



16th 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-S

Please find enclosed our Service Contract proposal for the 2nd Quarter of the Service Contract for the new Steelco equipment at St Helens Hospital. The equipment will be under warranty for this period.

We hope this meets with your approval.

Yours sincerely

Julie Nelson
Contracts & Office Manager
julie.nelson@im-med.com

Site & Equipment

St Helens Hospital

Marshalls Cross Road, St Helens, WA9 3DA

Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2001
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2002
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2003
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2004
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2005
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2006
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2007
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2008
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2009
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 21A0510A2010
Steelco EW1S Maxi Endoscope Washer Disinfector, Serial Number 22A0510CR001

Steelco ED2001S Drying Cabinet, Serial Number 2201710C1085
Steelco ED2001S Drying Cabinet, Serial Number 2201710C1086
Steelco ED2001S Drying Cabinet, Serial Number 2201710C1087
Steelco ED2001S Drying Cabinet, Serial Number 2201710C1088
Steelco ED2001S Drying Cabinet, Serial Number 2201710C1089
Steelco ED2001S Drying Cabinet, Serial Number 2201710CK030
Steelco ED2001S Drying Cabinet, Serial Number 2201710CK031
Steelco ED2001S Drying Cabinet, Serial Number 2201710CR035

Steelco EPW100 Sink Dosing Units, Serial Number 220810EF042
Steelco EPW100 Sink Dosing Units, Serial Number 220810EF043
Steelco EPW100 Sink Dosing Units, Serial Number 220810EF044
Steelco EPW100 Sink Dosing Units, Serial Number 220810EF045

Steelco LC20/2 Trolley Washer, Serial Number 2007110ID019
Steelco LC20/2 Trolley Washer, Serial Number 2007110ID020

Service Contract Prices	<u>EW1S Maxi EWD</u>	<u>ED200/1 DSC</u>	<u>EPW100 Sink Dosing Units</u>	<u>LC20/2 Trolley Washer</u>
<u>Service & Validation Contract</u> <i>1 Service & Validation visit, 1 Quarterly to HTM 01-06 Call outs and replacement spare parts included under warranty</i>	£1,470.00	£505.00	£205.00	£1,125.00

Service & Validation Contract

Cost for 3 months Service Contract to include 1 Quarterly Service & Validation

TOTAL Cost for 3 months = £23,280.00 + VAT

Weekly Testing Contract

Cost per week for EWD 11 chambers to include water sampling = £9,867.00 (759.00 per week)

Cost per week for WD = £2,400.00 (£150.00 per week) (includes 3 weeks in December 2022, 16 weeks in total)

TOTAL Cost for 3 months (13 weeks) = £12,267.00 + VAT

TOTAL Cost for St Helens Hospital for 3 months = £35,547.00 + 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: 1st January 2023

Completion Date: 31st March 2023

Specification & Maintenance Programme

Planned maintenance procedures and service intervals are as defined in the *Scope of Works* for the 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.