

26 September 2024

Dear Service Provider

Request for proposals – supply of storage and distribution services for funded pharmaceuticals and vaccines

Pharmac invites proposals for the supply of:

- distribution and associated logistical services in respect of funded condoms, ledipasvir/sofosbuvir and ribavirin, naloxone, and nicotine replacement therapy (NRT) to Community Health Organisations in New Zealand (“Community Health Services”);
- national-level distribution and associated logistical services in respect of funded vaccines in New Zealand (“National Vaccines Services”);
- regional-level distribution and associated logistical services in respect of funded vaccines in New Zealand (“Regional Vaccines Services”).

This request for proposals (**RFP**) letter incorporates the following schedules:

- **Schedule 1** specifies the services for which Pharmac is requesting proposals and sets out the background to the RFP;
- **Schedule 2** describes the process that Pharmac expects to follow in relation to the RFP;
- **Schedule 3** specifies the information you need to include with your proposal; and
- Seven appendices include further information in relation to:
 - **Appendix 1** – Service Specifications for Community Health Services
 - **Appendix 2** - Service Specifications for National Vaccines Services
 - **Appendix 3** – Service Specifications for Regional Vaccines Services
 - **Appendix 4** – Draft Services agreement
 - **Appendix 5** - Dimensions, pricing and volume information in relation to Community Health Services
 - **Appendix 6** – Dimensions and volume information in relation to National and Regional Vaccines Services
 - **Appendix 7** – Budget template form for National and Regional Vaccines Services

If you wish to submit a proposal, please submit it to Pharmac via the Government Electronic Tenders Service (GETS) (www.gets.govt.nz) no later than **1:00 pm on Thursday 24 October 2024**.

If you have any inquiries about this RFP you should submit them via GETS or alternatively contact Pharmac by email at procurement@pharmac.govt.nz.

We look forward to receiving your proposal.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'G MacGibbon', with a stylized flourish at the end.

Geraldine MacGibbon
Director, Pharmaceuticals

Definitions

The following definitions shall be used in this RFP and shall have the meanings set out below:

“Authorised Agent” means Pharmac’s agent who is supplied the Vaccine and/or Pharmaceutical from a Pharmaceutical supplier, as notified to you by Pharmac from time to time;

“Authorised NRT Providers” means organisations contracted by Health NZ to provide smoking cessation services including but not limited to prison services, health service providers and public health units;

“Cold Chain” means the validated system of transporting and storing Vaccines within the safe temperature range of +2 degrees to +8 degrees Celsius (°C) in full compliance with the Cold Chain Standards;

“Cold Chain Conditions” means the storage of Vaccines in accordance with Cold Chain;

“Cold Chain Standards” means the “New Zealand Immunisation Advisory Centre (IMAC) National Guidelines for Vaccine Storage and Distribution 2017”, as amended from time to time, to the extent that they are applicable to the Vaccine;

“Community Health Organisation” means third parties as notified to you by Pharmac, for example including but not limited to:

- a) Authorised NRT Providers;
- b) organisations Pharmac has agreed to provide funding for the bulk purchase of condoms or naloxone for distribution within the community, such as the Burnett Foundation Aotearoa, the Aotearoa New Zealand Sex Workers’ Collective or Sexual Wellbeing Aotearoa; and
- c) Needle exchange sites operated by the New Zealand Needle Exchange Programme.

“Community Health Services” means distribution and associated logistical services for funded nicotine replacement therapy (NRT) products, naloxone, ledipasvir/sofosbuvir and condom pharmaceuticals to be distributed in bulk to Community Health Organisations in New Zealand;

“Health NZ Hospital” means a hospital operated by Health NZ;

“Health NZ” (or **“Health New Zealand”**) means Health New Zealand | Te Whatu Ora, a Crown agent established under section 11 of the Pae Ora (Healthy Futures) Act 2022;

“Immunisation Provider” means individuals or organisations licenced by Health NZ to administer Vaccines;

“National Cold Chain Audit” means the audit conducted by the Authorised Agent to monitor the Cold Chain accreditation process and other existing or new Cold Chain management interventions;

“National Vaccines Services” means national-level Cold Chain storage and distribution services for funded Vaccines in New Zealand;

“Pae Ora Act” means the Pae Ora (Healthy Futures) Act 2022;

“Pharmac” means the Pharmaceutical Management Agency as described in the Pae Ora Act;

“Pharmaceuticals” means condoms, ledipasvir/sofosbuvir and ribavirin, naloxone, and NRT products listed in Section B of the Pharmaceutical Schedule.

“Regional Vaccines Services” means regional-level Cold Chain storage and distribution services for funded Vaccines in New Zealand

“Vaccines” means all funded vaccines listed in Section H and Section I of the Pharmaceutical Schedule excluding seasonal influenza vaccines and COVID-19 vaccines, but includes tuberculin PPD (Mantoux tests).

Schedule 1: Description of Services and background to RFP

1. Description of Services

Community Health Services

Community Health Services would contribute to Pharmac's goal of widening the options for providing funded Pharmaceuticals to patients, removing barriers to access and ensuring that the pharmaceutical funding system remains fit-for-purpose and sustainable.

Please refer to Appendix 1 for the full Service Specifications and Appendix 4 for a draft Services agreement Pharmac would use to form the basis of a contract. Pharmac reserves the right to amend any part of the indicative agreement and any resulting agreement before and during negotiations.

Further information about the Pharmaceuticals can be found in Appendix 1 and Appendix 5.

National Vaccines Services

National Vaccines Services contribute to the overall goal of reducing preventable diseases through the maintenance of an appropriate national Vaccine storage facility and distribution system to regional Vaccine stores. The storage would maintain the shelf life and potency of Vaccines used in the national immunisation programme for the vaccination of eligible patients.

The functions of Vaccine forecasting and purchasing from Vaccines suppliers are currently provided by Pharmac. National Vaccines Services are currently provided by Healthcare Logistics.

A summary of service we are seeking proposals for is provided below and is stated in the Service Specifications in Appendix 2:

- store all funded Vaccines used in New Zealand – with storage capacity for a minimum of 5 months stock holding for each Vaccine at all times
- distribute stock to the regional distributor branches upon receipt of an order
- receive and organise secure destruction of unused/expired Vaccine adhering to the [National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017](#).

Note, Vaccines are delivered through the distribution chain at no cost, therefore debtor and creditor activities associated with Vaccines are not included in the Services required.

Please refer to Appendix 2 for the full Service Specifications and Appendix 4 for a draft Services agreement Pharmac would use to form the basis of a contract. Pharmac reserves the right to amend any part of the indicative agreement and any resulting agreement before and during negotiations.

Regional Vaccines Services

Pharmac is interested in considering the following types of proposals from service providers to provide Regional Vaccines Services:

- proposals for the provision of Services described in this RFP utilising single use vaccine Cold Chain packaging
- proposals for the provision of Services described in this RFP, utilising reusable or recyclable vaccine Cold Chain packaging
- proposals for the provision of Services described in this RFP, utilising both single use and reusable/recyclable vaccine Cold Chain packaging.

Regional Vaccines Services would contribute to the overall goal of reducing preventable diseases through the maintenance of an appropriate Vaccine storage and distribution system at a regional level, to maintain the shelf life and potency of Vaccine used in the national immunisation programme for the vaccination of eligible patients by enabling Immunisation Providers to order and receive stock in a timely manner.

The functions of Vaccine forecasting and purchasing from Vaccines suppliers are currently provided by Pharmac. Regional Vaccines Services are currently provided by ProPharma.

A summary of Services we are seeking proposals for is provided below and is stated in the Service Specifications in Appendix 3:

- store all funded Vaccines used in New Zealand with storage capacity for a minimum of 6 weeks' stock holding for each Vaccine at all times;
- distribute stock to the approximate 1000 authorised Immunisation Providers upon receipt of an order, with Immunisation Providers typically ordering fortnightly;
- receive and organise destruction of Vaccine waste.

Note, funded Vaccines are currently delivered through the distribution chain at no cost to the Immunisation Provider, so debtor and creditor activities related to Vaccines are not currently included in the Services required.

Please refer to Appendix 3 for the full Service Specifications and Appendix 4 for a draft Services agreement Pharmac would use to form the basis of a contract. Pharmac reserves the right to amend any part of the indicative agreement and any resulting agreement before and during negotiations.

2. Types of proposals sought

Pharmac is willing to consider proposals from service providers for the provision of Community Health Services, National Vaccines Services and Regional Vaccines Services described in this RFP for a period of approximately three years commencing from as early as 1 July 2025 to 30 June 2028. Pharmac would retain the option of extending the agreement for two separate consecutive periods of 12 months each with a potential final end date of 30 June 2030.

The Services may require amendment during the term of the agreement, for example but not limited to an adjustment to the volume of the Pharmaceuticals or Vaccines distributed and the distribution points to which the Pharmaceuticals or Vaccines are delivered.

For the avoidance of doubt, Service providers must provide all aspects of a given Service i.e. Service providers may not submit proposals for storage services alone but not distribution or vice versa.

3. Background to RFP

Community Health Services

Nicotine Replacement Therapy

NRT means any formulation of nicotine, including (but not limited to) gum, patches, lozenges, nasal spray and inhaler, that is used as an aid to smoking cessation.

In addition to listing of NRT products on the Pharmaceutical Schedule and the dispensing of these products via community pharmacies, certain NRT products are also provided, fully funded by Pharmac, directly to third party Authorised NRT Providers.

Orders are currently managed by [Onelink](#) with deliveries expected to occur within 4 weeks of the order deadline. Orders for NRT are distributed quarterly and can be placed at any time during the quarter up until the order deadline for each quarter.

Details of the last four quarterly orders are included in Appendix 5.

Condoms

Pharmac has agreements with the Burnett Foundation Aotearoa (formerly New Zealand AIDS Foundation), Aotearoa New Zealand Sex Workers Collective (formerly New Zealand Prostitutes Collective), and Sexual Wellbeing Aotearoa (formerly Family Planning New Zealand) to provide funding for the bulk purchase of condoms for distribution within the community. The agreements provide for delivery of a combined total of 17,500 packs of the equivalent of the 144 pack size of condoms to the Burnett Foundation Aotearoa, and the Aotearoa New Zealand Sex Workers Collective, and an unlimited number of male latex condoms in any presentation, form, or pack size to Sexual Wellbeing Aotearoa over any 12 month period.

There are 29 delivery locations: Auckland (9), Wellington (5), Christchurch (3), Dunedin (2), Tauranga (2), Blenheim, Gisborne, Hamilton, Invercargill, New Plymouth, Timaru, Whanganui, and Whangarei. We anticipate that monthly deliveries would be required to each site.

Orders are currently managed by [Onelink](#), with deliveries occurring within 4 weeks of the order deadline. Orders for condoms can be placed monthly with the standard deadline for ordering the third Friday of each month.

Details of orders from September 2023 to August 2024 are included in Appendix 5.

Ledipasvir/sofosbuvir and ribavirin

Ledipasvir/sofosbuvir is a combination antiviral used to treat hepatitis C and is often used in conjunction with another antiviral ribavirin. Ledipasvir/sofosbuvir is listed on the Pharmaceutical Schedule with a direct distribution supply model currently managed by Healthcare Logistics.

Pharmac places orders with the current supplier of ledipasvir/sofosbuvir (Gilead) who then deliver ledipasvir/sofosbuvir to Healthcare Logistics. Pharmac purchases ribavirin directly from Clinect which is then stored on Pharmac's behalf by Healthcare Logistics.

Ledipasvir/sofosbuvir and ribavirin are prescription-only medicines so must be dispensed by a pharmacy subject to a prescription before being delivered to an agreed delivery point (e.g. GP clinic, community or hospital pharmacy). Healthcare Logistics currently sub-contracts with a single pharmacy to manage the dispensing of both ledipasvir/sofosbuvir and ribavirin.

Pharmac anticipates fewer than one patient a month will require dispensing of ledipasvir/sofosbuvir and ribavirin.

Naloxone

Naloxone is used for the treatment of opioid overdose. Prior to August 2023, naloxone was a prescription-only medicine which restricted the availability of naloxone for harm reduction programmes in the community by groups such as needle exchange services. Needle exchange sites are the primary locations and drivers of harm-reduction efforts associated with opioid misuse in the community.

In [August 2023](#), Medsafe amended the classification of naloxone to enable supply of naloxone ampoules with needles or syringes, or pre-filled syringes, by needle exchange sites without a prescription for the treatment of opioid overdose. The acute nature of opioid overdose means that obtaining a prescription when required is not practical – potential users must be able to hold it in advance in the event of an emergency.

From [December 2023](#) Pharmac has provided funding for the delivery of naloxone to needle exchange sites where they can either be included in emergency opioid overdose kits, or provided alongside needles and syringes with instructions for use.

There are [21 needle exchange sites](#) in New Zealand including one mobile exchange.

Orders are currently managed by [Onelink](#), with deliveries expected to occur within 4 weeks of the order deadline. Orders for naloxone can be placed monthly with the standard deadline for ordering the third Friday of each month.

Details of orders from December 2023 to August 2024 are included in Appendix 5.

National and Regional Vaccines Services

National and Regional Vaccines Services are currently provided by two separate organisations contracted by Pharmac. National Vaccines Services are currently provided by Healthcare Logistics while Regional Vaccines Services are currently provided by ProPharma.

The forecasting of future requirements and placement of orders is currently carried out by Pharmac. A 24-month forecast of requirements is forwarded to Vaccine suppliers and firm orders are placed with Vaccine suppliers 6 months prior to delivery. These forward order schedules are also forwarded to the National Vaccines Service provider.

The National Vaccines Service provider currently provides the bulk storage of Vaccines until they are ordered by the Regional Vaccines Services provider. The National Vaccines Service provider also provides a quality control service. Vaccine suppliers will perform quality control checks before releasing stock to Pharmac. The Service provider would support this by enabling samples to be taken, inspections and other activities to assist the supplier perform quality assurance. The Service provider would ensure that arriving stock is inwards into Cold Chain storage in a timely manner. The Service provider would ensure that Vaccines remain viable following receipt from Vaccine suppliers.

ProPharma currently provides Regional Vaccines Services through six branches spread across New Zealand. Vaccine stock is transferred to its branches from the National Vaccines Services provider and is stored and distributed to licenced Immunisation Providers on request. The incumbent Service provider participates in the National Cold Chain Audit (NCCA) process (as required) which monitors adherence to Cold Chain practices between despatch from the regional stores and receipt by the Immunisation Provider.

Further details on the Services currently provided can be found within the [National Guidelines for Vaccine Storage and Transportation for Immunisation Providers 2017](#).

The funded Vaccines that are currently listed on the Pharmaceutical Schedule as at 1 September 2024 (excluding seasonal influenza and COVID-19 Vaccines) are listed below. Changes may be made to this list during the term of the agreement. Stability notes can be found in the [Immunisation Handbook](#). Note that the Services also include tuberculin PPD tests.

Vaccine	Brand	Supplier
Bacillus Calmette-Guérin	BCG	Seqirus
Diphtheria, Tetanus and Pertussis	Boostrix	GSK
Diphtheria, Tetanus, Pertussis and Polio	Infanrix IPV	GSK

Diphtheria, Tetanus, Pertussis, Polio, Hepatitis B and Haemophilus influenza type B	Infanrix-hexa	GSK
Haemophilus influenza type B	Act-HIB	Sanofi
Hepatitis A	Havrix 1440	GSK
Hepatitis A	Havrix Junior	GSK
Hepatitis B 10 mcg	Engerix-B	GSK
Hepatitis B 40 mcg	Engerix-B	GSK
Human Papillomavirus	Gardasil 9	Seqirus
Measles, Mumps and Rubella	Priorix	GSK
Meningococcal A, C, Y and W-135	MenQuadfi	Sanofi
Meningococcal B multicomponent vaccine	Bexsero	GSK
Meningococcal C conjugate vaccine	Nimenrix	Pfizer
Pneumococcal (PCV13) conjugate vaccine	Prevenar 13	Pfizer
Pneumococcal (PPV23) polysaccharide vaccine	Pneumovax 23	Merck Sharp & Dohme
Poliomyelitis	IPOL	Sanofi
Rotavirus	Rotarix	GSK
Tuberculin PPD (Mantoux) Test	Tubersol	Sanofi
Varicella	Varilrix	GSK
Varicella zoster	Shingrix	GSK

Schedule 2: RFP Process

Pharmac expects to follow the process set out below in the sequence indicated.

1. Submission

- (a) You may submit more than one proposal. Each proposal will be considered as a separate proposal.
- (b) You may submit proposals for any number of the Services included in this RFP i.e Community Health Services, National Vaccines Services or Regional Vaccines Services. If you submit proposals for multiple Services, your proposal for each Service must be capable of being accepted as a standalone proposal. You may not bundle multiple Services within a single proposal.
- (c) Proposals must be submitted to Pharmac **via the Government Electronic Tenders Service (GETS)** no later than **1:00 pm** (New Zealand time) on **Thursday 24 October**. Late proposals will only be considered at Pharmac's discretion, taking into account the need for fairness to other Service providers and integrity of the RFP process.
- (d) You cannot withdraw your proposal, once submitted, while the RFP process is continuing.
- (e) If you have any inquiries about this RFP you should submit them via GETS.

2. Evaluation

- (a) Following the deadline for submitting proposals an Evaluation Committee comprising Pharmac staff will evaluate each proposal to select its preferred proposal(s).
- (b) The Evaluation Committee will evaluate proposals in light of Pharmac's statutory objective. In doing so the Evaluation Committee will be guided by the Factors for Consideration (Factors) that form part of Pharmac's then current Operating Policies and Procedures (OPPs), as published on Pharmac's website (www.pharmac.govt.nz), to the extent applicable. More information on the Factors can be found at www.pharmac.health.nz/factors-for-consideration.
- (c) The information to be considered by the Evaluation Committee will be at its discretion, however it will include:
 - (i) description of method for each of the Services;
 - (ii) your organisation's activities/experience/credentials in delivering Services of the type required;
 - (iii) price and budget information;
 - (iv) the information included in your proposal in the form set out in Schedule 3, and Appendix 1, 2 or 3 where applicable of this RFP;
 - (v) information about how your organisation supports achieving the [New Zealand Government Procurement Broader Outcomes](#) including environmental and social sustainability; and
 - (vi) any other information that the Evaluation Committee considers to be relevant having regard to probity principles.
- (d) Each proposal will be evaluated on the basis that the price offered, the expenditure entailed, and any other terms included in the proposal, are the best that the Service provider is able to offer. If you do not put forward your best terms you risk having your proposal excluded at the evaluation stage.

- (e) Pharmac is not bound to select the lowest priced proposal or any proposal.

3. Pharmac may request further information

- (a) Pharmac may request such further information as it considers necessary from or about you for the purposes of clarifying or evaluating your proposal.
- (b) If Pharmac requests further information from or about you, it is not obliged to request the same or any other information from or about any other party, provided that in Pharmac's judgment this would not be unfair to any other party.

4. Negotiation

- (a) Pharmac may negotiate with the submitter(s) of one or more preferred proposals, in the latter case whether or not the acceptance of either Service provider's proposal would exclude acceptance of the other proposal.
- (b) Negotiations will proceed on the basis that the agreement structure set out in Appendix 4 will apply, which will be developed into a full provisional agreement.
- (c) Given that Pharmac expects your proposal to be the best you can offer, Pharmac does not intend to initiate negotiation with you on price. However, Pharmac does not exclude the possibility that the final price agreed will be different from the price put forward in your proposal, as a result of the impact that other negotiated terms may have on price.
- (d) Pharmac may negotiate and enter into a provisional agreement with a preferred Service provider(s) on whatever special terms Pharmac considers appropriate.
- (e) If Pharmac and the Service provider(s) are unable to reach a provisional agreement within what Pharmac considers to be a reasonable time, Pharmac may terminate those negotiations and negotiate with a different Service provider(s).

5. Consultation and approval

- (a) Any provisional agreement will be conditional on consultation (at Pharmac's discretion) with other interested parties, to the extent Pharmac considers consultation to be necessary or appropriate, and on Board approval (or approval by the Board's delegate acting under delegated authority).
- (b) Pharmac will not consider any counter-offers received during consultation.
- (c) The provisional agreement and responses to consultation will be considered (if applicable) by Pharmac's Board (or by the Board's delegate acting under delegated authority) in accordance with the Factors in Pharmac's current [OPPs](#).
- (d) If the Board or its delegate does not approve the provisional agreement, then Pharmac may initiate negotiations for a provisional agreement with any other Service provider(s).
- (e) The RFP process will be complete once Pharmac has notified Service providers of either:
 - (i) the Board's or its delegate's decision to accept the provisional agreement; or
 - (ii) the termination of the RFP process.

6. Miscellaneous

- (a) Pharmac reserves the right, having regard to probity principles:
 - (i) to make such adjustments to the above RFP process as it considers appropriate, at any time during the process, provided that it notifies Service providers affected by those changes;
 - (ii) to meet with any submitter of a proposal at their place of business to discuss their proposal and to gain an understanding of their work environment;
 - (iii) not to accept any proposal;
 - (iv) to seek clarification of any proposal;
 - (v) to meet with any Service provider in relation to its proposal;
 - (vi) to enter into an agreement or arrangement that differs in material respects from that envisaged in this RFP letter;
 - (vii) to suspend this RFP process. For example, if during the RFP process (and before a provisional agreement is entered into) it becomes apparent to Pharmac that further consultation is appropriate or required we may suspend the RFP process in order to consult. In this situation we may ask you to adapt and resubmit your proposal in light of consultation, or alternatively we may request that new proposals be submitted;
 - (viii) to terminate this RFP process at any time, by notifying Service providers who submitted proposals, and, following termination, to negotiate with any Service providers(s) on whatever terms Pharmac thinks fit; and
 - (ix) to re-advertise for proposals.
- (b) You must not initiate or engage in any communication with other Service providers in relation to the RFP, whether before or after submitting their proposal(s), until such time as a provisional agreement is accepted by Pharmac's Board or the Board's delegate.
- (c) You must not at any time initiate any communication with Pharmac, Health NZ, the Ministry of Health (including its operating unit Medsafe), the Minister of Health (or any Associate Ministers) or advisors to Pharmac with a view to influencing the outcome of this RFP process.
- (d) You must pay your own costs for preparing and submitting your proposal.
- (e) Proposals are submitted in reliance on your own knowledge, skill, and independent advice, and not in reliance on any representations made by Pharmac.
- (f) Your submission of a proposal will be taken as acceptance of the terms contained in this RFP letter. Pharmac may exclude your proposal if you do not comply with any of the terms contained in this RFP letter.
- (g) This is an RFP and not a tender. Your proposal is not an offer capable of being converted into a contract for the supply of Community Health Services, National Vaccines Services, or Regional Vaccines Services by Pharmac's apparent acceptance and instead a separate agreement needs to be negotiated.
- (h) Pharmac is not liable in any way whatsoever for any direct or indirect loss (including loss of profit), damage or cost of any kind incurred by you or any other person in relation to this RFP.
- (i) Pharmac will consider your proposal and information exchanged between us in any negotiations relating to your proposal, excluding information already in the public

domain, to be confidential to us and our employees, legal advisors and other consultants, the Ministry of Health and Health NZ (**Confidential Information**). However, you acknowledge that it may be necessary or appropriate for Pharmac to release Confidential Information:

- (i) pursuant to the Official Information Act 1982; or
- (ii) in the course of consultation on a provisional agreement entered into with a Service provider; or
- (iii) in publicly notifying any approval by the Pharmac Board of that agreement; or
- (iv) otherwise pursuant to Pharmac's public law or any other legal obligations.

Pharmac may consult with you before deciding whether to disclose Confidential Information for the purposes described in sub-clauses (i) to (iv) above. You acknowledge, however, that it is for Pharmac to decide, in its absolute discretion, whether it is necessary or appropriate to disclose information for any of the above purposes, provided that Pharmac shall act in good faith in disclosing any Confidential Information.

- (j) Pharmac is bound by obligations under law and the terms of this RFP are subject to those obligations.

7. **Anticipated timetable**

- (a) Following receipt of proposals, Pharmac anticipates:
 - (i) the Evaluation Committee evaluating proposals in **November 2024**;
 - (ii) negotiating with submitter(s) of one or more preferred proposals in **December 2024 and January 2025**;
 - (iii) if applicable consulting on a provisional agreement by **January 2025**;
 - (iv) Pharmac's Board or its delegate considering the provisional agreement in or after **February 2025**,

provided that the above time frames are only approximate and may be extended, without notice being required from Pharmac, if any stages of the RFP process take longer than anticipated.

8. **Governing Law**

This RFP is governed by New Zealand law, and the New Zealand courts have exclusive jurisdiction in all matters relating to this RFP.

Schedule 3: Information to be included in the proposal

1. Organisation Details

Identify and describe your organisation as follows:

- Legal name of your organisation (and including any trading name).
- Name and position of your contact person and their contact details.
- Your organisation's activities/experience/credentials in delivering Services of the type required.
- The dimensions of the organisation (e.g. size, location, turnover, management, staff, financial size/status/stability).
- The hours of operation for your organisation.
- Names and contact points for two or more referees Pharmac may approach.

2. Details of Proposal(s)

- *Description of method of the Services* – Describe how you intend to approach and provide the Services outlined in Schedule 1 and Appendix 1, 2 and 3 (where applicable) using the current distribution volumes in Appendix 5 and 6, including:
 - An outline of the phases and timeframes for establishing the Services, including a transition plan (if applicable);
 - The proposed arrangements and procedures/process for delivering the Services;
 - How orders would be processed.
 - Your transportation method.
 - Your ability to track orders.
 - How receipt of goods is verified on delivery.
 - Reporting capabilities.
 - How the Services would be positioned and supported within your organisational structure; and
 - Proposals/suggestions about Services not expressly identified in the RFP that Pharmac may wish to consider.
- *Resources and personnel* – Identify the resources and personnel that will be applied/engaged to deliver the Services. Identify and include details about the person who will assume overall responsibility for delivery of the Services (Key Account Manager).
- Suppliers are welcome to submit more than one proposal, each will be considered separately.

3. Financial

- Price for delivering the Services:
 - please specify your delivery price structure;
 - including occasional “out of cycle” additional orders; and
 - estimate the total cost per year based on the information provided.
- All prices must be GST excusive.

- If you are submitting a proposal for National Vaccine Services or Regional Vaccine Services, your costs should be outlined in your budget template (Appendix 7).

4. General Requirements

Ensure that your proposal addresses each of the following general requirements:

- Professional expertise:** You and your staff must have the appropriate skills and expertise to ensure the safe and secure distribution and associated logistical Services of Pharmaceuticals or Vaccines.
- Quality:** You should demonstrate how you will ensure that the Services required will be of excellent quality. For example, you will need to demonstrate previous experience in the distribution and associated logistical Services of Pharmaceuticals or Vaccines and describe the quality features of that previous experience. You should describe the quality assurance processes that will apply to your provision of Services.
- Service Priorities:** You must show that you are able to put aside adequate time and dedicate appropriate resources for the Services to be provided under the agreement to ensure that the provision of the Services is not compromised by your other commitments. This will include ensuring the Services are appropriately positioned within the organisation and have access to appropriate levels of support and facilities to ensure their effective operation.
- Joint Ventures or Sub-Contracting:** If you intend entering into a joint venture or employing sub-contractors in order to provide the Services, those other parties to the venture or the sub-contractors must meet the requirements of this RFP. You should specify how you would ensure that they would meet these requirements, and each such party should be identified clearly in your proposal.
- Conflict of Interest:** No conflict of interest shall occur. Identify any likely conflicts and how you would resolve them.
- Settings:** you should describe the various licences and consents held, your facilities / buildings, plant and equipment, hours of operation and subcontracting relationships
- Operational standards.** You should describe your quality (including any self and external audit) and risk management processes and systems.
- Supplier Code of Conduct:** You should describe how your organisation meets or exceeds the expectations set out in the [New Zealand Government Procurement Supplier Code of Conduct](#).
- Broader Outcomes:** You should outline how your organisation supports social, economic, cultural, and environmental outcomes beyond supply of the Services (please refer to the [New Zealand Government Procurement Broader Outcomes](#)). Please outline how your organisation:
 - supports New Zealand businesses, including Māori, Pacific, and regional businesses, as well as social enterprises (if relevant);
 - supports improving conditions for New Zealand workers and supports workforce diversity;
 - supports environmental sustainability including any environmental/sustainability awards your organisation has received. Please include an environmental/sustainability policy and/or report if available.
- Linkages.** You should describe:

- Account relationship management processes
- Pharmaceutical provider relationship management processes.

Additional specific information to include in your proposals for National Vaccines Services or Regional Vaccines Services be found in Appendix 2 and Appendix 3 respectively.

Note that there are no additional specific requirements relating to Community Health Services.

APPENDIX 1 – additional information in relation to Community Health Services

Summary of Services required

The Service provider will:

- work with the incumbent Service provider and Pharmac to ensure a smooth transition of Services if required;
- provide an online ordering platform through which Community Health Organisations may place orders for funded Pharmaceuticals;
- purchase stock from Pharmac's nominated suppliers for funded Pharmaceuticals in accordance with orders received from Community Health Organisations;
- arrange the distribution and logistics to ensure that all orders are delivered in full, within a set period to be agreed;
- provide Pharmac with agreed reports; and
- invoice Pharmac electronically for the orders delivered in full.

For the avoidance of doubt, no re-packing of the Pharmaceuticals will be required by the Service provider. All orders will be for whole packs.

Pre-requisites for Service provider

- Ability to provide the Services in accordance with the [New Zealand Code of Good Manufacturing Practice for Manufacture and Distribution of Therapeutic Goods](#).

Service Specification – Community Health Services

Pharmaceutical distribution and logistical services

You will:

- a) have the capability of receiving orders from Community Health Organisations electronically;
- b) place orders and purchase stock from Pharmac's nominated suppliers for funded Pharmaceuticals based on demand;
- c) make suitable arrangements to dispense ledipasvir/sofosbuvir and ribavirin;
- d) store any funded Pharmaceutical stock in accordance with the [New Zealand Code of Good Manufacturing and Warehousing Practice for Manufacture and Distribution of Therapeutic Goods](#);
- e) ensure that your infrastructure has capacity for stock of funded Pharmaceuticals and additional capacity for Pharmaceuticals that may be approved for funding in the future;
- f) dispatch funded Pharmaceuticals to Community Health Organisations and to any other party or delivery point that Pharmac requests, within a maximum of 10 working days of the order deadline;
- g) obtain a signature of courier ticket statement on receipt by an approved Community Health Organisation, of every funded Pharmaceutical delivery.

Reporting

You will provide monthly reports to Pharmac on a specified day each month which include:

- a) stock summary (distribution data by Community Health Organisation)

Insurance

You will

- a) arrange and maintain insurance policies for all Pharmaceutical stock held on behalf of Pharmac equivalent to the cost of the Pharmaceuticals;
- b) if requested, send a copy of the relevant policy renewals to Pharmac. Whether or not insurance policies exist shall not derogate from your potential liability;
- c) do nothing to invalidate the insurance policies that you hold as required under paragraph (a) above or to prejudice your entitlement under those insurance policies.
- d) reimburse Pharmac for any claim against the policy for funded Vaccine loss or any rebate you may receive for no claims where Pharmac has paid the premium for the policy.

Note that Pharmac is considering seeking insurance independently and may insure its own stock in the future. This may occur within the term of the agreement. Pharmac would consult with Service providers prior to this occurring. Service providers should provide pricing for insurance to cover the entire term of the agreement or in the event Pharmac secures its own insurance during the term of the agreement.

APPENDIX 2 – additional information in relation to National Vaccines Services

Summary of Services required

The Service provider will:

- work with the incumbent Service provider and Pharmac to ensure a smooth transition of Services if required;
- provide an online ordering platform through which the Regional Vaccines Services provider may place orders for funded Vaccines;
- store stock supplied by Pharmac's nominated suppliers in accordance to Cold Chain Standards;
- arrange the distribution and logistics to ensure that all orders received from the Regional Vaccines Services provider are delivered in full, within a set period to be agreed;
- destroy expired, returned or recalled Vaccines when required;
- provide Pharmac with agreed reports; and
- invoice Pharmac electronically for the provision of Services.

Pre-requisites for Service provider

- Have a current licence to sell by wholesale
- Ability to provide a national Vaccine storage and distribution system in accordance with the Ministry of Health's [National Standards for Vaccine Storage and Transportation, WHO/EPI](#) (World Health Organisation/Expanded Programme on Immunisation), and the [New Zealand Code of Good Manufacturing Practice for Manufacture and Distribution of Therapeutic Goods](#).
- Maintain Vaccines under Cold Chain Conditions at all times and adhere to the standards referenced above.
- Provide reports to Pharmac as described in the Service Specification.
- Work closely with Pharmac and other parties involved with national Vaccine management.
- Provide capacity for additional Vaccine storage as new Vaccines become funded in New Zealand. These Vaccines may have storage and distribution requirements which may differ from the existing standard Cold Chain requirements.

Service Specification for National Vaccines Services

Vaccine storage and stock maintenance

You will:

- a) maintain Vaccines under Cold Chain Conditions;
- b) store funded Vaccine stock in accordance with the Cold Chain between the temperature of 2 degrees Celsius and 8 degrees Celsius;
- c) ensure that cold room infrastructure has capacity for five months' stock of funded Vaccines and additional capacity for Vaccines that may be approved for funding in the future;
- d) provide appropriate security for funded Vaccine stocks;
- e) have a stock prevention programme in place to ensure that all the funded Vaccine stock, power supply is alarmed, monitored and facilities are managed to mitigate against Vaccine loss;
- f) ensure storage is managed to minimise stock losses;
- g) ensure that the stock with the earliest expiry date is issued first and in conditions that meet all appropriate standards relevant to the storage of Vaccines;

- h) log all breaches of Cold Chain process;
- i) undertake root cause analysis of all breaches and take appropriate steps to avoid further breaches; and
- j) have a warehouse management system that must accurately show the location of funded Vaccine held, interfaces with freight management systems to allow full tracking of deliveries, shows all funded Vaccines issued (including batch number and expiry date) to regional distributor branches and any other distribution points as requested by Pharmac, and shows all funded Vaccine returns and the reasons for the return.

Vaccine distribution

You will:

- a) provide an online order system for regional distributor branches to order funded Vaccines, and that includes transparency of orders including orders not filled and stock on hand;
- b) provide an up to date order form available for download from your company website;
- c) dispatch funded Vaccines to distributor branches within 24 hours of receiving a purchase order;
- d) dispatch all orders within two hours of packing;
- e) acknowledge receipt of all orders;
- f) track and trace all Vaccines by batch numbers delivered to regional distributor branches;
- g) ensure that all funded Vaccine is maintained between 2 degrees and 8 degrees Celsius at all times during the distribution process;
- h) temperature monitor funded Vaccine transportation method at a rate of not less than 5% of deliveries;
- i) place a temperature monitoring device (data logger) capable of recording the temperature throughout the transportation phases for an individual Vaccine.

Vaccine returns

You will:

- a) accept return of expired or damaged funded Vaccine from distributor branches;
- b) log where the funded Vaccines have been returned from and the reason for the return;
- c) assign returned or recalled funded Vaccine to the reject section of the warehouse, labelled and quarantined;
- d) destroy returned or recalled funded Vaccine in accordance with the Resource Management Act 1991; and
- e) report details of any destroyed stock to Pharmac at month end.

Reporting

You will:

- a) Provide goods inwards advice to Pharmac immediately upon receipt of deliveries.
- b) Provide monthly reports to Pharmac on a specified day each month which include:
 - i. total stock quantity (balance)
 - ii. stock summary (distribution data by distributor branch, number of deliveries per month by distributor branch);
 - iii. by distributor branch, the number of returned and destroyed funded Vaccines, the reason why they are returned and the original despatch details; and
 - iv. any other ad hoc reports as reasonably requested by Pharmac from time to time
- c) provide weekly stock on hand reports to Pharmac on a specified day each week;
- d) provide six monthly reports to Pharmac on the number of data loggers distributed, in actual numbers as a percentage of orders despatched;

- e) reconcile all funded Vaccine insurance claims on a six-monthly basis and provide details to Pharmac; and
- f) assist Pharmac, Health NZ and Immunisation Advisory Centre (IMAC) with distribution of information on funded Vaccines, funded Vaccine changes and schedule changes.

National Cold Chain Audit (if applicable)

You will:

- a) distribute National Cold Chain Audit monitoring devices and record cards to regional distributor branches; and
- b) distribute courier bags to Immunisation Providers to allow them to return the monitoring devices and record cards to IMAC.

Insurance

You will:

- a) arrange and maintain insurance policies for all Vaccine stock held on behalf of Pharmac equivalent to the cost of the Vaccine up to a maximum of \$25 million NZD per insurance event;
- b) if requested, send a copy of the relevant policy renewals to Pharmac. Whether or not insurance policies exist shall not derogate from your potential liability;
- c) do nothing to invalidate the insurance policies that you hold as required under paragraph (a) above or to prejudice your entitlement under those insurance policies.
- d) reimburse Pharmac for any claim against the policy for funded Vaccine loss or any rebate you may receive for no claims where Pharmac has paid the premium for the policy.

Note that Pharmac is considering seeking insurance independently and may insure its own stock in the future. This may occur within the term of the agreement. Pharmac would consult with Service providers prior to this occurring. Service providers should provide pricing for insurance to cover the entire term of the agreement or in the event Pharmac secures its own insurance during the term of the agreement.

Specific Information to include in your proposal for National Vaccines Services

- (a) **Vaccine storage, temperature control and monitoring.** The proposal should describe:
 - the total capacity of cold storage you have available for Vaccines (in cubic metres)
 - the location of where the cool unit(s) the Vaccines will be stored in
 - the capacity of cold storage for available Vaccines
 - how the cool unit(s) is controlled and monitored throughout the storage and distribution processes, including monitoring and mitigation processes in the event of a cool room temperature deviation.
 - back-up systems or processes in the event of power or other failures
- (b) **Vaccine inventory control and order management.** The proposal should describe:
 - how your warehouse inventory system enables real-time identification of the location and status of all Vaccines held.
 - the stock management method used
 - how your warehouse and freight management systems interact i.e. the ability to acknowledge receipt of orders and electronically track every order
 - the warehouse inventory system reporting capabilities, including transparency of orders, and orders that are not filled.
 - how Vaccine orders would be processed
 - in the event of a national outbreak, assist with the response which may include additional storage and direct to Immunisation Provider distribution.
- (c) **Vaccine distribution.** The proposal should describe:

- your Vaccine transportation method. Validation (evidence) as to how long the transportation method maintains 2 – 8 degrees Celsius must be included.
 - your Cold Chain packaging options. Validation (evidence) of packaging maintaining 2 – 8 degrees Celsius must be included.
 - how receipt of Vaccine is verified on delivery
 - your process for receiving and disposing of Vaccine returns
 - your ability to assist with distribution information on Vaccines, Vaccine or schedule changes or procedural changes, when requested.
- (d) **Secure Vaccine destruction.** The proposal should describe
- your process for disposal of unwanted, discontinued, expired or thermally compromised Vaccines
 - evidence that your Vaccine disposal process adheres to the [Ministry of Health's National Standards for Vaccine Storage and Transportation](#), [WHO/EPI](#) (World Health Organisation/Expanded Programme on Immunisation) and the [New Zealand Code of Good Manufacturing and Warehousing Practice for Manufacture and Distribution of Therapeutic Goods](#).

APPENDIX 3 – additional information in relation to Regional Vaccines Services

Summary of Services required

The Service provider would:

- work with the incumbent Service provider and Pharmac to ensure a smooth transition of Services if required;
- provide an online ordering platform through which Immunisation Providers may place orders for funded Vaccines;
- store stock supplied received from the National Vaccine Service provider in accordance with Cold Chain Standards;
- arrange the distribution and logistics to ensure that all orders received from Immunisation Providers are delivered in full, within a set period to be agreed;
- destroy expired, returned or recalled Vaccines when required;
- provide Pharmac with agreed reports; and
- invoice Pharmac electronically for the provision of Services.

Pre-requisites for provider

- Have a current licence to sell by wholesale
- Ability to provide a national Vaccine storage and distribution system in accordance with the Ministry of Health's [National Standards for Vaccine Storage and Transportation](#), [WHO/EPI](#) (World Health Organisation/Expanded Programme on Immunisation), and the [New Zealand Code of Good Manufacturing Practice for Manufacture and Distribution of Therapeutic Goods](#).
- Maintain Vaccines under Cold Chain Conditions at all times and adhere to the standards referenced above.
- Provide reports to Pharmac as described in the Service Specification.
- Work closely with Pharmac and other parties involved with national Vaccine management.
- Provide capacity for additional Vaccine storage as new Vaccines become funded in New Zealand. These Vaccines may have storage and distribution requirements which may differ from the existing standard Cold Chain requirements.

Service Specification for Regional Vaccines Services

Vaccine storage and stock maintenance

You will:

- a) maintain Vaccines under Cold Chain Conditions;
- b) store funded Vaccine stock in accordance with the Cold Chain between the temperature of 2 degrees Celsius and 8 degrees Celsius;
- c) ensure that cold room infrastructure has capacity for 6 weeks' stock of funded Vaccines and additional capacity for Vaccines that may be approved for funding in the future;
- d) provide appropriate security for funded Vaccine stocks;
- e) have a stock prevention programme in place to ensure that all the funded Vaccine stock power supply is alarmed, monitored and facilities are managed to mitigate against Vaccine loss;
- f) ensure storage is managed to minimise stock losses;
- g) ensure that stock with the earliest expiry date is issued first and in conditions that meet all appropriate standards relevant to the storage of Vaccines;

- h) log all breaches of Cold Chain process;
- i) undertake root cause analysis of all breaches and take appropriate steps to avoid further breaches; and
- j) have a warehouse management system that must accurately show the location of funded Vaccine held, interfaces with freight management systems to allow full tracking of deliveries, shows all funded Vaccines issued (including batch number and expiry date) to each Immunisation Provider and Health NZ hospital, shows all funded Vaccine returns and the reasons for the return.

Vaccine Distribution

You will:

- a) maintain an accurate database of licenced Immunisation Providers and addresses;
- b) provider an online order system for Immunisation Providers to order funded Vaccines, and that includes transparency of orders including orders not filled;
- c) provide an up to date order form available for download from your company website;
- d) dispatch funded Vaccines to Immunisation Providers, Health NZ hospitals, schools and to any other party that Pharmac requests within 24 hours of receiving a purchase order;
- e) dispatch all orders within two hours of packing;
- f) acknowledge receipt of all orders;
- g) track and trace all Vaccines by batch numbers delivered to Immunisation Providers;
- h) ensure that all funded Vaccine is maintained between 2 degrees and 8 degrees Celsius at all times during the distribution process;
- i) temperature monitor funded Vaccine transportation method at a rate of not less than 5% of deliveries;
- j) place a temperature monitoring device (data logger) capable of recording the temperature throughout the transportation phases for an individual Vaccine; and
- k) obtain a signature or courier ticket statement on receipt by the Immunisation Provider, of every funded Vaccine delivery.

Vaccine Returns

You will:

- a) accept return of expired or damaged funded Vaccine from Immunisation Providers;
- b) log where the funded Vaccines have been returned from and the reason for the return;
- c) assign returned or recalled funded Vaccine to the reject section of the warehouse, labelled and quarantined;
- d) destroy returned or recalled funded Vaccine in accordance with the Resource Management Act 1991; and
- e) report details of any destroyed stock to Pharmac at month end.

Reporting

You will:

- a) provide monthly reports to Pharmac on a specified day each month which include:
 - i. total stock value (balance);
 - ii. stock summary (distribution data by Health NZ region, number of deliveries per month by Health NZ region);
 - iii. by distribution centre, doses ordered by and supplied to Immunisation Providers of funded Vaccine;
 - iv. by Immunisation Provider, the number of returned and destroyed funded Vaccines, the reasons why they are returned and the original despatch details; and
 - v. any other ad hoc reports as reasonably requested by Pharmac from time to time.
- b) provide weekly stock on hand reports to Pharmac on a specified day each week;

- c) provide six monthly reports to the Ministry of Health or its agent monitoring national Cold Chain compliance:
 - i. monthly numbers of data loggers distributed in actual numbers and as a percentage of orders dispatched;
 - ii. historic monthly comparison over previous 12 months; and
 - iii. data loggers returned out of spec.
- d) reconcile all funded Vaccine insurance claims on a six-month basis and provide details to Pharmac; and
- e) assist Pharmac, Health NZ and IMAC with distribution of information on funded Vaccines, funded Vaccine changes and schedule changes.

National Cold Chain Audit (if applicable)

You will:

- c) distribute National Cold Chain Audit monitoring devices and record cards to Immunisation Providers; and
- d) distribute courier bags to Immunisation Providers to allow them to return the monitoring devices and record cards to IMAC.

Insurance

You will:

- a) arrange and maintain insurance policies for all Vaccine stock held on behalf of Pharmac at the distribution centre(s) equivalent to the cost of the Vaccine to Pharmac;
- b) if requested, send a copy of the relevant policy renewals to Pharmac. Whether or not insurance policies exist shall not derogate from your potential liability;
- c) do nothing to invalidate the insurance policies that you hold as required under paragraph (a) above or to prejudice your entitlement under those insurance policies; and
- d) reimburse Pharmac for any claim against the policy for funded Vaccine loss or any rebate you may receive for no claims where Pharmac has paid the premium for the policy.

Note that Pharmac is considering seeking insurance independently and may insure its own stock in the future. This may occur within the term of the agreement. Pharmac would consult with Service providers prior to this occurring. Service providers should provide pricing for insurance to cover the entire term of the agreement or in the event Pharmac secures its own insurance during the term of the agreement.

Specific requirements for Regional Vaccines Services

- (a) **Vaccine storage, temperature control and monitoring.** The proposal should describe:
 - the total capacity of cold storage you have available for Vaccines (in cubic metres)
 - the location of where the cool unit(s) the Vaccines will be stored in
 - the capacity of cold storage for available Vaccines
 - how the cool unit(s) is controlled and monitored throughout the storage and distribution processes, including monitoring and mitigation processes in the event of a cool room temperature deviation.
 - back-up systems or processes in the event of power or other failures
- (b) **Vaccine inventory control and order management.** The proposal should describe:
 - how your warehouse inventory system enables real-time identification of the location and status of all Vaccines held.
 - the stock management method used
 - how your warehouse and freight management systems interact i.e. the ability to acknowledge receipt of orders and electronically track every order

- the warehouse inventory system reporting capabilities, including transparency of orders, and orders that are not filled.
 - how Vaccine orders would be processed
 - in the event of a national outbreak, assist with the response which may include additional distribution and tracking/tracing of volumes of funded Vaccines to Immunisation Providers
- (c) **Vaccine distribution.** The proposal should describe:
- how you will establish and maintain the Immunisation Provider delivery site database, including your process for adding Immunisation Providers to the database, for preventing duplications in the database, and maintaining accuracy of the database.
 - your Vaccine transportation method. Validation (evidence) as to how long the transportation method maintains 2 – 8 degrees Celsius must be included.
 - your Cold Chain packaging options (single use, reusable, or recyclable). Validation (evidence) of packaging maintaining 2 – 8 degrees Celsius must be included.
 - how receipt of Vaccine is verified on delivery
 - your process for receiving and disposing of Vaccine returns
 - your ability to assist with distribution information on Vaccines, Vaccine or schedule changes or procedural changes, when requested.
- (d) **Operational standards.** The proposal should describe:
- your organisation goal(s) relating to Vaccine storage and distribution.
 - your quality vision
 - your quality (including self-audit) and risk management (including cool unit) processes and systems.
 - external audits undertaken (frequency and results)
 - your site security processes

APPENDIX 4 – Draft Services Agreement

Please refer to the separate attachment named “Appendix 4 – Draft Services Agreement”.

APPENDIX 5 – Dimensions, pricing and volume information in relation to Community Health Services

Please refer to the separate attachment named “Appendix 5 – Dimensions, pricing and volume information in relation to Community Health Services”

APPENDIX 6 – Dimensions and volume information in relation to National and Regional Vaccines Services

Please refer to the separate attachment named “Appendix 6 – Dimensions and volume information in relation to National and Regional Vaccines Services”.

APPENDIX 7 - Budget template for National and Regional Vaccines Services

Complete this template for your Service budget. Under each umbrella service, add as many lines or levels of detail that will allow us to effectively evaluate your proposals. Costs must exclude GST.

Please complete a separate budget template for each proposal.

Service	Details of calculation	Per annum price (excl GST)
<u>Vaccine Storage and maintenance costs</u>		
Examples:		
Warehouse and Cold Chain storage costs		
Facility costs (security, cleaning, pest management, alarm monitoring)		
<u>Distribution costs</u>		
Examples:		
Freight (includes returns)		
Warehouse labour and supervision		
Packaging (single use)		
Packaging (reusable/recyclable)		
Data loggers		
Destruction		
Reporting		
Insurance (full insurance)		
<u>Customer services/order entry/order communications</u>		
Examples:		
Website and URL hosting, maintenance, external audits and user testing		
Fax order form development, hosting, circulation and maintenance		
National customer service staff (account maintenance, IPFX licencing phone rental and enquiries)		
<u>Quality management and SOP systems</u>		
Examples:		
SOP maintenance and review, external audits, disaster recovery plans etc.		
<u>Information systems</u>		
Examples:		
Contribution to SAP (inventory management and warehousing software)		
IT Hardware, rental and licencing		
Key account management		
Administration		
Other		
Totals		