

APPENDIX 1

Reference to 'funded vaccines' in this section includes all vaccines listed in Section I and Section H of the Pharmaceutical Schedule (from 1 July 2017), excluding seasonal influenza vaccine, and includes tuberculin PPD (Mantoux tests).

Service Specification

1. 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; provide appropriate security for funded vaccine stocks;
- d) 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;
- e) storage will be managed to minimise stock losses, to ensure that the oldest stock is issued before later deliveries and in conditions that meet all appropriate standards relevant to the storage of vaccines;
- f) log all breaches of cold chain process; and
- g) have a warehouse management system that must accurately show the location of funded vaccine held, interfaces with freight management system to allow full tracking of deliveries, shows all funded vaccines issued (including batch number and expiry date) to each immunisation provider and DHB hospitals, shows all funded vaccine returns and the reasons for the return.

2. Vaccine Distribution

You will:

- a) maintain an accurate database of licenced immunisation providers and addresses;
- b) ideally provide an online order system for immunisation providers to order funded vaccines;
- c) provide an up to date order form available for download from your company website;
- d) dispatch funded vaccines to immunisation providers, DHB 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) ensure that all funded vaccine is maintained between 2 degrees and 8 degrees Celsius at all times during the distribution process;
- g) monitor funded vaccine transportation method at a rate of not less than 5% of deliveries;
- h) place a temperature monitoring device (data logger) capable of recording the temperature throughout the transportation phases for an individual vaccine; and
- i) obtain a signature or courier ticket statement on receipt by the immunisation provider, of every funded vaccine delivery.

3. 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.

4. 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 DHB, number of deliveries per month by DHB);
 - iii. by distribution centre, doses ordered by and supplied to immunisation providers by funded vaccine;
 - iv. by funded vaccine, the number of doses ordered and supplied by high user immunisation providers; and
 - v. by immunisation provider, the number of returned and destroyed funded vaccines, the reasons why they are returned and the original despatch details.
- b) 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.
- c) reconcile all funded vaccine insurance claims on a six-month basis and provide details to PHARMAC; and
- d) assist PHARMAC and the Ministry of Health with distribution of information on funded vaccines, funded vaccine changes and schedule changes.

5. National Cold Chain Audit

You will;

- a) Distribute National Cold Chain Audit monitoring devices and record cards to immunisation providers; and
- b) Distribute courier bags to immunisation providers to allow them to return the monitoring devices and record cards to the Immunisation Advisory Centre (IMAC).

6. 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.