
<td>Hand Rub with Chlorhexidine (Various Range and Sizes)</td>
</tr>
<tr>
<td>2</td>
<td>Hand Rub without Chlorhexidine (Various Range and Sizes)</td>
</tr>
<tr>
<td>3</td>
<td>Dispenser to suit Hand Rub Products</td>
</tr>
<tr>
<td>4</td>
<td>Dispenser, Lockable to suit Hand Rub Products</td>
</tr>
<tr>
<td><strong>Category B</strong></td>
<td><strong>HAND WASH</strong></td>
</tr>
<tr>
<td>5</td>
<td>Hand Wash, Povidone Iodine, 7.5% (Various Range and Sizes)</td>
</tr>
<tr>
<td>6</td>
<td>Hand Wash, Chlorhexidine, 2% (Various Range and Sizes)</td>
</tr>
<tr>
<td>7</td>
<td>Hand Wash, Chlorhexidine, 4% (Various Range and Sizes)</td>
</tr>
<tr>
<td>8</td>
<td>Hand Wash, Triclosan, 1% (Various Range and Sizes)</td>
</tr>
<tr>
<td>9</td>
<td>Hand Wash, Non-Medicated, Compatible with Categories A, B, C and E (Various Range and Sizes)</td>
</tr>
<tr>
<td>10</td>
<td>Dispenser to suit Hand Wash Products</td>
</tr>
<tr>
<td><strong>Category C</strong></td>
<td><strong>SURGICAL HAND WASH</strong> for <strong>HAND ANTISEPSIS</strong></td>
</tr>
<tr>
<td>11</td>
<td>Surgical Hand Wash / Scrub for Antisepsis (Various Range and Sizes)</td>
</tr>
<tr>
<td>12</td>
<td>Surgical Scrub Brush, Impregnated, Single Use (Various Range and Sizes)</td>
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<tr>
<td>13</td>
<td>Surgical Scrub Brush, Non-Impregnated, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>14</td>
<td>Surgical Scrub Sponge, Impregnated, Single Use (Various Range and Sizes)</td>
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<tr>
<td>15</td>
<td>Surgical Scrub Sponge, Non-Impregnated, Single Use (Various Range and Sizes)</td>
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<tr>
<td>16</td>
<td>Surgical Scrub Nail Cleaner, Impregnated, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>17</td>
<td>Surgical Scrub Nail Cleaner, Non-Impregnated, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>18</td>
<td>Surgical Scrub Brush / Sponge, Impregnated, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>19</td>
<td>Surgical Scrub Brush / Sponge, Non-Impregnated, Single Use (Various Range and Sizes)</td>
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<tr>
<td>20</td>
<td>Dispenser to suit Category C Products</td>
</tr>
<tr>
<td><strong>Category D</strong></td>
<td><strong>PERSONAL CARE PRODUCTS, SINGLE USE</strong></td>
</tr>
<tr>
<td>21</td>
<td>Hand and / or Body wash, Active Ingredient, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>22</td>
<td>Leaflets, Personal Use, Single Use (Various Range and Sizes)</td>
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<tr>
<td>23</td>
<td>Towelettes, Personal Use, Single Use (Various Range and Sizes)</td>
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<td>24</td>
<td>Wipes, Personal Use, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>25</td>
<td>Wipes, Personal Use, Single Use to accompany meals (Various Range and Sizes)</td>
</tr>
<tr>
<td>26</td>
<td>Wipes, Personal Use, Single Use to accompany meals with Approved Print Promotional Material (Various Range and Sizes)</td>
</tr>
<tr>
<td>27</td>
<td>Other Personal Care Products, Single Use (Various Range and Sizes)</td>
</tr>
<tr>
<td>28</td>
<td>Dispenser to suit Personal Care Products</td>
</tr>
<tr>
<td><strong>Category E</strong></td>
<td><strong>MOISTURISER SOLUTIONS</strong> (Compatible with Categories A, B and C)</td>
</tr>
<tr>
<td>29</td>
<td>Solution, Moisturiser (Various Range and Sizes)</td>
</tr>
<tr>
<td>30</td>
<td>Dispenser to suit Moisturiser Products</td>
</tr>
<tr>
<td><strong>Category F</strong></td>
<td><strong>ACCESSORIES, CONTAINERS, PUMPS and DISPENSERS</strong></td>
</tr>
<tr>
<td>31</td>
<td>Accessories for use in the Community Service and Ambulance Environments to suit any items offered above</td>
</tr>
<tr>
<td>32</td>
<td>Heat / Light Resistant Sleeves or similar to suit items offered above for use in the Community Service and Ambulance Environments</td>
</tr>
</tbody>
</table>
Pricing

Please refer to the latest version of the Product and Pricing Schedule – C970.xls' for full pricing of services.

Please note that the Product and Pricing spreadsheet is the ceiling price for the contract; Suppliers must not offer a price higher than the ceiling price listed in the User Guide Spreadsheet. Please contact Health Share for immediate action if this is the case.
Section 3 – Suppliers

The following Suppliers have been appointed to Contract 970 – Hand Hygiene

Suppliers

1. 3M Australia Pty Ltd
2. Australian Linen Supply Pty Ltd (Trading as Confident Care Products)
3. Bunzl Outsourcing Services Limited
4. Clifford Hallam Healthcare Pty Ltd (CH2)
5. Denyer Brothers Pty Ltd (Trading as DB Health)
6. Ego Pharmaceuticals Pty Ltd
7. Johnson & Johnson Medical Pty Ltd
8. Livingstone International Pty Ltd
9. Mediflex Industries Pty Ltd
10. Medivac Limited (Trading as SunnyWipes Pty Ltd)
11. Sarstedt Australia Pty Ltd
12. Symbion Pty Ltd (Trading as Symbion Hospital Services)
13. Whiteley Corporation Pty Ltd (Trading as Whiteley Medical)

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

Printed Brochures

The Supplier may be able to provide hard copy brochures 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: Building A, 1 Rivett Road, North Ryde, NSW 2113
Post address: Locked Bag 19 North Ryde NSW 1670
Telephone: 1300 363 878 Enquiries only
Facsimile: 1800 060 888
E-mail: 3Mmedicalaucs@mmm.com
Internet: www.3m.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
- The pricing of all items on this Contract is Free into Store (FIS).
- Discounts are outlined in the Product and Pricing 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.

Dispensers and Brackets:
- For customers who use Avagard™, free of charge dispensers, brackets and installation will be provided to NSW Health Customers with 100 beds or more. For health care facilities with less than 100 beds, brackets will be supplied free of charge, however installation will be at the expense of the facility. For non-health accounts, dispensers will be available at contract price from our nominated distributor or direct from 3M (for account holders).

Distributor
Clifford Hallam Healthcare (CH2) where pricing will incur a 15% mark-up on the 3M pricing – refer to page 12 for contact details

Help Desk Access

<table>
<thead>
<tr>
<th>Geographic area covered</th>
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<tr>
<td>Toll-free Phone number (s)</td>
<td>1300 363 878</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.30am - 5.00pm</td>
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</table>

Note:
- Payment to be made by customer within 30 days from the end of the month after receipt of a valid Tax Invoice and documents necessary to evidence delivery to the Customer.
Australian Linen
Supply Pty Ltd
(Confident Care
Products)

Contact: Rachael Jupp (NSW Sales Manager)
ABN: 11 071 043 662
Site address: 65 Williamson Road Ingleburn NSW 2565
Post address: PO Box 420 Ingleburn NSW 1890
Telephone: 02 9605 5745
Facsimile: 02 9829 3896
E-mail: sales@confidentcare.com.au
Internet: www.confidentcare.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into
  Store (FIS).
• Discounts are outlined in the Product and Pricing
  Spreadsheet.

Ordering and Delivery
• Sydney Metro/Regional within 24 hours
• Rural/Remote NSW within 48 hours

Emergency Delivery:
• Sydney Metro / Regional within 12 hours based on
courier availability
• Rural / Remote within 24 hours
• Charges may apply
• Overnight airbag available for small, urgent
quantities. Pricing to be quoted as required.

Help Desk Access

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<th>Geographic area covered</th>
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<td>Non toll-free Help desk number</td>
<td>02 9605 5745</td>
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<td>Corresponding toll charges</td>
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Bunzl Outsourcing Services Limited

Contact: Customer Services
ABN: 99 007 286 133
Site address: 203 Rookwood Road, Chullora NSW 2143
(New Address effective 23/9/12: 34-48 Cosgrove Road, Enfield NSW 2136)
Post address: PO Box 262, Regents Park NSW 2143
(New Postal Address effective 23/9/12: Locked Bag 3011, Burwood NSW 2134)
Telephone: 02 9794 9099
(New Telephone effective 23/9/12: 02 9737 2099)
Facsimile: 02 97963541
(New Facsimile Effective 23/9/12: 02 9642 0296)
E-mail: sydneycs@bunzl.com.au
Internet: www.bunzl.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• No discounts offered

Ordering and Delivery
• Minimum order value of $450.00 applies to all orders.
• 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

Help Desk Access

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<th>Geographic area covered</th>
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<td>Standard call charges</td>
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<td>Help desk hours</td>
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<td>Email</td>
<td><a href="mailto:sydney.cs@bunzl.com.au">sydney.cs@bunzl.com.au</a> or <a href="mailto:newcastle.cs@bunzl.com.au">newcastle.cs@bunzl.com.au</a></td>
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Note:
• Payment to be made by customer within 30 days from the end of the month after receipt of a valid Tax Invoice and documents necessary to evidence delivery to the Customer
Clifford Hallam Healthcare Pty Ltd (CH2)

Contact: Customer Services
ABN: 38 001 655 554
Site address: 30 - 34 Eva Street, Roselands NSW 2196
Telephone: 1300 720 274
Facsimile: 02 9584 4374
E-mail: nsw.customer.service@ch2.net.au
Internet: www.ch2.net.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• No discounts offered

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
• May impose additional delivery charges if used outside of normal business hours
• Additional courier charges may apply

Help Desk Access

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<td>Toll-free Phone number (s)</td>
<td>1300 720 274</td>
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<tr>
<td>Help desk hours</td>
<td>8.00am - 5.00pm EST</td>
</tr>
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Dispensers and Brackets:
• Dispensers and brackets will be provided free on loan (apart from the Ophardt Automatic dispenser which is chargeable) direct from Orion to the customer, for the duration of the tender. Dispensers are free on loan (apart from Ophardt automatic dispenser) for any customer who purchases a product that requires a bracket or dispenser

Dispensers and Brackets:
• Dispensers and brackets will be provided free on loan (apart from the Ophardt Automatic dispenser which is chargeable) direct from Orion to the customer, for the duration of the tender. Dispensers are free on loan (apart from Ophardt automatic dispenser) for any customer who purchases a product that requires a bracket or dispenser
Denyer Bros Pty Ltd
(DB Health)

Contact: Customer Services
ABN: 37 000 459 174
Site address: Unit 17, 38-46 South St, Rydalmere, NSW 2116
Post address: PO Box 305, Rydalmere BC, NSW 1701
Telephone: 02 9638 2100
Facsimile: 02 9638 2700
E-mail: customerservice@denyer.com.au
Internet: www.denyer.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• No discounts offered

Ordering and Delivery
• Minimum order value of $250.00. Orders less than this amount will incur a $25.00 handling fee.
• Sydney Metro within 24 hours
• Rural/Remote NSW within 48 hours

Emergency Delivery:
• Sydney Metro/Regional within 12 hours
• Rural/Remote NSW within 24 hours if the customer organises the order with sufficient time and accepts the freight quote provided; otherwise, overnight service to certain rural/remote areas cannot be guaranteed.

Help Desk Access
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<td>1800 451 446</td>
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<td>02 9638 2100</td>
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</tr>
<tr>
<td>Help desk hours</td>
<td>8.30am – 5.00pm Mon - Fri</td>
</tr>
</tbody>
</table>
Ego Pharmaceuticals Pty Ltd

Contact: Customer Services
ABN: 86 005 142 361
Site address: 21-31 Malcolm Rd Braeside Victoria 3195
Telephone: 03 9586 8810
Facsimile: 03 9586 8922
E-mail: salesorders@egopharm.com
Internet: www.egopharm.com

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
- The pricing of all items on this Contract is Free into Store (FIS).
- Discounts are outlined in the Product and Pricing Spreadsheet.

Ordering and Delivery
- Sydney Metro/Regional within 24 hours (Distributors Only)
- Rural/Remote NSW within 48 hours (Distributors Only)
- Ego Pharmaceuticals also offer a direct to distribution centre model with a 7 business day lead time

Emergency Delivery:
- Sydney Metro / Regional within 12 hours (Distributors Only)
- Rural / Remote within 24 hours (Distributors Only)

Distributors:
- Clifford Hallam Healthcare (CH2) – refer to page 12 for contact details
- Symbion Hospital Services
  Contact: Customer Services
  ABN: 25 000 875 034
  Site address: 5 Bellevue Circuit, Greystanes, NSW 2145
  Telephone: 1300 773 000
  Facsimile: 1300 775 000
  Internet: www.symbionhealth.com

Help Desk Access

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<td>03 9586 8891</td>
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<tr>
<td>Corresponding toll charges</td>
<td>Interstate call charges</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>24 hours (diverted to an on-call customer support operator outside of standard business hours)</td>
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</tbody>
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Dispensers and Brackets:
- Installation will be dependent on size of facility and volume of product. In some larger facilities Ego would provide installation, in small regional facilities Ego may engage a contractor or internal facility handyman to facilitate fixture of brackets. Brackets in either case would be provided free of charge.
Johnson & Johnson Medical Pty Ltd

Contact: Customer Services
ABN: 85 000 160 403
Site address: 1-5 Khartoum Rd, North Ryde NSW 2113
Telephone: 1800 252 194
Facsimile: 1800 808 233
E-mail: cusord@its.jnj.com
Internet: www.jnjmedical.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• No discounts offered

Ordering and Delivery
• Minimum order value of $250.00. Orders below this value may incur an additional $25 fee.
• Sydney Metro/Regional next day delivery for orders placed before 4pm
• Rural/Remote NSW within 48 hours

Emergency Delivery:
• Sydney Metro / Regional within 12 hours
• Rural / Remote within 24 hours
• Fees apply depending on method of delivery

Help Desk Access

<table>
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<th>Geographic area covered</th>
<th>Australia wide</th>
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<tr>
<td>Toll-free Phone number (s)</td>
<td>1800 252 194</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.00am – 6:00pm weekdays (outside these hours, callers are directed to Emergency Support Personnel)</td>
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</tbody>
</table>
Livingstone International Pty Ltd

Contact: Hospital Sales Team
ABN: 66 052 001 144
Site 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 Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• Discounts are outlined in the Product and Pricing 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

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-free Phone number (s)</td>
<td>1300 556 556</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.30am to 6.00pm EST weekdays</td>
</tr>
</tbody>
</table>
Mediflex Industries Pty Ltd

Contact: Customer Service
ABN: 96 623 815 573
Site address: Unit 2, 186-192 Kingsgrove Road, Kingsgrove NSW 2208
Post address: P.O. BOX 331, BOTANY, NSW, 2019
Telephone: 02 9150 7405
Facsimile: 02 9150 6971
E-mail: sales@mediflex.com.au
Internet: www.mediflex.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
- The pricing of all items on this Contract is Free into Store (FIS).
- Discounts are outlined in the Product and Pricing 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

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-free Phone number(s)</td>
<td>1800 240 448</td>
</tr>
<tr>
<td>Non toll-free Help desk number</td>
<td>02 9150 6971</td>
</tr>
<tr>
<td>Corresponding toll charges</td>
<td>Standard</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>7:00am – 6:00pm Monday to Friday</td>
</tr>
</tbody>
</table>

Dispensers and Brackets:
- Mediflex will offer some dispensers free of charge but will not install these dispensers for the term of this contract. For those products indicated within the user guide, one dispenser will be provided free of charge for every carton of product purchased.
Medivac Limited
(SunnyWipes Pty Ltd)

Contact: Customer Service
ABN: 44 100 580 881
Site address: 3 Binney Rd Kings Park NSW 2148
Post address: P O Box 656 Baulkham Hills NSW 1755
Telephone: 02 9794 9099 (Bunzl Outsourcing Services)
Facsimile: 02 97963541 (Bunzl Outsourcing Services)
E-mail: sydneycs@bunzl.com.au (Bunzl Outsourcing Services)
Internet: www.bunzl.com.au (Bunzl Outsourcing Services)

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
- The pricing of all items on this Contract is Free into Store (FIS).
- No discounts offered

Ordering and Delivery
- Minimum order value of $450.00 applies to all orders.
- 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

Distributors:
- Bunzl Outsourcing Services – refer to page 11 for contact details

Help Desk Access

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>NSW-wide (Newcastle branch services north of the Hawkesbury River, Sydney branch services rest of NSW)</th>
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</thead>
<tbody>
<tr>
<td>Non toll-free Help desk number</td>
<td>02 9794 9099 – Sydney branch 02 4967 2922 – Newcastle branch</td>
</tr>
<tr>
<td>Corresponding toll charges</td>
<td>Standard call charges</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.00am – 6.00pm Monday to Friday</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:sydney.cs@bunzl.com.au">sydney.cs@bunzl.com.au</a> or <a href="mailto:newcastle.cs@bunzl.com.au">newcastle.cs@bunzl.com.au</a></td>
</tr>
</tbody>
</table>
Pricing, Discounts and Special Offers
- The pricing of all items on this Contract is Free into Store (FIS).
- No discounts offered

Ordering and Delivery
- No minimum order fee
- Sydney Metro/Regional within 3 – 5 days
- Rural/Remote NSW with 4 – 6 days

Emergency Delivery:
- Emergency deliveries can be organised on request.
- Should urgent delivery be required, Sarstedt can organise priority air freight to any location in NSW.
  Delivery times for priority air freight are next day.
  Costs associated with air freight may be passed on to the customer.

Help Desk Access

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-free Phone number (s)</td>
<td>1800 803 308</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.30am – 5.00pm Monday to Friday, South Australia Time</td>
</tr>
</tbody>
</table>
Symbion Pty Ltd
(Symbion Hospital Services)

Contact: Customer Service
ABN: 25 000 875 034
Site address: 5 Bellevue Circuit, Greystanes, NSW 2145
Telephone: 1300 773 000
Facsimile: 1300 775 000
Internet: www.symbion.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).
• No discounts offered

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

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-free Phone number (s)</td>
<td>1300 773 000</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8.30am – 5.00pm Monday to Friday</td>
</tr>
</tbody>
</table>

Dispensers and Brackets:
• Symbion does not provide dispensers and brackets in its own right. However where goods tendered on behalf of Orion Laboratories require dispensers and brackets and these are shown in the User Guide spreadsheet they will be provided direct from Orion Laboratories free on loan (apart from the Ophardt Automatic dispenser which is chargeable) also direct from Orion to the customer, for the duration of the tender.
Whiteley Corporation Pty Ltd (Whiteley Medical)

Contact: Customer Service
ABN: 24 000 906 678
Site address: 19-23 Laverick Ave, Tomago, NSW 2322
Telephone: 1800 257 352
Facsimile: 1800 249 696
E-mail: whiteley@whiteley.com.au
Internet: www.whiteley.com.au

Products
See latest version of Product and Pricing Spreadsheet.

Pricing, Discounts and Special Offers
• The pricing of all items on this Contract is Free into Store (FIS).
• Discounts are outlined in the Product and Pricing Spreadsheet.

Ordering and Delivery
• Minimum order value of $300.00 (+GST). Orders below this value may incur an additional $20.00 (+GST) fee, plus $6.00 (+GST) per carton on the order.
• Sydney Metro/Regional within 24 – 48 hours
• Rural/Remote NSW within 48 – 72 hours

Emergency Delivery:
• Sydney Metro/Regional within 12 hours
• Rural/Remote NSW within 24 hours
• May be able to deliver within 8 hours within Metro depending on urgency.
• May incur additional cost for emergency couriers

Distributors:
• Clifford Hallam Healthcare (CH2) – refer to page 12 for contact details

Help Desk Access

<table>
<thead>
<tr>
<th>Geographic area covered</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone number (s)</td>
<td>1800 257 352</td>
</tr>
<tr>
<td>Non toll-free Help desk number</td>
<td>02 4961 9333</td>
</tr>
<tr>
<td>Corresponding toll charges</td>
<td>Standard call charges</td>
</tr>
<tr>
<td>Help desk hours</td>
<td>8:00am – 5:00pm Monday to Friday</td>
</tr>
</tbody>
</table>
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 Product and Pricing spreadsheet are current at the time of issue.

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

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

Delays and Emergencies
Please contact Suppliers in the first instance.
Section 5 – Frequently Asked Questions

Who is eligible to purchase from the Contract?

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

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

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

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

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

What types of products are available under the contract?

The contract offers items in six categories. To see the range of products available go to Section 2 Products or directly to the Product 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.”

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 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 Contract 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 Share 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 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 Share 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 Share contract notices. Registration and login may be required.

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 Share or the Contract Manager.