

Benmor Medical (UK) Ltd

The Aurum Centre
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Email: info@benmormedical.co.uk

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08/04/2022

Dear Roy,

Please see below quote for a fixed fee on for our Bariatric Contract for the next 48 months

Further to your recent enquiry, we have pleasure in offering the attached quotation for your consideration.

Please find enclosed our proposal, which we trust is self-explanatory and to your satisfaction.

Should you have any queries, or require any further information, please do not hesitate to contact our office on **0333 800 9000** or **Myself** on **07760 775777**.

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Benmor Medical (UK) Ltd,

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Fax: 0333 800 9001 info@benmormedical.co.uk www.benmormedical.co.uk Co Reg No. 04323883

Customer Requirements

Fixed Fee Contract 12 months. To cover Bariatric Equipment rentals for the Royal Free London NHS Foundation Trust. Ongoing Maintenance of Trust owned bed and Mattress at St Pancras. Fixed fee to include up to £1,000 per annum on spares and breakages.

Solution

To provide ongoing support and Bariatric Rental equipment to The Royal Free London NHS foundation trusts operates across the following sites:

The Royal Free Hospital
Pond Street
London
NW3 2QG

Barnet Hospital
Wellhouse Lane
Barnet
Hertfordshire
EN5 3DJ

Chase Farm Hospital
The Ridgeway

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Enfield
Middlesex
EN2 8JL

As well as these other satellite services:

Edgware Community Hospital
Burnt Oak Broadway,
Edgware
Middlesex
HA8 0AD

Finchley Memorial Hospital (Outpatient services only)
Burnt Oak Broadway,
Edgware
Middlesex
HA8 0AD

Edgware Neuro Rehabilitation Unit
Burnt Oak Broadway,
Edgware
Middlesex
HA8 0AD

Access across all sites is good. However out of hours deliveries to Chase farm will need to be let into the site and up to the ward by Security.

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Requests for ENRU are to be referred to clinical manual handling advisors before being carried out.

Renal dialysis and Renal Clinics are also run at Tottenham Hale Kidney and Diabetes Centre and St Pancras Hospital. As well as a Plastic surgery clinic at Mount Vernon Hospital. Plus, another 30 units for outpatient clinics. It is expected that none of these areas will use this service.

The Trust is one of the largest in the UK has over 10,000 staff and treats over 1.6 Million patients over the course of a year. With over 200,000 A & E attendances annually.

There are 70 wards over the 3 main hospital sites.

Contract organisation.

Benmor Medical

Peter Staddon C Dir, I Eng, FIET, FloD, Managing Director

Peter.Staddon@benmormedical.co.uk

0333 800 9000

The team will be led by our Managing Director, Peter Staddon, who has headed Benmor for 10 years and is a shareholder in the business. Peter is responsible for ensuring our service is high quality, compliant and financially-sound. He will act as the final escalation point for any issues, and will ultimately own our performance on this contract.

Ian Fletcher MAAT, Operations and Finance Director

Ian.Fletcher@benmormedical.co.uk

0333 800 9000

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Ian is responsible for all compliance and standards including ISO 9001, ISO 13485 and the financial management of the company. Ian has been a Director of Benmor Medical for 10 years and is a shareholder in the business. Ian has level 2, 3 and 4 AAT qualification.

Jonathan Branston, Operations Manager

Jonathan.Branston@benmormedical.co.uk

0333 800 9000

Supporting Peter day-to-day is Jonathan Branston, Operations Manager. He heads up our back-office team, situated at our Hampshire Head Office. Jonathan is responsible for monitoring service delivery, handling complaints and reporting performance to our Board each month. His Hampshire team will manage and track every order from initial contact through to delivery, collection and invoicing. Jonathan has BA (Hons) Business Enterprise Systems and has been working for Benmor Medical for 8 years.

Rebecca MacKenzie, Finance Manager

Rebecca.Mackenzie@benmormedical.co.uk

Supporting Jonathan, Rebecca MacKenzie, Finance Manager, will be responsible for collecting and collating management information, and preparing our monthly reports to the Trust. She will also handle all invoicing. Rebecca has worked at Benmor Medical for 10 years and is qualified in Sage Accounts and also level 2 and 3 AAT and is currently studying level 4 AAT.

Rental Technicians

Jonathan Branston then manages a team of Rental Technicians who are field-based. We are proposing to assign six Rental Technicians for this contract. They will deliver, collect, repair and service all equipment. Upon delivery, Rental Technicians will provide initial equipment training to staff on duty. All Technicians have been 'home grown', trained and developed in line with Benmor Medical's standards. This involves a comprehensive 3-month induction to the role, comprising both clinical and technical training.

Lee Sherwood, Business Development Manager

Lee.Sherwood@Benmormedical.co.uk

07760 775 777

Providing additional support to Jonathan Branston in the field are our Area Managers: Business Development Manager, Lee Sherwood, and Western Area Manager, Graham Summers. As trained Rental Technicians, they will also provide additional contingency resource to meet unexpected fluctuations in demand or emergency call-outs. Lee will provide an account management role on

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this contract, acting as the Trust's main point of contact. He will report our performance to the Trust, and attend all contract meetings.

Managers have all been through a tailored Continuous Professionals Development program to develop their clinical knowledge of bariatric care, including First Aid, discharge planning, and patient assessment, alongside an annual independent assessment by Back Care Advisors.

Royal Free NHS Foundation Trust

Roy Smith, Head - Medical Electronics

020 7794 0500 Extension 34591 or Bleep 1062

Roy is the head of medical electronics and oversees the budget for allocated by the Trust for this contract.

Emma Tarpey -Clinical Manual Handling Advisor

020 7794 0500 Extension 31202

Emma will be Benmor Medical's first point of contact for the trust, and will be responsible for ordering of specialised equipment, Gantry hoists etc. Emma is largely ward based, and it is likely that a lot of equipment orders or changes will come directly from her.

Matthew Walshe - Senior Buyer – Operations team

matthew.walshe@nhs.net

Matthew works for Partners Procurement services on Behalf of the Royal Free and is overseeing the contract on behalf of procurement and financial services.

The Process

Benmor Medical are committed to ensuring the best outcomes for patients while ensuring the safety of carers.

To help achieve this aim the following process has been designed to put the clinician in direct charge of ordering the correct equipment.

Patient shall be assessed by ward staff and bariatric equipment needs determined.

Ward to order equipment on on 0333 800 9000 out of hours orders should always be phoned in on 0333 800 9000. Normal hours are Monday to Friday 9am – 5pm

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- Benmor to confirm on Green List*
- Benmor to confirm delivery address is not Edgware Neuro-rehab unit**
- Goods will be delivered clean and in a protective bag (KPI)
- Delivery will be within 4 hours of request (green list) (KPI)
- Email sent to rfh-tr.RFH-equipmentLibrary@nhs.net
- Review by Manual Handling advisor or therapies ASAP
- Weekly audit by Benmor on RF and BH sites to ensure kit is in appropriate use. (KPI)
- Edgware Renal and CF will only be audited when equipment is on site.

When equipment is moved from one area of the hospital to another Benmor will be informed as soon as possible either by phone 0333 800 9000, email info@benmormedical.co.uk or via our web portal www.benmormedical.co.uk/rentals

Collection of Equipment can be arranged via the phone on 0333 800 9000, via our web portal www.benmormedical.co.uk/rentals or by email to info@benmormedical.co.uk

On collection Benmor will bag equipment and be responsible for decontamination. (KPI)

Report each month emailed to rfh-tr.RFH-equipmentLibrary@nhs.net (KPI)

Invoice each month – email direct to Rf-tr.apinvoices@nhs.net and rfh-tr.RFH-equipmentLibrary@nhs.net

As above to ensure staff and patient safety not all staff will be able to order every piece of equipment. Below is the list of where we want the stops for ordering and the job titles of the approvers.

Unrestricted “Green List” –

- Bed – with scales
- Floor level bed
- Mattress –foam/air/turning
- Commode
- Commode chair
- Commode transfer chair
- Static chair
- Rise recliner chair
- Dynamic air cushion

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Requires Authorisation “Red List” –

High dependency chair
Gantry hoist
Mobile hoist
Standing hoist
Stand Aids
Wheelchairs
Walking frames
Repo sheet
Lift pants

Approvers –

Clinical Manual Handling Advisor
Matron
Site Manager
Clinical Lead Therapist (Band 8a)

Invoicing

Benmor medical will provide an invoice monthly containing all the products rented. The Trust will issue one purchase order number for each year of the contract. The invoice and monthly report will be sent to Medical Electronics and Accounts payable. Medical Electronics will receipt the invoice immediately to ensure prompt payment. Any queries can be sent directly to our operations manager Jon Branston (Contact details above.) Invoices are to be played monthly, the payment terms will be net 30 days.

Monthly reports will be emailed to rfh-tr.RFH-equipmentLibrary@nhs.net this report is to take the form of the attached spreadsheet labelled Copy of Example Monthly report.

Pricing

The pricing is fixed per month and will cover the rental of the following items.

ITEMS REQUIRED - TO BE INCLUDED IN CONTRACT*
Bariatric beds - options below
Aurum bed (no integral weighing scales and Future Low Aurum)
Aurum bed with integral weighing scales
Deprimo Ultra low bed including foam mattress and crash mats
Foam mattress
Dynamic air mattress
Turn-assist mattress
Static chair
Riser Recliner 26" width
Riser Recliner 28"/29" width
Riser Recliner 31"/34" width
Cura Care tilt in space high dependency chair
Ultra Cura tilt in space high dependency chair
Bariatric commodes
Bariatric wheelchairs
Gantry hoists - daily rental supplied with 1 sling
Bariatric mobile hoists - daily rental supplied with 1 sling
Bariatric slings – passive sling, repo sheet and lift pants
Bariatric walking frames
Bariatric standing aids

Service Level Agreement

Deliveries of rental equipment will be made within 4 Hours, collections will be within 24 hours.

Priority on out of hours will be given over to beds to ensure that a patient is on a safe surface.

Gantry hoists require 2 people to carry out delivery and installation, as such deliveries of this equipment will need to be planned. It is also highly likely that an extra bed space will need to be cleared. Bearing this in mind Gantry hoists will be delivered within 24 hours.

Equipment being delivered or collected will be bagged up to maximise the effectiveness of infection control policies. All equipment will be subject to our infection control process.

Reports are to be email in monthly to rfh-tr.RFH-equipmentLibrary@nhs.net

Every week we Benmor will carry out an Audit of equipment on site at the Royal Free and Barnet. Chase farm and Edgeware will only be attended if equipment is there.

Review meetings to be held every quarter or as required.

All Benmor staff on site shall be MIA registered and DBS cleared.

Upon delivery staff will be trained on equipment operation, a list of those trained will be signed at this time and then emailed onto the clinical manual handling advisor.

Additions

Benmor medical will supply ward folders containing information on the ordering process as well as products, 60 will be supplied in the first batch and distributed by Benmor medical.

One Bari Suit is to be supplied to trust as part of the contract free of charge.

4 CPD certified bariatric training courses will be provided FOC to the trust per year, free of charge.

Benmor medical will service free of charge the trusts own Benmor bariatric beds, collection delivery and decontamination will be free of charge, but spares will be chargeable

Price

CODE	DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
FFRFT	Fixed Fee Bariatric Equipment Rental Service	12	£13,500.00	£162,000.00
TOTAL (excl VAT)				£162,000.00

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