



16<sup>th</sup> January 2023

Maggie Gilleeney  
Quality Manager, Cold Decontamination Unit  
St Helens & Knowsley Teaching Hospitals NHS Trust  
St Helens Hospital  
Marshalls Cross Road  
St Helens  
WA9 3DA

Dear Maggie

**St Helen & Knowsley Teaching Hospitals NHS Trust**  
**Service Contract Quotation SVQIM1034JN-T**

Please find enclosed our Service Contract proposal for the coming 3 months, 1<sup>st</sup> November 2022 to 31<sup>st</sup> January 2023. As for the previous 3 months contract, the cost is based on the cost of the annual contract, including the discount, and has been divided equally for the four quarters.

We hope this meets with your approval.

Yours sincerely

**Julie Nelson**  
Contracts & Office Manager  
[julie.nelson@im-med.com](mailto:julie.nelson@im-med.com)

iM Med Ltd  
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Company registration no. 10314966 England

## Site & Equipment

### St Helens Hospital

***Marshalls Cross Road, St Helens, WA9 3DA***

ED Flow, Serial Number 5H060427

ED Flow, Serial Number 5H060428

ED Flow, Serial Number 5H060429

FC4 Fibro-cleaner, Serial Number 8M041729

FC4 Fibro-cleaner, Serial Number 8M041730

FC4 Fibro-cleaner, Serial Number 8M041735

FC4 Fibro-cleaner, Serial Number 8M061745

FD 8E Storage & Drying Cabinet, Serial Number 8M041732

FD 8E Storage & Drying Cabinet, Serial Number 8M041734

FD 8E Storage & Drying Cabinet, Serial Number 8M061747

FD 8E Storage & Drying Cabinet, Serial Number 8M061750

FD 8E Storage & Drying Cabinet, Serial Number 8M061751

FD 8E Storage & Drying Cabinet, Serial Number 8M061753

FD 8E Storage & Drying Cabinet, Serial Number 8M061754

FD 8E Storage & Drying Cabinet, Serial Number 8M061755

FD 8E Storage & Drying Cabinet, Serial Number 8M061756

FD 8E Storage & Drying Cabinet, Serial Number 8M061757

Vac-a-Scope, Serial Number 591482

### Whiston Hospital

***Warrington Road, Rainhill, Prescott, L35 5DR***

FC4 Fibro-Cleaner, Serial Number 9M072055

FC4 Fibro-Cleaner, Serial Number 9M072056

FC4 Fibro-Cleaner, Serial Number 9M072057

FC4 Fibro-Cleaner, Serial Number 9M072058

FD 8E Storage & Drying Cabinet, Serial Number 9M041969

FD 8E Storage & Drying Cabinet, Serial Number 9M052006

FD 8E Storage & Drying Cabinet, Serial Number 9M052007

FD 8E Storage & Drying Cabinet, Serial Number 9M052008

FD 8E Storage & Drying Cabinet, Serial Number 9M062019

FD 8E Storage & Drying Cabinet, Serial Number 9M062021

FD 8E Storage & Drying Cabinet, Serial Number 9M072034

FD 8E Storage & Drying Cabinet, Serial Number 9M072045

FD 8E Storage & Drying Cabinet, Serial Number 9M072064

FD 8E Storage & Drying Cabinet, Serial Number 9M072066

FD 8E Storage & Drying Cabinet, Serial Number 9M072067

Vac-a-Scope, Serial Number 591478

<b>Service Contract Prices</b>	<b><u>ED Flow</u></b>	<b><u>FC4 Fibro-cleaner</u></b>	<b><u>FD 8E Storage &amp; Drying Cabinet</u></b>	<b><u>Vac-a-Scope</u></b>
<b><u>Fully Comprehensive Service &amp; Validation Contract</u></b> <i>4 Service &amp; Validation visits, 3 Quarterly and 1 Annual tested to HTM 01-06  Call outs and replacement spare parts included.  Quarterly Review Meetings</i>	£11,410.00	£16,665.00	£4,105.00	
<b><u>Fully Comprehensive Service &amp; Test Contract</u></b> <i>2 Service &amp; Test visits including Standard Service Replacement Parts (SSRP's).  Call outs and replacement spare parts.</i>				£200.00

### **St Helens Hospital**

#### **Fully Comprehensive Service & Validation Contract**

Cost for 3 months Service Contract to include reactive maintenance ONLY for **ED Flows**

= **£2,610.00** (£870.00 per machine)

Less 10% Discount

**TOTAL Cost for 3 months = £2,349.00 + VAT**

Cost for 3 months Service Contract to include reactive maintenance ONLY for **FC4 Fibro-cleaners**

= **£6,960.00** (£1,740.00 per machine)

Less 10% Discount

Less Credit of £2,426.25 for Service & Validation not carried out for Serial Number 8M041730A

**TOTAL Cost for 3 months = £3,837.75 + VAT**

Cost for 3 months Service Contract to include reactive maintenance ONLY for **FD 8E Storage & Drying Cabinets**

= **£4,106.00** (£410.60 per machine)

Less 10% Discount

**TOTAL Cost for 3 months = £3,695.40 + VAT**

Cost for Quarterly Vac-a-Scope storage efficacy surrogate test = FOC (surrogate not returned from August visit)

#### **Weekly Testing Contract**

Cost per week for 6 chambers & RO Unit for **ED Flows** = £5,590.00 (£430.00 per week)

Less 10% Discount

**TOTAL Cost for 3 months (13 weeks) = £5,031.00 + VAT**

Cost per week for 8 chambers & RO Unit for **FC4 Fibro-cleaners** = £5,980.00 (£460.00 per week)

Less 10% Discount

**TOTAL Cost for 3 months (13 weeks) = £5,382.00 + VAT**

**TOTAL Cost for St Helens Hospital for 3 months = £20,295.15 + VAT**

### **Whiston Hospital**

#### **Fully Comprehensive Service & Validation Contract**

Cost for 3 months Service Contract to include 1 Service & Validation for **FC4 Fibro-cleaners**

= **£16,665.00** (£4,166.25 per machine)

*Less 10% Discount*

**TOTAL Cost for 3 months = £14,998.50 + VAT**

Cost for 3 months Service Contract to include 1 Service & Validation for **FD 8E Storage & Drying Cabinets**

= **£11,288.75** (£1,026.25 per machine)

*Less 10% Discount*

**TOTAL Cost for 3 months = £10,159.88 + VAT**

Cost for Quarterly Vac-a-Scope storage efficacy surrogate test = £50.00

#### **Weekly Testing Contract**

Cost per week for 8 chambers & RO Unit for **FC4 Fibro-cleaners** = £5,980.00 (£460.00 per week)

*Less 10% Discount*

**TOTAL Cost for 3 months (13 weeks) = £5,382.00 + VAT**

**TOTAL Cost for Whiston Hospital for 3 months = £30,590.38 + VAT**

### **Conditions of Quotation**

Our Standard Terms & Conditions apply

Validity of Quotation – 30 days

Payment Terms – Quarterly in advance

## Conditions of Contract

### **Contract Period**

The Service Contract will be deemed to have commenced and will automatically terminate on the below dates (unless otherwise agreed between both parties with 3 months written notice).

Commencement Date: 1<sup>st</sup> November 2022

Completion Date: 31<sup>st</sup> January 2023

### **Specification & Maintenance Programme**

Planned maintenance procedures and service intervals are as defined in the *Scope of Works* for the Fully Comprehensive Service & Validation Contract.

### **Response Times**

From receipt of a call reporting a fault, during normal working hours, a maximum of a 4 hour telephone response for technical support can be expected. If an Engineer is required to attend site this should be expected next working day.

If parts are required that the Engineer does not have available, these will be despatched and the site will be kept fully up-to-date with the expected return date to fit the parts.

Normal hours of work are defined as Monday to Friday, 9.00am to 5.30pm.

### **Payment & Payment Terms**

Details of rates charged for the Service Contracts are detailed in the *Service Contract Prices*.

Reimbursement of payments made for Service Contracts, resulting from the premature termination for any reasons, is at the discretion of iM Med Ltd.

Payment for Service Contracts is required quarterly in advance. Payment for spare parts, consumable items and emergency call outs are invoiced retrospectively.

### **Call out Charges**

Additional emergency call outs incur a charge of £75.00 per hour, per call out (subject to review), plus cost of parts fitted. For weekend and Bank Holiday work an extra £300.00 per day surcharge will also apply in addition to the standard rate (subject to Engineer availability).

### **Aborted or Turned Away Visits**

For pre-arranged planned maintenance or emergency call out visits that are rejected by the customer, the visit will be classified as an emergency call out and will be charged in line with the standard rate detailed above.

### **Technical Support**

Technical Support is offered to customers who are covered under a Service Contract. You will be contacted by an experienced Engineer within the 4 hour response time. An out of hours telephone number is available on request.

### **Water Quality & Microbiological Contamination**

The incoming water supply to the machine must meet the criteria of the European standard. In the event of contamination, no responsibility will be accepted if the incoming water is not of a suitable standard.

EWD – a daily self-disinfect must be carried out and the system correctly cleaned down.

If any site visits are required to assist in resolving contamination issues, these will be chargeable at the standard rate, plus a charge will be made for laboratory samples and additional labour and spare parts.

## Scope of Works for ED Flow

### Fully Comprehensive Service & Validation Contract

*The Fully Comprehensive Service & Validation Contract includes the following;*

- ❖ Four Planned Preventative Maintenance visits
- ❖ Four Planned Validation visits to the relevant European Standard (BS EN ISO 15883-4:2009) in accordance with HTM 01-06 guidelines
- ❖ All emergency call out visits
- ❖ Supply and fitting of replacement spare parts  
(Any parts that cannot be supplied are available from the machine manufacturer)

### **Close working relationship with NeQis**

*The Fully Comprehensive Service & Validation Contract procedures include;*

- Supply and fitting of Quarterly Standard Service Replacement Parts (SSRP's)
- Supply and fitting of Annual Standard Service Replacement Parts (SSRP's)
- Full inspection of the EWD, transport trolley (if supplied) and all baskets
- Inspection and adjustment of all water, air and chemical pumps, valves, seals and joints
- Verification of calibration of instruments and sensors
- Operating cycle monitoring, testing and adjustment
- Validation report
- Quarterly Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)
- Annual Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)

*Weekly Testing procedures include;*

- Daily tests
- Weekly safety checks
- Water quality – TVC, conductivity and hardness
- Cleaning efficacy test
- Automatic control test
- Water sampling and Laboratory analysis in accordance with HTM 01-06

**Process challenge device to be part of the weekly tests when a device becomes available that is agreeable to both parties to use**

*Exclusions to the Fully Comprehensive Service & Validation Contract;*

- ❖ Parts deemed to have been damaged by the customer or by inappropriate operation of the machine would be chargeable at the standard rate
- ❖ Machine chamber and frame

## Scope of Works for Fibro-cleaner

### Fully Comprehensive Service & Validation Contract

*The Fully Comprehensive Service & Validation Contract includes the following;*

- ❖ Four Planned Preventative Maintenance visits
- ❖ Four Planned Validation visits to the relevant European Standard (BS EN ISO 15883-4:2009) in accordance with HTM 01-06 guidelines
- ❖ All emergency call out visits
- ❖ Supply and fitting of replacement spare parts

#### **Close working relationship with NeQis**

*The Fully Comprehensive Service & Validation Contract procedures include;*

- Supply and fitting of Quarterly Standard Service Replacement Parts (SSRP's)
- Supply and fitting of Annual Standard Service Replacement Parts (SSRP's)
- Full inspection of the EWD, transport trolley (if supplied) and all baskets
- Inspection and adjustment of all water, air and chemical pumps, valves, seals and joints
- Verification of calibration of instruments and sensors
- Operating cycle monitoring, testing and adjustment
- Validation report
- Quarterly Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)
- Annual Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)

*Weekly Testing procedures include;*

- Daily tests
- Weekly safety checks
- Water quality – TVC, conductivity and hardness
- Cleaning efficacy test
- Automatic control test
- Water sampling and Laboratory analysis in accordance with HTM 01-06

**Process challenge device to be part of the weekly tests when a device becomes available that is agreeable to both parties to use**

*Exclusions to the Fully Comprehensive Service & Validation Contract;*

- ❖ Parts deemed to have been damaged by the customer or by inappropriate operation of the machine would be chargeable at the standard rate
- ❖ Machine chamber and frame

## **Scope of Works for FD8 Storage & Drying Cabinet**

### **Fully Comprehensive Service & Validation Contract**

*The Fully Comprehensive Service & Validation Contract includes the following;*

- ❖ Four Planned Preventative Maintenance visits
- ❖ Four Planned Validation visits to the relevant European Standard (BS EN ISO 15883-4:2009) in accordance with HTM 01-06 guidelines
- ❖ All emergency call out visits
- ❖ Supply and fitting of replacement spare parts

*The Fully Comprehensive Service & Validation Contract procedures include;*

- Supply and fitting of Annual Standard Service Replacement Parts (SSRP's)
- Full inspection of the FD8 transport trolley (if supplied) and all baskets
- Inspection and adjustment of compressor, valves, seals and joints
- Verification of calibration of instruments and sensors
- Operating cycle monitoring, testing and adjustment
- Validation report
- Quarterly Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)
- Annual Microbiology tests in accordance with HTM 01-06  
(to be discussed and agreed with customer)

*Exclusions to the Fully Comprehensive Service & Validation Contract;*

- ❖ Parts deemed to have been damaged by the customer or by inappropriate operation of the machine would be chargeable at the standard rate
- ❖ Machine chamber and frame



## **Scope of Works for Vac-a-Scope**

### **Fully Comprehensive Service & Test Contract**

*The Fully Comprehensive Service & Test Contract includes the following;*

- ❖ Two Planned Preventative Maintenance visit
- ❖ Two Planned Test visit
- ❖ All emergency call out visits
- ❖ Supply and fitting of replacement spare parts

*The Fully Comprehensive Service & Test Contract procedures include;*

- Full inspection of the Vac-a-Scope, transport trolley (if supplied)
- Inspection and adjustment of the Vac-a-Scope, parts to be replaced as necessary
- Verification of calibration of instruments and sensors
- Operating cycle monitoring, testing and adjustment as required
- Test report
- Quarterly storage efficacy surrogate test

*Exclusions to the Fully Comprehensive Service & Test Contract;*

- ❖ Parts deemed to have been damaged by the customer or by inappropriate operation of the machine would be chargeable at the standard rate