

## Appendix F – Discontinuation Process

The following process is to be followed by all Suppliers with regards to the discontinuation of products from the Laboratory Consumables Framework.

**STEP 1** – Where the Supplier proposes to discontinue or delete products from the eMarketplace or their Sourcing Pricing Schedule, this must be communicated to the Contracting Authority a minimum of 6 weeks prior to any changes being carried out.

The Supplier must ensure that the Contracting Authority and the Contracting Bodies have advance notice of these changes, any promotional pricing discounts that will apply, any substitute that is available, along with any compatibility with existing consumables for the discontinued item.

**STEP 2** – The Supplier is to ensure that the product to be discontinued is marked 'to be discontinued' on the eMarketplace and Sourcing Pricing Schedule.

**STEP 3** – The Supplier is to ensure that availability is marked as limited, and where possible contact details provided to allow the Contracting Authority or Contracting Body to obtain an up-to-date stock level before placing their order.

**STEP 4** – The Supplier must ensure that discontinued products are reviewed regularly and removed from the eMarketplace and Sourcing Pricing Schedule within 48 hours of product withdrawal

**STEP 5** – The Supplier is to ensure that if a new product replaces a discontinued product, then this must be linked within the eMarketplace and Sourcing Pricing Schedule.

**STEP 6** – The Supplier is to ensure that free samples of the replacement product are available for testing free of charge a minimum of 4 weeks prior to withdrawal of the discontinued product should they so be required