

## Industry Briefing Questions and Answers

Please note that questions may have been altered slightly to ensure confidentiality of respondents. Please carefully read all ITS documentation for further information.

No.	Question	Answer
1.	In the documentation to be released, will it include the contract value per annum or over the term of the contract?	A contract value will not be provided. Indicative volumes based on recent purchase history will be provided within the Tender Response Worksheet (TRW) document. Please refer to the 'Instructions' tab of the TRW.
2.	We have a number of products changing over on the existing products in Q3 /Q4 this year. We will be able to provide changeover differences via product booklet and descriptions. What is the requirement for providing samples?	<p>If a product is included in your submission and there is an identified plan (i.e. it is known at the time of offer) for the product to be changed in the future, this should be clearly communicated and referenced in your response. This information will allow the evaluators to form a complete assessment of the product/s offered and identify any potential future risk. Please include all available data in relation to the change and envisaged transition date.</p> <p>As per the conditions of offer (which will be released with the ITS package), HSV reserves the right not to evaluate (or award) any item where a sample is not provided where requested.</p>
3.	For formulation upgrades which will be changing over in the future, is there an expectation to provide product reference letters, or will we manage this via contract variation forms?	<p>Where a product is awarded and on contract, any future changes are managed via a variation process, noting that a changed product may not be accepted if it does not meet requirements. A reference letter is not required.</p> <p>If a product is included in your submission and there is an identified plan (i.e. it is known at the time of offer) for the product to be changed in the future, this should be clearly communicated and referenced in your response. This information will allow the evaluators to form a complete</p>

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		assessment of the product/s offered and identify any potential future risk. Please include all available data in relation to the change and envisaged transition date.
4.	Can you please confirm whether the awards on products will be solely listed or panel listed?	HSV reserves the right to award multiple products and providers for any requirement.
5.	Could you confirm if there is an expectation to have potentially differential pricing Hospital v HEN?	No.
6.	In the Invitation to Supply (Product Requirements - Warranty section) - Can you please clarify that this warranty is for equipment (e.g. feeding pumps etc) and does not apply to food Products covered by the ITS (ONS, special purpose foods etc)?	All products offered must have the appropriate warranty as required under Australian legislation
7.	Could you please provide further detail regarding the addition of sub-category 1.26? And Sub-category 2.16?	The addition of these sub-categories was driven by an increasing market of consumers looking for alternate commercial products that incorporated whole food/real ingredients.
8.	Out of scope ITS states does not include infant formula and special paediatric formulae, however in the last tender offered junior/paediatric product in Category 2 Can we confirm that these lines do fall within the scope of this ITS?	Please refer to the category index for Paediatric listings. Please note that infant formulae is not in scope.
9.	Please provide clarification on whether product trials and references are required for new products only and that flavour extensions to the existing range of products listed on the HSV tender are not required.	References will not be required for a flavour extension in an existing range of product providing the formula is the same.
10.	Some recent lines have undergone minor changes and contract variation forms have been submitted, however we have not had a response whether these products were accepted. How do we find out whether they have been accepted therefore we would not be adding	Any variation requests submitted via the Helpdesk will be actioned as normal. If the product is to be submitted for tender, please ensure confirmation of acceptance is received from HSV prior to submission. Alternatively, please submit all requested information (and

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	them to the tender. Otherwise, do we have to re-submit the reference letters? And samples?	samples) if confirmation has not been received at the time of submission to ensure evaluation.
11.	<p>Paediatric ONS</p> <p>Unlike the category for Enteral formula products, there is no specific category index for paed ONS – do we list the products under the general index categories?</p>	Please refer to the category index for Paediatric listings. Please note that infant formulae is not in scope.
12.	<p>Enteral Formula Products</p> <p>There is no category for 1.5-1.9 Kcal/ml High Protein with and without fibre. How should we list these since they don't currently fit any of the other categories?</p>	<p>Please refer to the category index/the following sub-categories where these products may be offered</p> <p>1.15 1.5 - 1.9Kcal/mL (6.3 - 8.0 kJ/mL) High protein without added fibre</p> <p>1.16 1.5 - 1.9Kcal/mL (6.3 - 8.0 kJ/mL) High protein with added fibre</p>
13.	There is no category for 2.0 Kcal/ml High Protein with and without fibre. How should we list these since they don't currently fit any of the other categories?	Please refer to sub-categories 2.14 and 2.15
14.	Product Reference file – can referees copy us in when emailing completed document to HSV as confirmation of completion of requirement?	Yes. HSV strongly encourages following up with your referees to ensure that all required references are submitted to the outlined email address prior to the ITS closing date to ensure your submission is complete.

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15.	Will HSV allow suppliers to choose between firm pricing for the duration of the agreement including extension options or apply for a price variation prior to the extension options in line with CPI or Exchange Rates?	Fixed pricing is to be provided for the principal period (3 years). There will be a price review prior to enacting any available option under contract.
16.	Does HSV plan on ranging the enteral nutrition products at the HSV distribution centre?	To be determined at this time. Bulk purchases may be made by HSV in the future and/or products ranged at the distribution centre to meet operational requirements as required.
17.	Would HSV consider utilising the NPC catalogue for item descriptions and product information?	<p>HSV has reviewed the GS1 description guidelines, however they are not specific enough for our purposes and they are not strictly applied amongst different suppliers. This has resulted in the variations observed for product descriptions published in the NPC.</p> <p>Our description guidelines aim to unambiguously describe HSV contracted items appearing within our catalogue system in a consistent manner aligning with how most health services have them at current.</p> <p>It is a requirement for our suppliers to comply with the GS1 data standards on all other data fields though.</p>
18.	Will community/NDIS pricing be requested as part of this tender?	No.