Part 4: Statement of Requirements (SOR)

ITS Number:	HPVITS2025-163
ITS Name:	Aids and Appliances
Closing Date and Time:	12 March 2026 14:00 AEDT

Table of Contents

PART 4: STATEMENT OF REQUIREMENTS

1. Participating Health Services

a. The Participating Health Services (**PHS**) for this ITS are

(i) All 'Public Health Services' (as legislatively defined) referred to in Schedule 1 and Schedule 5 of the *Health Services Act 1988*; and

(ii) Other relevant participating health and health related organisations as follows:

- Eligible non-mandated health services

2. Scope

The scope of this ITS includes:

a. Aids and appliances that are used to assist frail, aged, disabled or recuperating patients to enhance or maintain their safety and independence. Products and accessories used in most clinical settings, including:

(i) all critical care areas, from Neonate to adult;

(ii) general wards, bed substitution programs, at home programs, aged care, transitional care programs and departments; and

(iii) for use by the patients for 30 days after the patient is discharged, or as prescribed by clinician.

b. All products categories identified in the scope are covered by this ITS. Including:

(i) Purchase of aids and appliances under the Product Specifications, categories 1 to 30

(ii) Rental/hiring of aids and appliances under the Service Specifications, and category 40

- Rental/hire by Health Services;
- Rental/hire for patient discharge (post discharge hire) or Hospital in the Home and similar at home programs; and
- Rent/hiring of products and accessories may include – Rental of products and accessories, Storage, Issuing of products and accessories (to patient), Home Delivery, Health Service Delivery, Home Collection/Pick-Up, Health Service Collection/Pickup, Return Handling (from patient and/or health service), Cleaning/Disinfection, Assembly, Disassembly, Repairs, Maintenance, Maintenance Reporting, Product Education, Purchase after Rental (rent to buy), Product End of Life/Disposal Management.

c. Products in scope include:

(i) Those where a product is adapted or configured using manufacturer-provided accessories (including but not limited to lateral supports, headrests, anti-tip bars) are considered within scope.

d. Products out of scope include:

(i) Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

3. Product and Service Categories

a. A complete range of aids and appliances, including services required for treatment of patients across Victorian Public Health Services

b. The categories required include:

CATEGORY NUMBER	CATEGORY NAME
1	Helmets
2	Orthotics, Cervical Spine
3	Orthotics, Upper Limb
4	Orthotics, Thoracic/Lumbar/Sacral Spine
5	Orthotics, Pelvis/Hip
6	Orthotics, Lower Limb
7	Shoes
8	Hot and Cold Therapy
9	*Not Used*
10	*Not Used*
11	Shower Aids
12	Bath Aids
13	Toileting Aids
14	Transfer Aids
15	Gait Aids
16	Wheelchairs and Accessories
17	Pressure Relieving Devices
18	Small Personal Aids
19	Display Clock for Orientation
20	Scales
21	Portable Wheelchair Ramps
22	Bedside Clinical Chairs
23	Kitchen Trolley Walker

CATEGORY NUMBER	CATEGORY NAME
24	*Not Used*
25	*Not Used*
26	*Not Used*
27	*Not Used*
28	*Not Used*
29	*Not Used*
30	Spare Parts for aids and appliances
31-39	*Not Used*
40	Freight for Rental/Hire

c. The Respondent may offer products and accessories in one, several or all categories.

d. The Respondent may offer products, accessories and services (i.e rental and hiring of products) in one, several or all categories.

e. The Respondent may offer services (i.e rental and hiring of products) in one or all categories.

f. HSV reserves the right not to consider any additional products and accessories or services offered by the Respondent.

g. For a full list of product categories and subcategories, refer to Appendix 1 - Category and Subcategory List.

4. Product Offering

a. Respondents are to list a direct match (for products currently being purchased or rented/hired by Health Services) to the part and part number listed on the Response Worksheets.

b. If a direct match is not possible, list alternative or best match with the alternate part number.

c. HSV may not consider any product that is subject to a current HSV Agreement.

d. Respondents must ensure that each product is offered in only one subcategory. It is the Respondent's responsibility to ensure that each product is submitted in the most appropriate subcategory.

5. Service offering

a. Respondents are to clearly describe their capacity to deliver each service listed on the Response Worksheet. This description should include:

(ii) Service Scope: A detailed explanation of what the service entails, including but not limited to specific tasks, activities, and Deliverables.

(iii) Service Capacity: Information on the Respondent's ability to meet the required service volume and frequency, including but not limited to:

- Staffing levels and qualifications
- Geographical coverage
- Products and resources
- Availability (e.g., 24/7, Business Hours)

(iv) Alternative Service Options: If a Respondent cannot provide an exact match to a listed service, they may propose alternative solutions that meet the underlying need. These alternatives should be clearly described and justified.

6. Clinical Trials

a. PHS may, at their discretion, research or trial new technology or use non-contracted products to perform clinical trials at any time during the Term of any resulting Agreement.

Product Requirements

7. Standards and Compliance

a. All products, accessories and services offered must comply with relevant Australian Standards, Orders, Legislation and Regulations (collectively **Compliance Requirements**) or any equivalent International Compliance Requirements. Refer to Appendix 2 – Compliance Requirements for a list of the minimum Compliance Requirements.

b. All therapeutic goods offered must be approved by the Australian Therapeutic Goods Administration (**TGA**), unless exempt. The Respondent must provide evidence of this (i.e. ARTG certificates) in its response. HSV recommends the use of products and accessories in accordance with TGA registered indications.

c. The successful Respondent must provide evidence of ARTG certification to Participating Health Services upon request.

8. Packaging and Labelling

a. All products and accessories must be packaged in a manner that protects the contents from contamination during storage and handling.

b. All labels must comply with the Therapeutic Goods Act 1989 and the Therapeutic Goods (Medical Devices) Regulations 2002.

c. Products and accessories must be delivered in accordance with the manufacturer's instructions.

d. All products and accessories must include batch numbers on packaging (on the outer carton and individual packaging where applicable).

e. It is required for individual product packaging to include (where applicable):

Mandatory

(i) whether the product is sterile;

(ii) whether the product (or packaging) contains latex or is latex-free; and

(iii) the manufacturing date.

(iv) Safe working limit labelled on the product (for applicable items)

Desirable

(i) whether the product is MRI conditional;

(ii) tracking labels;

(iii) the expiry date;

(iv) preference for recyclable and sustainable material used in packaging; and

(v) safe working limits label to be positioned in a clearly visible space on all products and accessories, if applicable

9. Infection Control

a. Where applicable, all products and accessories must meet the requirements of the *Australian Guidelines for the Prevention and Control of Infection in Healthcare* Canberra: National Health and Medical Research Council (2019). Reusable medical devices (RMD) and agents for reprocessing RMD must meet the reprocessing standard of *AS 5369:2023 Reprocessing of Reusable medical devices and other devices in health and non-health related facilities*.

b. Upon request by PHS, successful Respondents must provide reprocessing instructions for all Reusable products within the Information for Use (**IFU**).

c. All reuseable items offered (for use within the PHS) must be capable of being cleaned with a hospital or instrument grade disinfectant, and the cleaning product must be available for purchase in Australia. Preference will be given if the cleaning product is listed on the Personal Protective Equipment (PPE) contract when available (or currently listed under HPVC2016-124 Hand Hygiene, Disinfectants and Chemical Products).

d. Respondents must clearly define the recommended multi-patient cleaning process for PHS to implement when using Reusable items. This must explicitly address the following:

(i) confirmation of whether the product or accessories can be effectively cleaned using Hospital-Grade Disinfectants by PHS staff.

(ii) if not, specify the process required for disinfection (by Respondent) of the item between patients.

e. Respondents must provide cleaning instructions based on infection control best practice for Cleaning and disinfecting all Reusable products (within the IFU).

f. Respondents must provide a full list of Cleaning and Disinfection products (including wipes) approved for use on the Reusable item, including maximum permissible concentration level of active ingredient (on request or within IFU).

g. For all rental/hire products and accessories, Respondents must ensure that the products and accessories are cleaned with a hospital grade disinfectant that contains Quaternary Ammonium compounds before returning for reuse by another Purchasing Party/Health Service or an alternative validated process (approved by the PHS) based on the product. Evidence of Cleaning must be documented for each item and be readily available for PHS review on request (for example, review, audit, inspection).

h. Any alternative validated process must be outlined in the ITS response.

i. For all rental/hire products and accessories, Respondents must ensure the item is cleaned/disinfected/washed as per manufacturers IFU.

j. Respondents must ensure hired aids and appliances at their facilities are stored in a designated clean area and clean products are separated from contaminated/used products or accessories.

k. Respondents must comply with practices that maintain the products clean or disinfected state until the next hire, facilitating easy Cleaning and hygiene monitoring of the storage environment

10. Substances of Concern

a. Preference will be given to products and accessories (including their accompanying packaging) that are latex-free, unless otherwise stated.

b. Preference will be given to products and accessories that are free of diethylhexyl phthalate (DEHP).

11. Product Information

a. The Respondent will submit a copy of relevant product diagrams, specifications or brochures to assist in accurately identifying products and accessories offered.

b. Where research papers or relevant scientific information is available, this should not be provided unless specifically requested by HSV.

c. All product information submitted should:

(i) be in electronic format;

(ii) be in English;

(iii) be specific to the product offered;

(iv) contain the Respondent's company name;

(v) include the product code;

(vi) include a detailed specification of the product; and

(vii) include clear diagrams/pictures of the product.

d. To assist in managing this information, all product information submitted should be labelled with the relevant HSV category and subcategory number.

e. Electronic copies provided should include the HSV Category and subcategory numbers in the filename or identifying metadata.

f. HSV may not consider unlabelled submissions.

g. Product information will not be evaluated but is necessary to assist in accurately identifying products and accessories offered.

h. HSV reserves the right to exclude products and accessories from evaluation when the product is unidentifiable and provided information is:

(i) not labelled as per clause 11(d) above; or

(ii) Is incomplete as to clause 11(c).

i. Product samples are not to be provided unless specifically requested by HSV, as per Part 2 clause 19 samples.

j. The Respondent should not submit information relating to products and accessories that are not explicitly required in this ITS.

12. Service information

a. The Respondent will submit a copy of relevant service description, capability and operational flow diagrams (where applicable) or brochures to assist in accurately identifying the services offered.

b. All service information submitted should:

   (i) be in electronic format;

   (ii) be in English;

   (iii) be specific to the product/service offered;

   (iv) contain the Respondent's company name; and

   (v) include the product and/or service code (where applicable).

c. The Respondent should not submit information relating to services that are explicitly required in this ITS.

13. Consignment Stock

a. A range of products and accessories required for inpatients or to facilitate patient discharge may be requested to be provided on a consignment basis.

b. Respondents should indicate whether they are providing any of the products and accessories on a consignment basis. Preferably with a full range of products and accessories.

c. Restocking process, frequency and timeframe and other operation requirements.

d. Respondents should nominate a Representative to undertake consignment duties.

e. Terms relating to Consignment Stock are set out in PART 5: DRAFT AGREEMENT and/or under any relevant Service Level Agreement.

14. Loan Products and Accessories

a. Products and accessories required may be requested to be provided on a loan basis.

b. Respondents should indicate whether they are providing any of the products and accessories on a loan basis.

c. Respondents should nominate a Representative to undertake loan duties.

d. Terms relating to loan products and accessories are to be agreed between the parties and/or set out under any relevant Service Level Agreement.

e. For all products and accessories provided Free on Loan (**FoL**), the purchase price also needs to be provided.

15. Warranty

a. All products and accessories covered in this ITS are to be issued with a minimum warranty for twelve (12) months from the Delivery Date for normal use.

b. The Respondent warrants that all services offered under this ITS, including but not limited to rental/hire/loan, storage, issuing, delivery (inbound and outbound), return handling, Cleaning/Disinfection, assembly, disassembly, repairs, maintenance, maintenance reporting, product education, and product end-of-life/disposal management:

   (i) be performed with due care and skill, in a professional manner and in accordance with best industry practice;

   (ii) be performed by suitably qualified and experienced Personnel, including licenced, certified or accredited Personnel (as the case may be);

   (iii) be fit for the purpose for which they are supplied;

   (iv) comply with all applicable Laws and standards; and

   (v) conform to the requirements of this Agreement.

c. Upon request, the successful Respondent will provide information (printed or electronic) explaining product or service warranty.

d. The repair or replacement of any item under warranty will be at no cost to the PHS.

e. The cost of any Collection or delivery associated with a repair or replacement under warranty will be borne by the successful Respondent.

f. It is highly desirable that the successful Respondent provides PHS with a replacement or suitable loan item at no cost until the repaired item is returned.

g. Extending the warranty period beyond the minimum may be explored if required by HSV or PHS.

h. Warranty terms may be specified by category or subcategory further in clause 26 Product Specification.

i. Without limiting anything contained in the Warranty Period, the Supplier must:

   (i) after receiving notice from the Purchasing Party and at the Purchasing Party's discretion, either immediately replace the Good or remedy all defects discovered in the Good during the Warranty Period;

   (ii) bear all costs and expenses in relation to complying with clause (e)(i); and

   (iii) perform its obligations under clause(c)(i) with the least amount of disruption possible to the business and usual activities of the Purchasing Party including if applicable, provide a replacement or suitable loan item free of cost, to the Purchasing Party, pending replacement or rectification of defects of the Good to be carried out.

   (iv) The Supplier acknowledges that the Purchasing Party will enter into Purchase Orders, in reliance upon, among other things, the warranties (including Warranty Period) given or assigned by the Supplier under the Agreement.

j. The Supplier guarantees that spare parts, special tools, instruments, and revised or tested software for any Good supplied under this Agreement will be available for at least the minimum lifespan of the Good, unless otherwise specified in a Purchase Order or agreed in writing between the Supplier and the Purchasing Party. Where minimum lifespan is not specified, supplier guarantees the availability of spare parts, special tools, instruments, and revised or tested software for any Good supplied under this Agreement throughout the Term of the contract.

16. Recall Process

a. All recalls must be managed in line with the *Uniform Recall Procedure for Therapeutic Goods* (**URPTG**) (V2.4, March 2024).

b. All recalls and/or hazard alerts are to be completed using GS1 Recall or Recall Health as specified by HSV.

c. Class 1 recalls (as defined by the URPTG) must also meet the requirements under PART 5: DRAFT AGREEMENT , where applicable.

Pricing

17. Price review

a. Any Price review mechanism will be set out in PART 5: DRAFT AGREEMENT and must be in accordance with MSA Clause.

b. HSV reserves the right to negotiate price review outcomes with the successful Respondent.

Delivery

18. Electronic Data Interchange and Online Portal

a. PHS prefer to exchange orders, payments, acknowledgements, invoices, remittance notices and other records (Data) electronically, in place of tangible documents. Successful Respondents are required to work with the PHS to achieve this outcome.

b. For products, accessories and services delivered, it is highly desirable for the Contractor to provide a secure online portal and reporting facility for order management, maintenance history, maintenance forward plan, service requests pending completion, service requests completed, quotations, asset management (e.g. recording and updating asset list, information stored via barcoding), products tracking, invoice records, and recording inspection and test results, which should:

   (i) always be available with unlimited access and free of charge to the PHS;

   (ii) provide the functionality and details reasonably required by the PHS and HSV; and

   (iii) provide a reporting function with data export of report information in .pdf and excel format.

   (See Clause 30 Service Specifications for further criteria on online booking system.)

19. Delivery

a. For purchased aids and appliances:

   (i) Products and accessories will be delivered to the location(s) specified by PHS in a Purchase Order in the shortest possible timeframe. This must not exceed three (3) Business Days from receipt of order unless otherwise agreed between the Respondent and PHS.

   (ii) It is preferential for an advance shipping notice (ASN) to be provided by the Respondent

(iii) must ensure products and accessories are supplied pre-assembled, in a condition for immediate use, or as agreed with ordering PHS.

b. The Respondent must indicate (at tender response and ongoing reporting) the stock on hand for purchase and lead time for new stock to be available.

c. The Respondent must indicate (at tender response and ongoing reporting) the stock on hand for rental/hire and lead time for new stock to expand fleet.

d. For rental for Post Discharge Hire and for Health Service Hire products and accessories may be delivered either by:

(i) Same Day Delivery – delivered on the same business day, based on an order cut off time agreed with the Respondent.

(ii) Next Day Delivery – delivered within twenty-four (24) hours of order placement, or as specified (during Business Days only).

(iii) Three (3) to five (5) day Delivery – delivery where the rental products are delivered at a maximum of five (5) Business Days from order placement.

(iv) Courier Delivery – respondent to specify when products and accessories are delivered in package by a third party.

(v) See Clause 30 Services Specification for further criteria on Delivery and further specifications under category 40.

20. Urgent Deliveries

a. For the purposes of this section, urgent deliveries refer to urgent requests placed by a PHS and does not include emergency situations.

b. The Respondent will provide information on its ability to be able to receive and action urgent delivery requests 24 hours a day, 7 days a week.

c. Urgent deliveries should be received by PHS within the agreed timeframe, no later than 24 hours from receipt of order.

d. Any additional costs associated with Urgent Deliveries shall be clearly outlined in the User Guide tab of the Tender Response Worksheet and shall be discussed and agreed with the ordering PHS prior to acceptance of any urgent order.

Support

21. Training

a. Upon request by a PHS, successful Respondents will deliver a training package and/or training materials to facilitate the introduction of their ITS to clinicians in their operating environment.

b. Training requirements may include (but are not limited to):

(i) face-to-face training at PHS sites (i.e. in-service training);

(ii) off-site study days for clinicians;

(iii) updates and refresher training on new products and/or equipment and surgical techniques;

(iv) training on Cleaning and sterilisation to nominated personnel and PHS' CSSD and SSU (for Reusable instruments);

(v) training materials; and

(vi) Patient at home training

22. Customer Service and Support

a. The successful Respondent must be able to provide customer service and support to PHS, either directly or via a third party, during Business Hours.

b. The successful Respondent will provide PHS with Representatives that are:

(i) inherently familiar with the contracted products and accessories;

(ii) appropriately qualified;

(iii) technically/clinically knowledgeable about the contracted products and accessories; and

(iv) available to respond to PHS' queries during Business Hours.

c. It is desirable that nominated Representatives have clinical background or experience.

d. The level of customer service and support required of Representatives is expected to include (but is not limited to):

(v) liaising with clinicians to recommend products and solutions;

(vi) promptly answering clinicians' queries (including after hours);

(vii) liaising with various hospital departments (for example: Allied Health Services, Operating Theatre, Nurse Unit Managers);

(viii) providing on-site clinical support during cases (if requested);

(ix) providing informational materials; and

(x) providing education and in-service training upon request.

e. Representatives must comply with PHS' policies regarding engagement with PHS Personnel.

Award

23. Sales Data and References

a. ITS Respondent is requested to provide a minimum of 12 months of sales data (i.e from 01 Jan 2025 to 31 Dec 2025) for Victorian Public Health Services (including distribution centre's) for any of the products and accessories and services (rental/hire) tendered. HSV prefers if Respondent can share sales data or the past 2 or 3 years (i.e from 01 Jan 20254 to 31 Dec 2025 or 01 Jan 2023 to 31 Dec 2025).

(i) product and accessories that can provide reasonable sales volumes, over multiple (e.g. 6+) purchase orders, (i.e. beyond the volumes of a clinical trial) at a Victorian Public Health Service over the past 12 months may be considered 'known and acceptable' for evaluation purpose.

(ii) product and accessories that are 'known and acceptable' may not require samples for product evaluation. Further information on samples on Part 2: Clause 19.

b. Respondent will also be requested to provide 2 Australian Reference sites for:

(i) new product or accessories not currently purchased or rented/hired by PHS.

- if product or accessory tendered is part of a 'range' (i.e. Same line of products, with the same Brand, within the same subcategory), references for one product of the 'range' may be sufficient/accepted.
- preference for Victorian references and interstate references from a major Public Health Services (other references to be accepted at HSVs discretion).

(ii) Products or accessories not having sufficient sales or no sales data provided to HSV may be only conditional awarded

24. National Product Catalogue

a. The Supplier must upload and publish all product information and pricing for the Good on the National Product Catalogue ('NPC') prior to commencement of the Agreement.

b. The Supplier must maintain all product data uploaded to the NPC for all Goods, for the Term of the Agreement. In addition, the Supplier must maintain information of the Goods in the GS1 National Location Registry, for the Term of the Agreement.

25. Conditional Acceptance

a. Products and accessories may be designated as 'Conditionally Accepted' where products and accessories contain incomplete information as determined by HSV.

b. PART 5: DRAFT AGREEMENT sets out terms relating to Conditionally Accepted Deliverables.

c. Products and accessories designated as 'Conditionally Accepted' may be subject to desktop and functional evaluation by health services.

d. "Acceptance for use" is confirmed by issuing a product acceptance certificate or any other form signed by an appropriate clinical representative of a PHS

e. Pricing will be as per response position and cannot be amended post Agreement acceptance.

26. Key Performance Indicators

a. For purchase KPIs – Refer to PART 5: DRAFT AGREEMENT, Schedule 6.

b. For Rental/hire KPIs refer to Clause 28.

c. Refer to the Services Specification for further criteria and specifications under category 40

27. Service Level Agreement

a. PHS may enter into a Service Level Agreement (SLA) with the successful Respondent(s), on the terms set out in PART 5: DRAFT AGREEMENT.

b. The SLA may cover the following arrangements:

(i) requirements for stock management, including Consignment Stock;

(ii) arrangements for ordering and Delivery;

(iii) communication arrangements for product recalls and safety alerts; or

(iv) any specific purchasing or rental requirements, including but not limited to hours within which the services can be Delivered, supervision requirements and applicable policies.

b. The SLA will be in addition to the Agreement between the successful Respondent(s) and HSV.

c. Any SLA entered into between the Respondent and a PHS must be established in accordance with the framework of the Agreement and must not be inconsistent with, contravene or undermine the terms of the Agreement.

d. HSV will not be responsible for monitoring compliance with any SLA. This is a matter of agreement between the parties to the SLA.

e. Successful Respondent(s) must provide a copy of all Service Level Agreements to HSV within seven (7) days of being finalised.

28. Definitions table

Definitions

Term	Definition
Accessory	means a non-essential peripheral component that provides supplementary functionality or user convenience, without being required by the product to operate as intended.
Agreement	means the Agreement entered into between HSV and a Respondent for the provision of Aids and Appliances and includes the Master Supply Agreement, the Module and all Schedules, Annexures or documents incorporated by reference.
ARTG	means the Australian Register of Therapeutic Goods under the control of TGA.
Authorised User	means any person that is authorised by a PHS to perform certain functions in providing goods and/or services under the Agreement.
Awarded	Means a good and/or service that has met all necessary requirements and has been formally approved for purchase or hire by PHS, and is included in the Pricing Schedule
Business Day	means a day which is not a Saturday, Sunday or public holiday in Victoria.
Business Hours	means the hours during the day in which business is commonly conducted (8:00 – 17:00).
Cleaning	means the process of removing visible soil, organic material, and other contaminants from objects or surfaces, prior to Disinfection or sterilisation, to prevent interference with these processes and reduce the risk of infection.
Collection/Pick-up	means the service of retrieving products and accessories from a patient's residence, including disassembly, packaging, and removal of the item from the premises, as required.
Conditional Acceptance/Award	means any product or accessory listed as conditionally awarded, may have one or more conditions to the supplier has to fulfill before the product is listed in the pricing schedule to the PHS. The process of fulfilling the conditions is as per HSV current practice of Contract Variation Request.
Consumable	means a part that is intended to be used for a limited time period or limited number of uses on a single patient.
Proprietary Consumable	means a product that is only available from one Supplier and only functions with one brand of device.
Associated Consumable	means a product that is available from one or more Suppliers that only functions with one brand of device.
Generic Consumable	means a product that is available from multiple Suppliers and operates on multiple brands of devices.
CT Compatible	means a product that does not produce significant artifacts and is safe for use in a Computed Tomography (CT) scanning environment.
Deliverables	means the goods and/or services to be supplied by a successful Respondent pursuant to an Agreement.
Dimensions	means: • Height – Top to Bottom • Width – Left to Right (also considered as Length, i.e widest side) • Depth – Back to Front

Disinfection	means the process that reduces the number of viable microorganisms, such as bacteria, viruses, and fungi, on objects or surfaces to a level that is considered safe for handling or use and will not pose a risk of infection.
FIS	means Free Into Store
GS1	means Global Standards One
GTIN	means Global Trade Identification Number
Health Service Hire	means any aids and appliances hired for use within a PHS (including hospital in the home or other home based hospital care programs) for any duration.
Home Delivery	means the service of delivering products and accessories to a patient's residence (inside the residence if applicable), including assembly, installation, and ensuring the item is ready for immediate and safe use by the patient.
Hospital-Grade Disinfectant	means disinfectant that is registered or approved for use in healthcare settings, demonstrating a high level of efficacy against a broad spectrum of microorganisms, including bacteria, viruses, and fungi, on inanimate surfaces.
HSV	means HealthShare Victoria.
IFU	means Information for Use: Documentation provided by the manufacturer of a medical device or other product, containing instructions, warnings, precautions, and other relevant details for its safe and effective use.
Impermeable/Waterproof	means not allowing liquids or fluids to pass through/ Resistant to penetration by water to a specified degree.
Infant	means a patient from 4 weeks of age from term to weighing 10kg.
ITS	means Invitation To Supply
Laundering	means the process of washing and disinfecting textile-based products/accessories, such as linens, fabrics, and other washable items, to remove soil and microorganisms.
May	indicates an optional element; it is at the Respondent's discretion to either meet or not meet this element, and failure to meet this element will not exclude the item from further evaluation or consideration.
MRI conditional	means a product that has been demonstrated to pose no known hazards in a specified MRI environment with specified conditions of use. These conditions may include static magnetic field strength, spatial gradient, radiofrequency (RF) fields, and specific absorption rate (SAR).
MRI Safe	means a product that poses no safety hazards in the MRI environment. They may be placed anywhere in the MRI environment. Patients with MRI Safe devices have no scanning restrictions.
MRI unsafe	means a product that is known to pose hazards in all MRI environments. These items include magnetic items that could be subject to movement or displacement.
Must	indicates a mandatory requirement; failure to meet this requirement will result in the submission being eliminated from further consideration.
Neonate	means a newborn baby less than 4 weeks old, from term
Normal Use	means that the product has undergone use for which it was manufactured and intended and shows no signs of physical damage other than regular wear and tear.
NPC	means the National Product Catalogue

Paediatric	means a patient greater than 10kg and less than 18 years old
PHS	means Participating Health Services. Public Hospitals and other Health or Related Services, as those terms are defined in Section 3 of the Health Services Act 1988 (Vic), that are described in PART 6: REPORTING GUIDELINES AND HOSPITAL PARTICIPATION.
Patient Discharge Hire/Post-Discharge Hire	means aids and appliances hired for patient use at home, after discharge from the health service (including discharge from hospital in the home) for a 30-day duration (or as advised in writing by clinician) and returned.
Radio-translucent	material's property that allows X-rays to pass through with minimal attenuation, making the item suitable for use during X-ray imaging.
Respondent	means any person, company or organisation responding to this ITS and, unless the context otherwise requires, includes those who may access the ITS for the purpose of creating and submitting a Response.
Response Worksheets	refers to the three Microsoft Excel files issued in the ITS that need to be completed by the Respondent ("TRW – HPVITS2025-163 Aids and Appliances.xls", "Part 4 – SOR Excel Categories.xls" and "Freight Pricing Schedule.xls").
Reusable	means a product designed or intended by the manufacturer as suitable for reprocessing and reuse. It may include multi-patient use.
Should	indicates a highly desirable element; unless justifiable reason exists, not meeting this element may impact evaluation.
Single Use	means a product that is intended to be used on an individual patient, during a single procedure, and then discarded.
Single-Patient Use	means a product that can potentially undergo more than one episode of use on one patient only. The device may need to undergo some form of reprocessing between each use (in accordance with manufacturers' instructions).
SLA	means a Service Level Agreement.
Spare Part	means any item required for corrective maintenance (following wear, damage or loss) to restore a product to its manufacturer's original intended functionality, and safety.
Supplier	means a successful Respondent pursuant to an Agreement.
TGA	means Therapeutic Goods Administration
Water Resistant	means having the ability to repel water to a limited extent; may allow some water penetration

29. Product Specifications

Common Attributes

Below are attributes that are common to all products, accessory and Spare Part categories and will or maybe requested in the Tender Response Worksheet.

1. Brand name
2. Manufacturer name
3. ARTG number (unless exempt is specifically mentioned in the category)
4. Overall Dimensions
    a. Height
    b. Width
    c. Depth
5. Substances of concern
    a. Product or accessory is Latex free or not
    b. Packaging is Latex free or not
    c. Contains DEHP or not
    d. DEHP %
6. Item number printed in packaging

Category 1 – Helmets

A range of prefabricated helmets and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Offers are required for the following type of Helmets:

Subcategory	Subcategory Name
01.01	Helmets
01.02	Helmet Accessories

Note:

Highly customised helmets (e.g. helmets used for helmet therapy) designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

General non-clinical helmets (e.g. bicycle helmets) are out of scope.

Mandatory Criteria

All Helmets offered must

a. Have a valid ARTG number

Desirable Criteria

All Helmets offered shall preferably be

a. Odour resistant

b. Antimicrobial

Clinical Attributes

For each Helmet offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, cotton, plastic)

b. colour

c. Orthotic or Liner is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic/liner can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. size (e.g. XS, M, L, XL)

e. Paediatric or adult

f. Dimensions, in cm (where applicable):

   (i) length

   (ii) height

   (iii) circumference

g. method of securement (e.g. hook and loop fasteners, clip, snap closure)

1.01 Helmets

h. For adults and Paediatric use. <

i. Designed for head protection during falls or head knocks.

j. Whether or not:

(i) helmet is size adjustable or one size fits all

(ii) helmet has a chin strap

(iii) helmet is hard or soft shell

Additional Information

For each Helmet offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. whether or not orthotic is:

(i) Radio-translucent

(ii) MRI conditional

(iii) CT Compatible

(iv) water resistant

Category 2 – Orthotics – Cervical Spine (collars)

A range of prefabricated Orthotics – Cervical Spine and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Offers are required for the following type of Orthotics – Cervical Spine (collars):

Subcategory	Subcategory Name
2.01	Soft Collar
2.02	Extrication Collar
2.03	Cervical Collar
2.04	Cervical Thoracic Orthosis (CTO)
2.05	Orthotics – Cervical Spine Accessories

Note:

Halo orthosis are out of scope

Highly customised collars/CTO designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Orthotics – Cervical Spine offered must

a. Immobilise/limit/restrict cervical spine

b. Have a valid ARTG number

c. If collars/orthosis come with a liner – spare liners must be available (either with product or tendered under 2.05 accessories)

Desirable Criteria

All Orthotics – Cervical Spine offered shall preferably be

a. Odour resistant <- How do we actually quantify this if they say “yes”?

b. Antimicrobial

c. Collars come with a liner

Clinical Attributes

For each Orthotics – Cervical Spine offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, cotton, plastic)

b. colour

c. orthotic is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. liner is designed for Single Use or Reusable

(i) if Reusable - how many washes liner can withstand (e.g. 200 washes)

(ii) if Reusable - whether liner has tracking label/option for tracking

e. size (e.g. XS, M, L, XL)

f. Paediatric or adult

g. Dimensions, in cm (where applicable):

(i) length

(ii) height

(iii) circumference

h. method of securement (e.g. hook and loop fasteners, clip, snap closure)

i. whether or not collar comes with spare liner

Soft Collar

Soft foam collars are designed to limit cervical flexion

j. Whether or not:

(i) orthotic comes in varying foam densities (e.g. firm, medium, soft)

Extrication Collar

is designed to immobilize cervical spine in an emergency situation.

k. Has a large tracheal opening

l. Minimum and maximum inner circumference of collar, in cm

m. Whether or not:

(i) extrication collar is height adjustable

- if height adjustable, height range in cm

(ii) extrication collar is one piece

Cervical/Definitive Collar

Restricts cervical spine flexion, extension and rotation for long term use.

n. Large tracheal opening

o. Minimum and maximum inner circumference of collar, in cm

p. Whether or not:

(i) cervical collar is height adjustable

(ii) cervical collar is one piece or two pieces

(iii) cervical collar is made from antibacterial material

(iv) cervical collar comes with spare liner included

Cervical Thoracic Orthosis (CTO)

Restricts cervical spine flexion, extension and rotation for long term use.

q. Large tracheal opening

r. Minimum and maximum inner circumference of collar, in cm

s. Dimension of thoracic stabiliser/brace, range in cm of each size

t. Whether or not:

(i) cervical thoracic orthosis is height adjustable

(ii) cervical thoracic orthosis is made from antibacterial material

(iii) cervical thoracic orthosis comes with spare liner included

(iv) anterior and posterior support or both

(v) cervical thoracic orthosis can transition to cervical collar

Additional Information

For each Orthotics – Cervical Spine offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. whether or not orthotic is:

(v) Radio-translucent

(vi) MRI conditional

(vii) CT Compatible

(viii) water resistant

b. spare liners/individual components available for purchase

c. Collars that contain washable foam, please include washing instructions in IFU

Category 3 – Orthotics – Upper Limb

A range of prefabricated Orthotics – Upper Limb and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Tenderers note: This Category does not include triangular bandages, collars and cuffs. These are scoped or tendered on the **Skin Integrity Consumables** contract.

Offers are required for the following type of Orthotics – Upper Limb:

Subcategory	Subcategory Name
3.01	Broad Arm Slings
3.02	Shoulder immobiliser
3.03	Elbow Orthosis
3.04	Wrist/Hand Orthosis
3.05	Finger Splints
3.06	Orthotics – Upper Limb Accessories

Note:

Micro-processor/computer-controlled orthotics are out of scope.

Highly customised Orthotics designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Orthotics – Upper Limb offered shall,

a. Have a valid ARTG number

b. If Orthosis includes a liner – Spare liners must be available

Desirable Criteria

All Orthotics – Upper Limb offered shall preferably be

a. Odour resistant

b. Antimicrobial

Clinical Attributes

For each Orthotics – Upper Limb offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, elastic, nylon, plastic, aluminium)

b. colour

c. orthotic is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic/liner can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. liner is designed for Single Use or Reusable

(i) if Reusable - how many washes liner can withstand (e.g. 200 washes)

(ii) if Reusable - whether liner has tracking label/option for tracking

e. size (e.g. XS, M, L, XL) or one size fits all

f. to fit left or right arm or universal

g. Paediatric or adult

h. Dimensions, in cm (where applicable):

(i) length

(ii) width

(iii) circumference (minimum and maximum)

i. method of securement (e.g. hook and loop fasteners, clip, straps, buckle, zip tie, nil required)

Broad Arm Slings

j. Designed to support and/or immobilise the upper arm and shoulder joint

k. Whether or not:

(i) Broad arm sling has an adjustable shoulder strap

(ii) wrist strap is fixed or removable

(iii) Broad arm sling has padded straps or shoulder pad

(iv) Broad arm sling has thumb/hand support

Shoulder Immobiliser

l. Designed to support and/or immobilise the upper arm and shoulder joint

m. Whether or not:

(i) shoulder immobiliser has an adjustable shoulder strap

(ii) shoulder immobiliser has a waist/chest strap

(iii) waist/chest strap is fixed or removable

(iv) shoulder immobiliser has padded straps or shoulder pad

(v) shoulder immobiliser has thumb/hand support

(vi) shoulder immobiliser maintains certain position of arm (e.g abduction)

Elbow Orthosis

n. Designed to support/control and/or limit motion of the elbow joint.

o. Whether or not:

(i) elbow orthosis is adjustable.

(ii) elbow orthosis is padded or non-padded

(iii) elbow orthosis has adjustable and lockable range of motion joints

p. range that joints are adjustable to, in degrees (e.g. 60 degrees, 180 degrees)

q. increments that joints/wheels are adjustable by (e.g. 20-degree increments)

r. elbow orthosis has detachable neck/shoulder strap

Wrist/hand Orthosis

s. Designed to support and/or limit motion of the wrist joint

t. Method of application (e.g. wrap-around, slip-on)

u. Whether or not:

(i) wrist/hand orthosis is adjustable

(ii) wrist/hand orthosis is padded or non-padded

(iii) wrist/hand orthosis has dorsal and palmer stays/straps

Wrist/hand/thumb Orthosis

v. Designed to support and/or limit motion of the wrist, hand or fingers/thumb

w. Method of application (e.g. wrap-around, slip-on)

x. Whether or not:

(i) wrist/hand/thumb orthosis is adjustable

(ii) wrist/hand/thumb orthosis is padded or non-padded

(iii) wrist/hand/thumb orthosis has dorsal and palmer stays/straps

(iv) wrist/hand/thumb orthosis is fixed or dynamic/moveable under resistance

Finger Splints

y. Designed to immobilise finger

z. Method of application (e.g. wrap-around, slip-on)

aa. Whether or not:

(i) Finger splint is adjustable

(ii) Finger splint is padded or non-padded

Additional Information

For each Orthotics – Upper Limb offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Additional components required/available with orthosis (e.g. sock/undersleeve, extra liners)

Category 4 – Orthotics – Thoracic/Lumbar/Sacral Spine

A range of prefabricated Orthotics – Thoracic/Lumbar/Sacral Spine and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Note: Pelvic immobilisers/binders sit in Category 5

Offers are required for the following type of Orthotics – Thoracic/Lumber/Sacral Spine:

Subcategory	Subcategory Name
4.01	Chest Binder
4.02	Abdominal Binder/Support
4.03	Thoracic/lumbar/sacral Orthosis (TLSO)
4.04	Lumbar/sacral Orthosis (LSO)
4.05	Orthotics – Thoracic/Lumber/Sacral Spine Accessories

Note:

Breast binders for post operative breast surgery are out of scope.

Highly customised Orthotics designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Orthotics – Thoracic/Lumbar/Sacral Spine offered shall be

a. Have a valid ARTG number

b. If Orthosis includes a liner – Spare liners must be available

Desirable Criteria

All Orthotics – Thoracic/Lumbar/Sacral Spine offered shall preferably

a. Odour resistant

b. Antimicrobial

Clinical Attributes

For each Orthotics – Thoracic/Lumbar/Sacral Spine offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, elastic, nylon)

b. colour

c. orthotic or liner is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic/liner can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. size (e.g. XS, M, L, XL)

e. Paediatric or adult

f. Dimensions, in cm (where applicable):
   (i) length
   (ii) height
   (iii) circumference (minimum and maximum)

g. method of securement (e.g. hook and loop fasteners, clip, snap closure, pulley)

Chest Binder

h. Designed to provide support to chest postoperatively or post injury.

i. Whether or not:
   (i) binder has adjustable shoulder straps
   (ii) binder has padding over sternum area

Abdominal Binder/support

j. Designed to provide support to abdomen postoperatively, post injury, or to manage postural hypotension.

k. Whether or not:
   (i) binder is elastic or non-elastic

Thoracic/lumbar/sacral Orthosis (TLSO)

l. Designed to limit motion and support the thoracic, lumbar and sacral areas of spine postoperatively or post injury.

m. Whether or not:
   (i) TLSO is soft or rigid
   (ii) TLSO is adjustable for length or height
   (iii) TLSO has a chest plate
   (iv) TLSO has over shoulder straps
   (v) The intended purpose of the TLSO is to be an anti-flexion brace, anti-extension or limited all movement
   (vi) TLSO can transition to LSO
   (vii) TLSO module requires modification for fitting purposes

Lumbar/sacral Orthosis (LSO)

n. Designed to limit motion and support the lumbar and sacral areas of spine postoperatively or post injury.

o. Whether or not:
   (i) LSO is soft or rigid
   (ii) LSO is adjustable for length or height
   (iii) The intended purpose of the LSO is to be an anti-flexion brace, anti-extension or limited all movement

Additional Information

For each Orthotics – Thoracic/Lumbar/Sacral Spine offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. whether or not orthotic is:

   (i) Radio-translucent

   (ii) MRI conditional

   (iii) CT Compatible

   (iv) water resistant

b. whether additional components are available (e.g. spare pads, liners) If you are expecting accessories/spares maybe word this as “Please also tender all accessories/spares associated with your Orthotics – Thoracic/Lumbar/Sacral Spine products in the 04.xx subcategory “Orthotics – Thoracic/Lumbar/Sacral Spine accessories”

Category 5 – Orthotics – Pelvis/Hip

A range of prefabricated Orthotics - Pelvis/Hip and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Offers are required for the following type of Orthotics – Pelvis/Hip:

Subcategory	Subcategory Name
5.01	Pelvic Immobiliser
5.02	Hip Orthosis
5.03	Pavlik Harness (Paediatric)
5.04	Orthotics – Pelvis/Hip Accessories

Note:

Out of scope – pregnancy pelvic support belts

Highly customised Orthotics designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Orthotics – Pelvis/Hip offered shall be

a. Have a valid ARTG number

b. If Orthosis includes a liner – Spare liners must be available

Desirable Criteria

All Orthotics – Pelvis/Hip offered shall preferably

a. Odour resistant

b. Antimicrobial

Clinical Attributes

For each Orthotics – Pelvis/Hip offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, elastic, nylon)

b. colour

c. orthotic or liner is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic/liner can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. size (e.g. XS, M, L, XL)

e. Paediatric or adult

f. Dimensions, in cm (where applicable):

   (i) length

   (ii) height

(iii) circumference (minimum and maximum)

g. method of securement (e.g. hook and loop fasteners, clip, snap closure, buckle, pulley)

Pelvic Immobiliser

h. Designed to support and immobilise the pelvis in the trauma setting.

i. Whether or not:

(i) pelvic immobiliser is one size fits all

(ii) pelvic immobiliser is designed for pre-hospital use, in hospital use or both

Hip Orthosis

j. Designed to support and/or limit motion of the hip joint

k. Minimum and maximum waist/hip and thigh circumference, in cm

l. Whether or not:

(i) hip orthosis supports and/or limits abduction, adduction, flexion or extension or multiple

(ii) hip orthosis is adjustable for circumference and femoral length

(iii) to fit left or right side of body or universal

(iv) hip orthosis has adjustable waist and thigh straps

(v) hip orthosis is padded or non-padded

(vi) hip orthosis has adjustable and lockable range of motion joints

(vii) rigid or soft

m. range that joints are adjustable to, in degrees (e.g. 60 degrees, 180 degrees)

n. increments that joints are adjustable by (e.g. 20 degree increments)

Pavlik Harness (Paediatric)

o. Designed to provide support and limit motion of the hip joints in Paediatric patients with developmental hip conditions or femur injuries. Supports hips in a flexion and abduction position.

p. Whether or not pavlik harness:

(i) has adjustable straps

(ii) has padded or non-padded shoulder and chest straps

(iii) has enclosed booties or stirrups

(iv) is front or side fastening or both

(v) has a print or pattern

Additional Information

For each Orthotics – Pelvis/Hip offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. whether or not orthotic is:

(i) Radio-translucent

(ii) MRI conditional

(iii) CT Compatible

(iv) water resistant

b. whether additional components are available (e.g. spare pads/liners/straps)

Category 6 – Orthotics – Lower Limb

A range of prefabricated Orthotics – Lower Limb and all associated accessories for the tendered products required to meet the needs of Infant, Paediatric, adult and bariatric patients.

Offers are required for the following type of Orthotics – Lower Limb:

Subcategory	Subcategory Name
6.01	Knee Orthosis
6.02	CAM (Control Ankle Motion) Walker
6.03	Ankle & Foot Orthosis (A.F.O)
6.04	Foot Orthosis
6.05	Boots and Bar
6.06	Orthotics – Lower Limb Accessories

Note:

Micro-processor/computer controlled orthotics are out of scope.

Highly customised Orthotics designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Orthotics – Lower Limb offered shall be

a. Have a valid ARTG number

b. If Orthosis includes a liner – Spare liners must be available

Desirable Criteria

All Orthotics – Lower Limb offered shall preferably

a. Odour Resistant

b. Antimicrobial

Clinical Attributes

For each Orthotics – Lower Limb offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, elastic, nylon, polypropylene, aluminium, rubber)

b. colour

c. orthotic or liner is designed for Single Use or Reusable

   (i) if Reusable - how many washes orthotic/liner can withstand (e.g. 200 washes)

   (ii) if Reusable - whether orthotic has tracking label/option for tracking

d. size (e.g. XS, M, L, XL) or one size fits all

e. to fit left or right leg/foot or universal

f. Paediatric or adult

g. Dimensions, in cm (where applicable):

(i) length

(ii) width

(iii) circumference (minimum and maximum)

h. method of securement (e.g. hook and loop fasteners, clip, straps, buckle, nil required)

Knee Orthosis

a. Designed to support and/or limit motion of the knee joint.

b. Purpose of knee orthosis (e.g. limit - flexion, extension, lateral movement, multiple)

c. Number of straps (where applicable)

d. Strap length, in cm

e. Whether or not:

(i) Knee orthosis is adjustable in circumference and tibial/femoral length

(ii) knee orthosis has adjustable and lockable range of motion joints

(iii) range that joints are adjustable to, in degrees (e.g. 60 degrees, 180 degrees)

(iv) increments that joints are adjustable by (e.g. 20 degree increments)

(v) knee orthosis is padded or non-padded

CAM (Control Ankle Motion) Walker

a. Designed to support and limit motion of the foot and ankle joint.

b. Skid/slip resistant tread on bottom of walker.

c. Rocker sole to aid gait

d. To fit foot length, range in cm (e.g. 24-30cm)

e. Number of straps (where applicable)

f. Strap length, in cm

g. Whether or not:

(i) CAM walker has a pneumatic liner

(ii) pump for pneumatic liner is integrated or additional component.

(iii) CAM walker is standard height or short

(iv) CAM walker is suitable for diabetics (has a pump with pressure gauge)

(v) Uprights can be moulded/shaped

(vi) Ankle range is adjustable

(vii) Has a rigid posterior/anterior shell

(viii) Heel wedges can be fitted to CAM walker

(ix) Comes with tamper evident strapping

Ankle and Foot Orthosis (A.F.O)

h. Designed to prevent foot drop.

i. Designed to support and aid/limit motion of the foot and ankle.

j. To fit foot length, range in cm (e.g. 24-30cm, fits shoe size AU/US/UK)

k. Calf height

l. Number of straps (where applicable)

m. Strap length, in cm

n. Whether or not:

(i) AFO has adjustable strap/s

(ii) AFO is an in-shoe or external orthosis

(iii) AFO is suitable for bed resting or only ambulation

Foot Orthosis

o. Shoe insert designed to support, limit/aid motion of the foot.

p. Shoe insert designed to relieve pressure of the foot.

q. To fit foot length, range in cm (e.g. 24-30cm)

r. To fit shoe size, in AU/US/UK shoe sizing (e.g. size 5-8)

s. Whether or not:

(i) Foot orthosis is full length or three-quarter length

(ii) Comes with additional components for customising (e.g. wedges, metatarsal domes)

Boots and Bar

t. Designed to act as a brace that maintains correction/positions the feet of Paediatric patients who suffer from foot conditions such as club feet.

u. Consists of removable shoes/boots and a connective bar.

v. A range of sizes to support Paediatric patients from Infant to 4 years old.

w. Replacement boots to be available separately to cater for child growth.

x. Size of boots, in cm.

y. Number of straps

z. Strap length, in cm

aa. Type of strap securement (e.g. buckle, hook and loop fasteners)

bb. Whether or not:

(i) Bar is adjustable or fixed length

Additional Information

For each Orthotics – Lower Limb offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Additional components required/available with orthosis (e.g. sock/undersleeve, extra liners, pads)

Category 7 – Shoes

A range of prefabricated Shoes for Post Operative/Wound Care and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients.

Offers are required for the following type of Shoes:

Subcategory	Subcategory Name
7.01	Shoe - Post-Operative/Wound Care
7.02	Shoes Accessories

Note:

General non-clinical extra depth/width footwear (as available from retailers) are out of scope.

Highly customised footwear designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Shoes offered must have

a. nonslip sole

b. Have a valid ARTG number

Desirable Criteria

All Shoes offered shall preferably

a. Nil

Clinical Attributes

For each Shoe offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, elastic, nylon, rubber, leather)

b. colour

c. shoe is designed for Single Use or Reusable

   (i) if Reusable - how many washes shoe can withstand (e.g. 200 washes)

   (ii) if Reusable - whether shoe has tracking label/option for tracking

d. To fit foot length, range in cm (e.g. 24-30cm)

e. To fit shoe size, in Australian adult/child shoe sizing (e.g. size 5-8 adult, size 5-8 child)

f. to fit left or right leg/foot or universal

g. Paediatric or adult

h. Dimensions, in cm (where applicable):

   (i) width

   (ii) circumference (minimum and maximum)

(iii) height

i. method of securement (e.g. hook and loop fasteners, clip, straps, buckle, nil required)

j. whether or not shoe has:

(i) enclosed or open toe

(ii) square or round toe

(iii) adjustable straps

(iv) removable insole material

(v) extra width to cater for large feet, foot deformity and orthotics

(vi) extra depth to cater for large feet, foot deformity and orthotics

(vii) a rigid sole

(viii) a rocker sole

(ix) come with multi-density insoles

(x) Insole with removeable parts to enable localised pressure relief

Shoe - Post Operative/Wound Care

k. Designed as a temporary shoe post-surgery to accommodate offloading, foot ulcers, foot swelling and/or bulky dressings.

l. Whether or not

(i) the insole consists of with removable components

Additional Information

For each Shoe offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 8 – Hot and Cold Therapy

A range of Ice Packs and Heat Packs and all associated accessories for the tendered products required for inpatient and community use.

Offers are required for the following type of Hot and Cold Therapy:

Subcategory	Subcategory Name
8.01	Ice Packs
8.02	Heat Packs
8.03	Hot/Cold Packs
8.04	Heat pack and ice pack covers
8.05	Accessories

Note:

Infrared, electric and topical/medicinal hot and cold therapies are out of scope. Heat packs that contain wheat are out of scope.

Mandatory Criteria

All Ice Packs and Heat Packs offered shall,

a. Have a valid ARTG number

Desirable Criteria

All Ice Packs and Heat Packs offered shall preferably

a. contain non-toxic, food grade ingredients

b. Be free of metal and MRI safe

Clinical Attributes

For each Ice Pack and Heat Pack offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. gel, gel beads)

b. size, in cm (e.g. 5cm x 10cm)

c. shape (e.g. bag shape, rectangle, square, round)

d. shelf life of product (e.g. 12 months, no expiry date)

e. whether product is designed for Single Use or Reusable

f. approximate therapeutic time (e.g. 20 mins)

g. method of activation (e.g. microwave, hot water, chemical and etc)

Ice packs

h. Whether or not ice pack:

(i) needs refrigeration before use

Heat packs

i. Whether or not heat pack:

(i) is microwavable

(ii) can be heated in hot water

(iii) can be heated in a heating box

(iv) can be heated for a prolonged period of time (e.g. seven days)

(v) is fitted with a thermometer

(vi) temperature they can be heated to

(vii) wattage of microwave and microwave instructions for heating

(viii) Number of times they can be heated

Hot/cold packs

j. Whether or not hot/cold pack:

(i) is microwavable for hot use

(ii) needs refrigeration for cold use

Heat pack and ice pack covers

k. Whether or not cover:

(i) has a print

(ii) fits particular ice/heat pack or fits a variety of packs

(iii) specify compatibility with ice/heat pack

Additional Information

For each Ice Pack and Heat Pack offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Additional components that come with or are available for the product (e.g. around knee wrap, spare/included cover)

b. MRI safe or MRI conditional or MRI unsafe

Category 9 – Not used

Category 10 – Not used

Category 11 – Shower Aids

A full range of Shower Aids and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Shower Aids:

Subcategory	Subcategory Name
11.01	Shower Chair
11.02	Shower Stool
11.03	Shower Commode, Attendant Propelled
11.04	Shower Commode, Self-Propelled
11.05	Powered Shower Commode
11.07	Shower Trolley
11.08	Shower Aids Accessories

Note:

Out of scope

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Shower Aids offered must;

a. comply with AS 3973:2024
   - (i) have an indicated safe working load (labelled on the product)
   - (ii) have lockable castors (where applicable)
   - (iii) have non-slip feet (where applicable)
   - (iv) have adequate over toilet clearance (where applicable)

b. entire construction must be made from corrosive resistant materials (where applicable)

c. Have a valid ARTG number

Desirable Criteria

All Shower Aids offered shall preferably:

a. have adjustable seat height

b. indicate overall height, width, depth (labelled on the product)

Clinical Attributes

For each Shower Aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. metal, aluminium, plastic)

b. Dimensions, in cm (where applicable):

(i) overall height

(ii) overall width

(iii) overall depth

(iv) Width between armrests (inner)

(v) seat height (top of the seat from ground)

(vi) seat width

(vii) seat depth

(viii) safe working load, in kg

c. Whether or not:

(i) seat height is adjustable

- If yes, adjustable range
- Increments of adjustment (if applicable)

Shower Chair

d. whether or not:

(i) chair has arm rest

(ii) Chair has back rest

(iii) seat is moulded/hard or padded

(iv) seat swivels or is fixed in place

(v) has leg support

(vi) have wheels

(vii) has wheel locks on front wheels, back wheels or all wheels

(viii) has transport wheels: (These wheels are not to be used while the product is being used and are intended solely for the easy transportation of the unoccupied chair)

Shower Stool

e. Whether or not:

(i) seat has anti-slip pattern

(ii) seat width is adjustable

(iii) stool has armrests

(iv) seat is moulded/hard or padded

(v) shower stool seat swivels or is fixed in

(vi) shower stool has a backrest

Shower Commode, Attendant Propelled

k. Whether or not:

(i) commode has swing away foot plates.

- If yes, are the swing away foot plates fixed to the commode or removable

(ii) Commode has leg support

- If yes, is front anti-tip bars/anti-tip feature also present
- Type of leg support (elevated leg rest, standard leg support, stump support)

(iii) commode has swing away arm rest.

(iv) Commode has height adjustable arm rests

(v) seat is moulded/hard or padded

(vi) commode has a weight bearing platform/foot support

(vii) commode has front or rear seat opening

(viii) commode has a removable waste pan

(ix) whether commode has a removable or fixed waste pan carrier commode has removable head rest and/or forehead strap

(x) commode has wheel locks on front wheels, back wheels or all wheels

(xi) commode has attendant operated brakes

(xii) commode has two separate handles or a single handle bar across the back for attendant to use

Tilt-in-Space Shower Commode

l. Whether or not:

(i) commode has swing away foot plates.

- If yes, are the swing away foot plates fixed to the commode or removable

(ii) Commode has leg support

- If yes, is front anti-tip bars/anti-tip feature also present
- type of leg support (elevated leg rest, standard leg support, stump support)

(iii) commode has swing away arm rest.

(iv) Commode has height adjustable arm rests

(v) commode has a tilt in space/recline function

(vi) mechanism of tilt (e.g. gas assisted, manual)

(vii) seat is moulded/hard or padded

(viii) commode has a weight bearing platform/foot support

(ix) commode has front or rear seat opening

(x) commode has a removable waste pan (whether commode has a removable or fixed waste pan carrier)

(xi) commode has removable head rest and/or forehead strap

(xii) commode has wheel locks on front wheels, back wheels or all wheels

(xiii) commode has attendant operated brakes

(xiv) commode has two separate handles or a single handle bar across the back for attendant to use

Shower Commode, Self-Propelled

m. Whether or not:

(i) commode has swing away foot plates

- If yes, are the swing away foot plates fixed to the commode or removable

(ii) Commode has leg supports

- If yes, is front anti-tip bars/anti-tip feature also present
- Type of leg support (e.g. elevated leg rest, standard leg support, stump support)

(iii) commode has swing away arm rest.

(iv) Commode has height adjustable arm rests

(v) seat is moulded/hard or padded

(vi) commode has a removable waste pan

(vii) whether commode has a removable or fixed waste pan carrier

(viii) commode has a weight bearing platform

(ix) commode has wheel locks on front wheels, back wheels or all wheels

(x) commode has user operated breaks

Shower Commode Accessories

(i) Accessories for example

- swing away leg rest,
- oxygen bottle holder,
- padded armrest,
- pelvic strap,
- headrest,
- stump support,
- adjustable IV pole,
- lateral support,
- chair belt,
- anti-tip bars (forward and rear),
- elevating leg rest

Powered Shower Commode

n. Please see separate excel workbook for criteria

Powered Shower Trolley

o. Please see separate excel worksheet for criteria

Additional Information

For each Shower Aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. angle chair can be tilted to (e.g. 30 or 40 degrees) (if applicable)

Category 12 – Bath Aids

A full range of Bath Aids and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Bath Aids:

Subcategory	Subcategory Name
12.01	Bath Transfer Bench
12.02	Bath Chair
12.03	Bath Board
12.03	Bath Aids Accessories

Note:

Out of scope:

Powered bath lifts are out of scope,

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Bath Aids offered shall;

a. have an indicated safe working load on the product

b. have non-slip feet (where applicable)

c. entire construction must be made from corrosive resistant materials

d. Have a valid ARTG number

Desirable Criteria

All Bath Aids offered shall preferably;

a. be lightweight and portable

b. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each Bath Aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. metal, aluminium, plastic)

b. Dimensions, in cm (where applicable):

   (i) height

(ii) width

(iii) depth

(iv) seat height (backrest height), if applicable

(v) Seat width, if applicable

(vi) Seat depth, if applicablesafe working load, in kg

Bath Transfer Bench:

c. Whether or not bench:

(i) is height adjustable

(ii) has one or two side arms

- armrest height

(iii) has an adjustable back rest to suit right or left facing tubs

(iv) has a padded or non-padded seat

(v) has slidable seat

(vi) has the option of separate extension legs

(vii) legs are suction or non-suction

(viii) Method of adjustment for backrest (to change direction, e.g. pin lock or screwdriver required)

Bath Chair:

d. Whether or not bath chair:

(i) has support bars

(ii) has a harness/positioning straps (where applicable to Paediatric patients)

(iii) has a swivel or fixed in place seat

(iv) bath chairs sits in bat or sits across the top of bath

(v) has one or two armrest

(vi) armrest height

Bath Board

e. Whether or not bath board:

(i) Bath board is adjustable to fit the bath

- Method of adjustment (e.g. handle grip, etc)
- Range of adjustment (minimum and maximum), in cm

(ii) has a support handle

(iii) has a non-slip surface

Additional Information

For each Bath Aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 13 – Toileting Aids

A range of Toileting Aids and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Toileting Aids:

Subcategory	Subcategory Name
13.01	Bedside Commode (free standing)
13.02	Over Toilet Frame
13.03	Urinal Bottle, Male (Reusable)
13.04	Urinal Bottle, Female (Reusable)
13.05	Bed Pan (Reusable)
13.06	Bed Pan Slipper (Reusable)
13.07	In-toilet Collection Unit (Reusable)
13.08	Raised Toilet Seat
13.09	Toilet Surround
13.10	Toileting Aids Accessories

Note:

Out of scope:

All Single Use pulp products and plastic support intended for use under pulp products are out of scope,

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Toileting Aids offered shall

a. have an indicated safe working load on product (for commodes and frames).

b. have adequate over toilet clearance (for commodes and frames)

c. entire construction must be made from corrosive resistant materials (where applicable)

d. all commodes for hire must come with a lidded removable bucket

e. Have a valid ARTG number

Desirable Criteria

All Toileting Aids offered shall preferably

b. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each Toileting Aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. metal, aluminium, plastic)

b. width between armrests (inner, if applicable)

Bedside Commode (free standing)

a. Should have non-slip feet

b. lid closing mechanism to be safe (eg; soft closing, angled greater than 90, non self-closing)

c. Dimensions, in cm (where applicable):

(i) overall height

(ii) overall width

(iii) overall depth

(iv) seat height

(v) seat width

(vi) seat depth

(vii) safe working load, in kg

(viii) all bucket Dimensions, in cm

(ix) weight, in kg

d. Whether or not:

(i) commode seat height is adjustable

(ii) commode seat width is adjustable

(iii) commode height is adjustable

(iv) seat and back rest is moulded/hard or padded

(v) commode has a removable waste pan

(vi) armrests are fixed in place or swing away

(vii) pan/bucket is generic or proprietary

(viii) Commode has transport wheels: (These wheels are not to be used while the product is being used and are intended solely for the easy transportation of the unoccupied commode.)

(ix) bariatric preferences - shower commode accommodates different body shapes (e.g. curves or cutout areas to fit body shape)

Over Toilet Frame:

e. With seat

f. Should have non-slip feet

g. Dimensions, in cm (where applicable):

(i) overall height

(ii) overall width

(iii) seat height

(iv) seat width

(v) safe working load, in kg

(vi) adjustable height range (seat height)

h. Whether or not:

(i) Toilet frame has arm support

(ii) toilet frame has height adjustable legs

(iii) toilet frame width is adjustable

(iv) toilet frame has splash guard

(v) has a removable pan/bucket option

(vi) Has a lid

- If lid - lid closing mechanism to be safe (eg; soft closing, angled greater than 90, non self-closing)

(vii) bariatric preferences - over toilet frame accommodates different body shapes (e.g. curves or cutout areas to fit body shape)

(viii) preference for small back rest (for bariatric patients)

- if – removable or not

Urinal Bottle, Male (Reusable)

i. volume of bottle, in mL

j. diameter of opening, in mm

k. whether or not:

(i) graduated measurement markings to 1000mL

(ii) bottle is spill proof

(iii) bottle comes with cap

(iv) bottle is autoclavable

Urinal Bottle, Female (Reusable)

l. volume of bottle, in mL

m. Whether or not:

(i) graduated measurement markings to 1000mL

(ii) bottle is spill proof

(iii) bottle comes with cap

(iv) bottle is autoclavable

Bed Pan (Reusable)

n. volume capacity, in mL

o. Height in cm

p. whether or not:

(i) pan can be autoclaved.

Bed Pan Slipper (Reusable)

q. wedge shape

r. Height in cm

s. volume capacity, in, mL

t. whether or not:

(i) slipper pan can be autoclaved.

In-toilet Collection Unit (Reusable)

u. volume capacity, in mL

v. whether or not:

(i) graduated markings on the inside of Collection unit

(ii) Collection unit can be autoclaved.

Commode Buckets/pans

w. Specify commode (brand/model) that bucket is compatible with

x. Dimensions, in cm

y. Volume capacity, in mL

z. Whether or not:

(i) bucket/pan can be autoclaved

Raised Toilet Seat:

aa. To fit most standard toilets

bb. Dimensions, in cm (where applicable):

(i) height

(ii) width

(iii) safe working load, in kg

cc. Whether or not:

(i) Raised toilet seat has a lid

(ii) Raised toilet seat is padded or moulded/hard

(iii) Raised toilet seat has removable arms

(iv) Raised toilet seat is height adjustable

(v) Raised toilet seat is fixable to the toilet

- If yes, method of fixation (screws, adjustable brackets, clamp)

Toilet surround:

dd. Frame with no seat.

ee. Should have non-slip feet

ff. To fit most standard toilets

gg. Dimensions, in cm (where applicable):

(i) overall height

(ii) overall width

(iii) safe working load, in kg

hh. Whether or not:

(i) Toilet surround has non-slip/padded armrests

(ii) Toilet surround has 2 legs or 4 legs.

(iii) Toilet surround is adjustable for leg height/width or both

(iv) Toilet surround has fixation method to the toilet (e.g. clamp)

Additional Information

For each Toileting Aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 14 – Transfer Aids

A range of Transfer Aids and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Transfer Aids:

Subcategory	Subcategory Name
14.01	Transfer Boards (for chair transfers)
14.02	Transfer and Walk Belts
14.03	Slide Sheets

Note:

Out of scope:

Air transfer mats and devices and their accessories.

Hoists and hoist slings.

Vertical patient turners.

Sit to stand aids.

Evacuation sheets.

Slide Sheets provided by the Health Services Linen Providers are out of scope of this Tender

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Transfer Aids offered shall

a. have an indicated safe working load on product

b. entire construction must be made from corrosive resistant materials (where applicable)

c. specify whether or not washable items can withstand commercial Laundering

d. Have a valid ARTG number

Desirable Criteria

All Transfer Aids offered shall preferably

a. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each Transfer Aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. nylon, polyester, plastic)

b. Dimensions, in cm (where applicable):

(i) length

(ii) width

(iii) safe working load, in kg

Transfer Boards (for chair transfers)

c. Whether or not board:

(i) has slip resistant grip pads for stability.

(ii) is curved/shaped or straight

(iii) has a cut out for wheels of wheelchair

(iv) has carry handles

(v) is foldable

Transfer and Walk Belts

d. waist size and range, in cm (e.g. 50-70cm)

e. Sizing (e.g. extra small, small and etc))

f. Whether or not belt:

(i) is adjustable

(ii) has a securing mechanism (e.g. buckle, hook and loop fastener)

(iii) is waterproof (impermeable to fluids) or water resistant

(iv) is padded or non-padded

g. Whether or not:

(i) is Reusable or single patient use

(ii) if Reusable: washing instructions and amount of washes belt will withstand (e.g. 200 washes)

(iii) belt has tracking label/option for tracking washes (desirable)

Slide Sheets

h. colour of sheet

i. size of sheet (minimum 2 meters in length)

j. Material of construction - Slide sheets should be made from slippery material (e.g. spinnaker sailcloth or similar).

(i) length

(ii) width

k. Whether or not:

(i) sheet is Reusable or single patient use

(ii) sheet is flat or tubular

(iii) if Reusable: washing instructions and amount of washes sheet will withstand, IFU to specify maximum number of washes (e.g. 100 washes)

(iv) sheet has tracking label/option for tracking washes (desirable)

(v) sheet has heat sealed edges

Additional Information

For each Transfer Aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 15 – Gait Aids

A range of Gait Aids and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Gait Aids:

Subcategory	Subcategory Name
15.01	Pick Up Frame (rubber tips/no wheels)
15.02	Rollator (wheels on all legs)
15.03	Wheeled Walker (wheels on 2 legs)
15.04	Basic Posterior Walker (wheels on all legs)
15.05	Walking Stick (single point)
15.06	Walking Stick (3 footed, tripod base)
15.07	Walking Stick (4 footed, quad base)
15.08	Underarm Crutches
15.09	Forearm Crutches (with arm strap)
15.10	Forearm Gutter Crutches
15.11	Knee walker (4 wheels)
15.12	Gait Aids Accessories

Note:

Out of scope:

Motorised/powered gait aids and walkers are out of scope.

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Gait Aids offered shall;

a. have an indicated safe working load (labelled on the product)

b. entire construction must be made from corrosive resistant materials (where applicable)

c. have a valid ARTG number

Desirable Criteria

All Gait Aids offered shall preferably;

a. be height adjustable

b. non-slip feet/rubber tips to be replaceable, and maintain adequate stock for purchase

c. one extra set of non-slip feet/rubber tips provided with purchase/hire

d. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each Gait Aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. carbon fibre, aluminium, plastic, vinyl, wood)

b. colour

c. Dimensions, in cm (where applicable):

(i) overall height

(ii) height range for height adjustable items (e.g. 100-130cm)

(iii) overall width

(iv) overall depth (if applicable)

(v) seat height (where applicable)

(vi) seat width (where applicable)

(vii) seat depth (where applicable

(viii) safe working loads, in kg

(ix) wheel diameter, in cm

d. If foldable - comes with c clips (or similar locking mechanism) to lock frame in position

Pick Up Frame (rubber tips/no wheels)

e. Whether or not:

(i) frame is foldable (e.g. pyramid folding, non-folding, side-folding)

(ii) frame is height adjustable

Rollator (wheels on all legs)

f. Number of wheels (e.g. 3 wheeled, 4 wheeled)

g. Whether or not rollator has:

(i) a seat

(ii) lockable handbrakes

(iii) attached carry basket

(iv) forearm (gutter) supports or hand supports gutter platform for support

h. type of brakes (e.g. cable loop, bar brakes or push down)

i. brakes are one handed or two handed

j. rollator is height adjustable

k. rollator is foldable

l. wheels are heavy duty or recommended for indoor use only

Wheeled Walker (wheels on 2 legs)

m. Whether or not wheeled walker:

(i) has stopper or skis on back legs

- has the option to add-on skis as an accessory

(ii) has forearm (gutter) supports or hand supports

(iii) has gutter platform for support

(iv) is height adjustable

(v) is foldable

Basic Posterior Walker (wheels on all legs)

n. Whether or not posterior walker:

(i) has a seat (with a warning label is desirable)

(ii) is height adjustable

(iii) is foldable

(iv) has forearm supports or hand supports

(v) front wheels can be changed from swivel to fixed in place

Walking Stick (single point)

o. weight, in grams

p. handle grip options (e.g. crook, T, swan, palm grip, offset)

q. Whether or not:

(i) stick is height adjustable

(ii) stick is foldable

(iii) has wrist strap

Walking Stick (3 footed, tripod base)

r. weight, in grams

s. handle grip options (e.g. crook, T, swan, palm grip, offset)

t. Whether or not:

(i) stick is height adjustable

(ii) stick is foldable

(iii) stick has a seat

(iv) has wrist strap

Walking Stick (4 footed, quad base)

u. weight, in grams

v. handle grip options (e.g. crook, T, swan, palm grip, offset)

w. Whether or not:

(i) stick is height adjustable

(ii) stick is foldable

(iii) stick has a seat

(iv) has wrist strap

Underarm Crutches

x. weight, in grams

y. sizes (e.g. xs, small, medium, large, xl)

(i) minimum and maximum height range for each size

z. Whether or not:

(i) crutches are height adjustable

(ii) crutches come with replaceable arm pads, hand grips, ferrules

Forearm Crutches (with arm cuff)

aa. weight, in grams

bb. handle grip options

cc. sizes (e.g. xs, small, medium, large, xl)

(i) minimum and maximum height range for each size

dd. Whether or not:

(i) crutches are height adjustable

(ii) crutches come with replaceable crutch grips

(iii) arm cuff is height adjustable or fixed

Forearm Gutter Crutches

ee. weight, in grams

ff. handle grip options

gg. sizes (e.g. xs, small, medium, large, xl)

(i) minimum and maximum height range for each size

hh. Whether or not:

(i) crutches are height adjustable

(ii) crutches come with replaceable gutter pads and hand grips

(iii) Gutter has forearm strap for stability

Knee walker (4 wheels)

ii. Whether or not:

(i) knee walker has adjustable knee pad height

(ii) knee walker has adjustable handle height

(iii) adjustable knee pad depth

(iv) knee walker has hand brakes

(v) knee walker is foldable

(vi) knee walker has a front basket/bag

Additional Information

For each Gait Aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Additional components for attachment available with gait aid (e.g. tray, cup holder, bag, basket, oxygen bottle holder)

b. if spare c clips (or similar locking mechanism) items are available separately

Category 16 – Wheelchairs and Accessories

A range of Wheelchairs and all associated accessories for the tendered products required to meet the needs of Paediatric, adult, bariatric and tall patients (including extra wide options).

Offers are required for the following type of Wheelchairs and Accessories:

Subcategory	Subcategory Name
16.01	Self-Propel, Adult
16.02	Self-Propel, Paediatric
16.03	Self-Propel, One arm drive
16.04	Transit, Adult
16.05	Transit, Paediatric
16.06	Tilt-in-space, Transit, Adult
16.07	Tilt-in-space, Transit, Paediatric
16.08	Transit, Stackable
16.09	Powered Wheelchairs
16.10	Powered Wheelchairs, Transit
16.11	Wheelchair Accessories

Note:

Out of scope:

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Wheelchairs and Accessories offered must;

a. have a user manual and permanent labelling as per ISO standard 7176-15.

b. Have a valid ARTG number

c. See separate Response Worksheets,

Desirable Criteria

All Wheelchairs and Accessories offered shall preferably;

a. See separate excel Response Worksheets,

Clinical Attributes

For each Wheelchair and Accessory offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. For each product offered in the sub-categories below, Respondent must provide the following information in the Product Description on the Tender Response Worksheet. **Please see separate excel** Response Worksheets **for criteria,**

(i) Self-Propel, Adult

(ii) Self-Propel, Paediatric

(iii) Self-Propel, One arm drive

(iv) Transit, Adult

(v) Transit, Paediatric

(vi) Tilt-in-space, Transit, Adult

(vii) Tilt-in-space, Transit, Paediatric

(viii) Transit, Stackable

(ix) Powered Wheelchairs

(x) Powered Wheelchairs, Transit

(xi) Wheelchair Accessory, including but not limited to

- Leg-rest, swing away, pair
- Leg Extenders Left and Right
- Stump Supports, Left and Right
- Anti-Tip Bars
  - High visibility features e.g. colour (desirable)
- Lap Belt
- Oxygen Bottle Holder
- Wheel (pair)
  - Specify type and size
- Intravenous Pole
- Folder pocket (for back of seat)
- Gutter arm rests
- Head supports
- Lateral supports

Additional Information

For each Wheelchair and Accessory offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Which electric wheelchair mover they are compatible with

b. See separate excel worksheet

Category 17 – Pressure Relieving Devices

A range of Pressure Relieving Devices / Patient Positioning Devices and all associated accessories for the tendered products required to meet the needs of Paediatric, adult and bariatric patients (including extra wide options).

Offers are required for the following type of Pressure Relieving Devices:

Subcategory	Subcategory Name
17.01	Cushion
17.02	Positioning Devices, Cushion
17.03	Positioning Devices, wedge
17.04	Wrap Around Bootie/Heel Protector
17.05	Heel-Lift Suspension Boot
17.06	Bed Cradle
17.07	Paediatric Adaptive Positioning Chair
17.08	Pressure Relieving Devices, Footstool
17.09	Pressure Relieving Devices Accessories

Note:

Out of scope:

Theatre cushion/pads are out of scope.

Alternating air cushion that uses a powered pump, and powered pumps are out of scope.

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Pressure Relieving Devices / Patient Positioning Devices offered shall

a. have an indicated safe working load (labelled on the product)

b. where product uses button batteries, the battery compartment must be child-resistant and require a tool to access

c. Have a valid ARTG number

Desirable Criteria

All Pressure Relieving Devices / Patient Positioning Devices offered shall preferably

a. be moisture/mould resistant

b. have a non-slip base (if applicable)

c. Preference given to items that do not contain button batteries

Clinical Attributes

For each Pressure Relieving Device / Patient Positioning Device offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. foam, cotton, sheepskin)

b. colour

c. to fit left or right side of body (where applicable)

d. Dimensions, in cm (where applicable):

(i) length

(ii) width

(iii) circumference

(iv) height

b. Safe working load, in kg

Cushion

e. Shape of cushion (e.g. square, donut, moulded)

f. method of pressure relief (e.g. air filled, gel filled, foam filled)

g. purpose of cushion (e.g. seat cushion, pressure relieving, comfort, positioning)

h. Whether or not:

(i) cushion is single patient use or Reusable

(ii) cushion is waterproof (impermeable to fluids) or water resistant

(iii) cushion comes with a cover

(iv) Method of fixation of cushion/cover (non-slip base, clip, loop fastener or other method)

(v) cushion comes with a hand pump

(vi) cushion cover is removable and washable

(vii) if removable and washable

- how many washes cover can withstand (e.g. 200 washes)
- whether cover has tracking label/option for tracking washes

Positioning Devices, Cushion

i. Shape

j. Body part for intended use (e.g. head, lumbar, leg abduction, neck, elbow)

k. Whether or not:

(i) cushion is single patient use or Reusable

(ii) cushion is waterproof (impermeable to fluids) or water resistant

(iii) cushion comes with a cover

(iv) cushion comes with a hand pump

(v) cushion cover is removable and washable

(vi) if removable and washable

- how many washes cover can withstand (e.g. 200 washes)
- whether cover has tracking label/option for tracking washes

Positioning Devices, Wedges

l. Shape

m. Mouldings or cut outs (if applicable)

n. Body part for intended use (e.g. heel wedge, back wedge, or multiple)

o. Angle (e.g. 20 degrees, 30 degrees)

p. Whether or not:

(i) Wedge is single patient use or Reusable

(ii) Wedge is waterproof (impermeable to fluids) or water resistant

(iii) Wedge comes with a cover

(iv) Wedge comes with a pump

(v) Wedge cover is removable and washable

(vi) if removable and washable

- how many washes cover can withstand (e.g. 200 washes)
- whether cover has tracking label/option for tracking washes

Wrap Around Bootie/Heel Protector

q. Used for relieving pressure/sheer forces from heels

r. Size (e.g. XS, S, M, L)

s. To fit calf and heel circumference (range), in cm (e.g. calf, 20-30cm, heel, 10-15cm)

t. Method of securement/application (e.g. hook and loop, adjustable straps)

u. Method of pressure relief (e.g. air filled, gel filled, sheepskin, foam)

v. Whether or not:

(i) bootie/heel protector has a calf and heel strap or just heel strap

(ii) bootie/heel protector is Single Use or Reusable

(vii) bootie/heel protector is washable

(viii) if washable

- how many washes bootie/heel protector can withstand (e.g. 200 washes)
- whether bootie/heel protector has tracking label/option for tracking washes

Heel-Lift Suspension Boot

w. Size (e.g. one size fits all, small, medium, large)

x. To fit calf and heel circumference (range), in cm (e.g. calf, 20-30cm, heel, 10-15cm)

y. Method of securement/application (e.g. hook and loop, adjustable straps)

z. Method of pressure relief (e.g. air filled, gel filled, sheepskin, pillow)

aa. Whether or not:

(i) heel-lift suspension boot has a calf and heel strap or just heel strap

(ii) heel-lift suspension boot or liner is washable and dryer safe

(iii) if boot is washable – how many washes boot can withstand (e.g. 200 washes)

(iv) heel-lift suspension boot is autoclavable

(v) whether boot has tracking label/option for tracking washes/autoclave cycles

(vi) heel-lift suspension boot has a de-rotation bar

Bed Cradle

bb. Designed to keep linen away from patients' leg/foot

cc. Method of attachment to bed (e.g. slip on, clamp)

dd. Preference for corrosion resistant materials

ee. Width, height and depth, in cm

ff. Whether or not:

(i) bed cradle is height adjustable

Paediatric Adaptive Positioning Chair

gg. Designed to support Infants and children with developmental needs to sit upright.

hh. Floor-sitter model

ii. Seat and wedge base

jj. Size (e.g. S, M, L)

kk. Colour

ll. Whether or not:

(i) Positioning chair has adjustable shoulder and hip straps

(ii) (waterproof (impermeable to fluids) or water resistant

Pressure Relieving Devices, Footstool

mm. Shape

nn. Whether or not:

(i) Has legs

(ii) is washable/wipeable

(iii) is height adjustable

Additional Information

For each Pressure Relieving Device / Patient Positioning Device offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Additional components required/available to use device (e.g. hand pump, spare covers/liners, puncture repair kit, battery operated sensor)

b. Pressure mapping data

Category 18 – Small Personal Aids

A range of small handheld personal aids that are used as an aid to complete activities of daily living, are required to meet the needs of patients in the HS and at home.

Note:

Out of Scope: General everyday household items that are not specific to aiding someone with difficulties completing activities of daily living.

Small personal aids that are electronic, powered, or contain complex mechanical components are also out of scope for this category

Any Teats for Infants including specialty feeding Teats are out of scope.

Highly customised small personal aids designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

These in scope aids include but are not limited to:

Small Personal Aids:

Pick up sticks, sock donners, shoehorns, dressing aids, bottom wipers, grooming aids, gripping aids, leg lifter, handled bath sponges, hair washer, walking stick frog holder, adaptive cutlery and others.

Out of Scope: General everyday household items that are not specific to aiding someone with difficulties completing activities of daily living.

Mandatory Criteria

All small personal aids offered shall be

a. Have a valid ARTG number, unless exempt (HSV will evaluate all exempt products and accessories that are tendered based on intended purpose for use, and deem out of scope at HSV's discretion)

Clinical Attributes

For each small personal aid offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. ARTG number (if listed, or state 'exempt')

Additional Information

For each small personal aid offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

Category 19 – Display Clocks for Orientation

A range of clocks and all associated accessories for the tendered products with large words and numbers to orientate to time and date, required to meet the needs of patients in the HS and at home.

Can be either an analogue or digital clock face.

Offers are required for the following type of Display Clock for Orientation:

19.01	Display clock for orientation, analogue face
19.02	Display clock for orientation, digital face
19.03	Display clock for orientation, digital/analogue face
19.04	Display clock Accessories

Mandatory Criteria

All clocks offered shall be

a. Where product uses button batteries, the battery compartment must be child-resistant and require a tool to access

b. Have a valid ARTG number, unless exempt (HSV will evaluate all exempt products and accessories that are tendered based on intended purpose for use, and deem out of scope at HSV's discretion)

Desirable Criteria

All clocks offered shall preferably

a. Preference given to items that do not contain button batteries

Clinical Attributes

For each clock offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. ARTG number (if listed, or state 'exempt')

b. Can be either an analogue or digital clock face

c. Size of batteries (if applicable)

d. Battery type

e. Whether or not:

   (i) Display clock has an analogue clock face or digital

   (ii) Display clock has an alarm function

   (iii) Display clock is AC or battery operated

   (iv) Display clock is free standing, wall mounted or both

Additional Information

For each clock offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. Other functions (e.g. medication reminders, changes colour)

Category 20 – Scales

A range of Scales and all associated accessories for the tendered products required to meet the needs of Paediatric, adult, bariatric and tall patients (including extra wide options).

Offers are required for the following type of Scales:

Subcategory	Subcategory Name
20.01	Patient scales, Portable
20.02	Patient Scales, Column
20.03	Patient Scales, Chair
20.04	Infant scales
20.05	Precision scales
20.06	Scales Accessories

Mandatory Criteria

All scales offered shall be

a. Have a valid ARTG number

b. See separate Response Worksheets,

Desirable Criteria

All scales offered shall preferably

a. See separate Response Worksheets,

Clinical Attributes

For each scales offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. See separate worksheet,

Additional Information

For each scales offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. See separate worksheet,

Category 21 – Portable Ramps

A range of pre-assembled, portable ramps and all associated accessories for the tendered products required by Participating Health Services to provide to patients to go home with, assisting them to mobilise into and out of house and inside house.

Offers are required for the following type of Portable Ramp:

Subcategory	Subcategory Name
21.01	Portable Ramp for home use
21.02	Portable Ramp Accessories

Note:

Out of scope

Customised or modifiable ramps and ramps designed for use in a Health Service or public space.

Non-portable ramps that require professional installation.

Ramps with automatic or electric features.

Ramps designed for transfer of wheelchairs in and out of vehicles.

Mandatory Criteria

All portable ramps offered shall be

a. Must be designed for home use only

b. have an indicated safe working load (labelled on the product)

c. Must have a non-slip surface

d. Must be durable and weather and corrosion-resistant

e. entire construction must be made from corrosive resistant materials (where applicable)

f. Have a valid ARTG number, unless exempt (HSV will evaluate all exempt products and accessories that are tendered based on intended purpose for use, and deem out of scope at HSV's discretion)

Desirable Criteria

All portable ramps offered shall preferably

a. Preference for ramps that have safety edges to prevent wheels slipping off edges.

b. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each portable ramp offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. folded Dimensions (if applicable)

b. overall weight of ramp, in kg

c. If ramp come apart for transport/storage – weight of each section

d. safe working load, in kg

e. material of construction (e.g. fibreglass, rubber)

f. ramp angle (for wedge/threshold ramps)

g. safe ramp angle range for use (if applicable)

h. transition height

i. Whether or not:

   (i) ramp has safety alerts/patterns for edges (e.g. stripes, colours)

   (ii) ramp is foldable

   (iii) if foldable, number of folds (e.g. single, double fold)

   (iv) ramp is designed for indoor or outdoor use

   (v) ramp is designed for wet areas

Additional Information

For each portable ramp offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. any additional items that come included with the ramp (e.g. carry bag).

Category 22 – Bedside Clinical Chairs

A range of padded high and low back clinical chairs (patient use only) and all associated accessories for the tendered products required to meet patient needs in the Health Service and at home (including extra wide options).

Tenderers note: Treatment chairs that are required for specific patient procedural purposes (such as haemodialysis) sit on the Beds, mattresses, patient trolleys and treatment chairs contract.

Offers are required for the following type of Bedside clinal chairs:

Subcategory	Subcategory Name
22.01	High back chair
22.02	Low back chair
22.03	Bedside Clinical Chairs Accessories

Note:

Out of Scope:

General everyday household chairs. Reclining chairs. Powered bedside chairs.

Chairs that are designed for visitors and waiting areas of a Heath Service.

Highly customised chairs designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Mandatory Criteria

All Bedside Clinical Chairs offered shall be

a. have an indicated safe working load (labelled on the product)
b. entire construction must be made from corrosive resistant materials (where applicable)
c. Chair must have padded or soft moulded armrests.
d. Chair must have non-slip feet/tips.
e. Chair must have wipe clean upholstery (Including underneath the seat)
f. Upholstery stitching (or staples) must not be exposed to allow fluid ingress.
g. The upholstery must be:
    (i) Waterproof (impermeable to fluids) or water resistant
    (ii) Stain resistant
    (iii) suitable to endure the continual use of standard hospital grade disinfectants without prematurely aging or deteriorating
    (iv) stretchable
h. The front edge of the seat must be padded
i. Have a valid ARTG number

Desirable Criteria

All Bedside Clinical Chairs offered shall preferably

a. Chairs without joins or folds in upholstery.

b. indicate overall width, depth and height (labelled on the product)

c. To be height adjustable – to enable them to be set up for individual patients

Clinical Attributes

For each Bedside Clinical Chairs offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. steel, vinyl, foam)

b. colour

c. Dimensions, in cm:

   (i) overall height

   (ii) seat height

   (iii) seat height range for adjustable items (e.g.40-60cm)

   (iv) seat width range for adjustable items (e.g. 45-50cm

   (v) seat depth range for adjustable items (e.g. 45-50cm)

   (vi) back rest height (measured from top of seat)

   (vii) overall width

   (viii) seat width

   (ix) width between armrest

d. range if adjustable

e. safe working load, in kg

f. seat support and comfort factor (*Indentation Factor)*

g. Whether or not:

   (i) chair is height adjustable

      ○ range if adjustable

   (ii) chair has height adjustable arms

      ○ range if adjustable

   (iii) chair has removable arms

   (iv) chair seat is width adjustable

      ○ and range

   (v) chair seat is depth adjustable

      ○ range if adjustable

   (vi) chair has transport wheels on 2 legs(These wheels are not to be used while the product is being used and are intended solely for the easy transportation of the unoccupied chair)

   (vii) chair has a handle on the back

   (viii) chair has pressure relieving feature

   (ix) Bariatric preferences

- accommodates different body shapes (e.g. curves or cutout areas to fit body shape)

High Back Chair

(i) Whether or not:
- chair has removable head cushion

Low Back Chair

(i) N/A

Additional Information

For each Bedside Clinical Chairs offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 23 – Kitchen Trolley Walker

A range of 4 wheeled/skis kitchen trolley walkers and all associated accessories for the tendered products required for patient home use.

Offers are required for the following type of Kitchen Trolley Walker:

23.01	Kitchen Trolley Walker
23.02	Kitchen Trolley Walker Accessories

Note:

Out of scope:

Highly customised products and accessories designed and manufactured for the exclusive use by a single, specific individual, and which cannot be reasonably or safely used by another person, are outside the scope of this ITS.

Within scope:

Where a product is adapted or configured using manufacturer-provided accessories (e.g. and not limited to – lateral supports, headrests, anti-tip bars and etc) are considered within scope.

Mandatory Criteria

All Kitchen Trolley Walkers offered shall,

a. All kitchen trolley walkers must have an indicated safe working load (labelled on the product)

b. entire construction must be made from corrosive resistant materials (where applicable)

c. Have a valid ARTG number

Desirable Criteria

All Kitchen Trolley Walkers offered shall preferably

a. be height adjustable

b. indicate overall width, depth and height (labelled on the product)

Clinical Attributes

For each Kitchen Trolley Walker offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. types of material that product is made of (e.g. steel, rubber, plastic)

b. colour

c. Dimensions, in cm (where applicable):

   (i) overall height

   (ii) height range for height adjustable items (e.g. 100-130cm)

   (iii) overall width

   (iv) safe working load, in kg

   (v) wheel diameter, in cm

d. number of kitchen trays on trolley walker (e.g. 1 tray, 2 trays)

e. dimension of tray in cm

f. Whether or not:

(vi) legs or handles are height adjustable

(vii) trolley has wheels or castors

(viii) trolley has lockable handbrakes

(ix) trolley has skis on two legs

(x) type of brakes (if applicable) (e.g. cable loop or push down)

(xi) trolley has removable or fixed kitchen trays

Additional Information

For each Kitchen Trolley Walker offered, Tenderers shall provide the following information in the relevant Additional Information columns of the Tender Response Worksheet:

a. N/A

Category 24 – Not used

Category 25 – Not used

Category 26 – Not used

Category 27 – Not used

Category 28 – Not used

Category 29 – Not Used

Category 30 - Spare Parts

Spare Part is any part that is required for any preventative, or corrective maintenance procedure in maintaining tendered product.

Mandatory Criteria

a. Respondent must list all Original Equipment Manufacturer (OEM) Spare Parts and assemblies in Tender Response Worksheet (TRW) that a Health Service may require to maintain tendered product fully functional as intended by manufacturer for product's entire lifecycle.

   (i) Generic Spare Parts, such as, mains power cords, screws, washers, fuses, etc. must not be offered.

   (ii) A Spare Part that is readily available from a generalist Supplier, such as, Bunnings, RS Components, etc. must not be offered.

   - Castors and wheels are the exemption and accepted by HSV where offered.

b. Upon request, successful Respondent must supply all Spare Part/s required by the Participating Health Service to maintain the tendered product.

c. Have a valid ARTG number, unless exempt (HSV will evaluate all exempt products and accessories that are tendered based on intended purpose for use, and deem out of scope at HSV's discretion)

Desirable Criteria

c. N/A

Clinical Attributes

For each Spare Part offered, Tenderers shall provide the following information in the Tender Response Worksheet:

a. Which item the Spare Part is compatible with (e.g. brand, model)

b. Spare Part to be tendered for products and accessories under below sub-categories.

c. contains latex or latex free

d. ARTG number (if listed, or state 'exempt')

SUBCATEGORY NUMBER:	SUBCATEGORY DESCRIPTION
30.01	Spare Parts, General (when applicable to multiple categories)
30.02	Spare Parts, Shower Aids
30.03	Spare Parts, Bath Aids
30.04	Spare Parts, Toileting Aids
30.05	Spare Parts, Transfer Aids
30.06	Spare Parts, Wheelchairs, Manual
30.07	Spare Parts, Wheelchairs, Powered

30.08	Spare Parts, Gait Aids
30.09	Spare Parts, Pressure Relieving Devices
30.10	Spare Parts, Scales
30.11	Spare Parts, Kitchen Walker Trolley

30. Service Specifications for Rental/Hire

A range of services related to product categories 11 to 29 of items for Health Service use (including all critical care areas from Neonate to adult, general wards, bed substitution programs, at home programs, aged care, transitional care programs and departments), as well as patient discharge hire.

a. The purpose of this specification is to:

(i) set out the mandatory minimum service requirements which will form part of any resulting agreement between HSV and the Contractor; and

(ii) specify capabilities and capacities to meet criteria considered desirable under this ITS.

b. HSV seeks to:

(i) establish a common and consistent contract management framework for the delivery of the Services to the PHS;

(ii) engage with Contractors that can deliver safe, compliant and cost-effective Services to PHS;

(iii) enable effective measurement and management of Contractor performance;

(iv) partner with Contractors that can work with HSV and PHS to simplify contract administration and optimise the Service offering for cost minimisation and efficiency of on-site operations; and

(v) collaborate with the Contractors, PHS and other relevant stakeholders such as the Department of Health.

SCOPE OF SERVICES

a. The hiring/rental requirement specifications outlined in this Schedule are intended to establish the minimum service levels required. This shall not relieve the Contractor of its obligation to meet the service level requirements set out by each health service for their site in an SLA.

b. This document describes the scope and extent of the hiring/rental and support services that shall be performed by the Contractor. The services covered by this document includes but is not limited to the following categories:

CATEGORY NUMBER	CATEGORY NAME
11	Shower Aids
12	Bath Aids
13	Toileting Aids
14	Transfer Aids
15	Gait Aids
16	Wheelchairs & Accessories
17	Pressure Relieving Devices

CATEGORY NUMBER	CATEGORY NAME
18	Small Personal Aids
19	Display Clock for Orientation
20	Scales
21	Portable Wheelchair Ramps
22	Bedside Clinical Chairs
23	Kitchen Trolley Walker

c. The Contractor must provide all labour, supervision, management, equipment, Consumables, travel, and training as required for all its Personnel and all other accessories and auxiliaries necessary to deliver the specified works and Services as defined within this specification.

d. Service specifications outlined in the document on renting or hiring aids and appliances for Health Services and patients within the specified locations is considered mainly as per below:

(i) Health Service Rental/Hire: Aids and appliances hired for use within the health service for any duration. Including product Rental/Hire for Hospital in the Home and similar at home programs

(ii) Patient Discharge Hire: Aids and appliances hired and delivered for patient use at home for a 30-day duration and collected. Patients may choose to continue renting or purchase the product post 30-days.

e. Services for the hiring/rental may include or cover but not limited to;

(i) Rent/hiring of products and accessories,

(ii) Rent to purchase (where the product is purchased at the end of the rental period by either the patient or health service),

(iii) Storage of products and accessories,

(iv) Management of issuing of products and accessories,

(v) Home (or Hospital in the home and similar programs) Delivery,

(vi) Delivery to Health Services,

(vii) Collection/Pick-up,

(viii) Return Handling (from patient and/or health service),

(ix) Cleaning/Disinfection,

(x) Assembly,

(xi) Disassembly,

(xii) Repairs,

(xiii) Maintenance,

(xiv) Maintenance Reporting,

(xv) Product and patient education,

(xvi) Purchase after Rent (rent to buy)

(xvii) Product End of Life/Disposal Management,

(xviii) Online portal for ordering, invoicing and reporting,

(xix) Alerts and Communication to patient and health services on rentals,

(xx) Invoicing and billing notices/alerts,

Mandatory Criteria

a. All services offered must be

(i) Compliant with relevant Australian Standards detailed in the Appendix 2: This includes AS/NZS 5369:2023 for reprocessing Reusable medical devices (if applicable) and any other relevant standards for product safety and infection control.

(ii) Performed by trained/qualified Personnel: Personnel involved in equipment handling, Cleaning, repairs, and client interaction must possess the necessary qualifications and training.

b. In the provision of services Respondent and its Personnel must:

(i) at all times comply with all Laws and PHS policies and procedures as notified from time to time;

(ii) ensure they are validated by the PHS credential system where required (e.g ipro, airvendor, cgov);

(iii) at all times comply with the reasonable direction of the PHS; and

(iv) at all times comply with any confidentiality requirements and those relating to the non-disclosure of Personal Information as per Part M of the MSA PART 5: DRAFT AGREEMENT and any SLA terms as agreed between the Respondent and PHS.

c. Respondents are required to maintain the quality and safety of all rented/hired aids and appliances for clinical service delivery.

d. Respondents should nominate a Representative to undertake the management of these services. The availability of the representative (and team if required) is to be adequate to the amount of services required by the Health Service.

e. Patient safety must not be compromised – if a product fails, it is expected the Supplier replaces it with an equivalent product and not wait for them to be repaired

Desirable Criteria

All services offered should preferably.

a. Be environmentally responsible: The Respondent should demonstrate a commitment to environmentally sustainable practices, including waste management and recycling.

b. Demonstrate a strong customer service focus: The Respondent should prioritise client satisfaction and provide responsive and courteous service.

c. Offer flexible service delivery options: This includes accommodating urgent requests, outside of Business Hours deliveries, and customised solutions.

d. Utilise technology to enhance efficiency: This could include online ordering systems, real-time delivery tracking, and electronic record keeping.

e. Highly desirable that same day delivery is provided for rental/hire options with agreed cut-off times and range of products.

Service standards

The Respondent will provide compliance or information as set out below:

a. Compliance with the product specifications.

b. Ordering process

   (i) Online Portal/Email/Phone/Fax/Other

   (ii) Cut off times (as per type of delivery)

c. Cleaning (Disinfection)

   (i) Cleaning Procedure of the Respondent

   (ii) Cleaning Products used by the Respondent

   (iii) Frequency of Cleaning by the Respondent

   (iv) Adherence to infection control guidelines

   (v) Cleaning records and reporting

   (vi) Cleaning tracking procedure

   (vii) Cleaning procedure at the patient home for the patient's own use (by the patient, should be able to be cleaned using general household available products), including at Hospital in the Home and similar at home programs

   (viii) Cleaning procedure at the Health Service will need to comply with Clause 9 of the SOR

   (ix) Tenderer Cleaning location (or multiple if applicable)

d. Fitting, set-up and adjustment:

   (i) Process for fitting and adjusting product (if applicable, and location of fitment)

   (ii) Qualifications of personnel involved

e. Storage by the Respondent:

   (i) Storage capacity, sqm (per location if multiple apply)

   (ii) Storage conditions to ensure product safety and hygiene in line with IFU conditions.

   (iii) Storage needs to comply with infection control guideline

f. Distribution

   (i) Centralised and/or de-centralised centres for distribution

   (ii) If de-centralised:

   (iii) Time to transfer between centres

   (iv) Products availability as per each centre

g. Available Stock Levels for hire/rental

   (i) Per product no of unit available

   (ii) Average Availability %

   (iii) Ability to meet forecast by individual PHS

   (iv) Lead time for expanding rent/hire fleet

(v) New purchase stock to be transitioned to hire stock

(vi) Ability to grow fleet

h. Issuing to Patients:

(i) Issue process details

(ii) Issue details may be required to be agreed within a SLA

(iii) Documentation and record keeping as required under the MSA or as agreed between the PHS and Respondent under an SLA.

i. Return/Collection Handling:

(i) Return process for Post-Discharge Hire

(ii) Collection from post discharge hire is from patient home (including for consignment stock issues by PHS), unless agreed between the PHS and Respondent under an SLA.

(iii) Caveat – if patient returns to Respondent's Collection point (return to be negotiated by the Respondent and Patient, and PHS will pay only for 30 days)

(i) Time period of Collection to be negotiated with patient (responsibility with the Respondent)

(ii) Notwithstanding any other provision, the Participating Health Service's obligation to pay hire fees for post-discharge hire items shall not extend beyond thirty (30) calendar days from the commencement of the hire period, except where a duly authorised representative of the Health Service has expressly agreed to a longer period in writing, such as in a Purchase Order or email confirmation.

(iii) Return Process for HS hire/rental

(iv) To be picked up at the end of rental period or as per SLA (Respondent is responsible for timely Collection)

j. Damaged products and accessories and the Inspection of returned products and accessories

(i) Respondent needs to inspect the product on Collection and note and damage and rectify before re-issue

(ii) Electrical safety test check to be completed

k. Failure to collect

(i) Define process, further T&C to be include in the SLA between the Respondent and PHS (if applicable)

(ii) Communication by the Respondent in writing within two (2) days of Collection or escalation process agreed under an SLA. Responsibility of Collection is on the Respondent. PHS will only be liable for the rental/hire days agreed.

l. Minimum rental period will be seven (7) days (1 week).

(i) Rates –weekly and 30 days (mandatory) for Post Discharge and Hospital in the Home (and similar programs); and

(ii) Rates –weekly, 30 days, 90 days - PHS rental

m. Delivery standards:

(i) Outbound and inbound delivery processes

(ii) Packaging and handling procedures

(iii) Assembly and disassembly processes

(iv) Instructions and support provided to patient or health service staff at the point of Delivery (including cleaning instructions)

(v) Usage instruction and fitting instruction and safety check instruction for using at home (Respondents' need to define their Process for educating patients at home).

n. Delivery (and installation) conditions (except for courier delivery):

(i) must ensure products and accessories are supplied pre-assembled, in a condition for immediate use i.e. clean and disinfected.

(ii) (for Post Discharge Hire and Hospital in the Home and similar programs) Delivery is to be inside the patient home, and product is safe for use and delivered with all parts and accessories insitu/installed and is set up for safe use as per rent/hire order request.

(iii) must ensure products and accessories are unpacked and stored safely and is accessible at the relevant Site in accordance with OHS requirements on wards and maximum stacking heights within storerooms. Further T&Cs as agreed under an SLA.

(iv) must ensure all packing materials are discarded appropriately including removal from wards, non-clinical areas and/or the patient's residential address.

(v) must ensure items are clearly labelled with details of the order to which they pertain (e.g. attachment of copy of order and/or delivery docket).

o. Define process by which when and how the Respondent will connect with the patient (post discharge), and process to keep health service informed

(i) Communication process before delivery, transit and at/after delivery

(ii) Respondent should advise HS of delivery completion and/or any issues

(iii) Communication process at pick-up/Collection of aids and appliances

(iv) Communication of extension of rental back to HS

p. Product labelling for rental/hire (or similar identification, e.g. - sometimes called certificate of compliance)

(i) labelling is used to denote new/rental/used.

(ii) labelling is used to denote the safe working load (labelled on the product)of all Goods.

(iii) Preventive Maintenance check date - check box mandatory, date preferable

(iv) Electrical safety test date (mandatory) -

(v) Last cleaned/disinfected date (unless new) – check box mandatory, date preferable

q. Instruction for use

(i) Clear and concise IFU shall be provided for all rental products and accessories, designed for ease of understanding by patients.

(ii) The IFU shall be accessible in both digital format and as a printed hard copy, incorporating visual aids such as diagrams, photographs and videos.

(iii) Safe working load is specified in the IFU (in addition to product labelling)

(iv) IFU is available in English (Australian)

r. Customer Service and Support (help or call centre) information needs to be provided as part of the IFU to patient

(i) Process for health services to connect to Customer Service and Support

(ii) Process for patients to connect to Customer Service and Support

s. Repairs for both Health Service Hire and patient discharge (and hospital in the home, and similar programs) hire

(i) Repair process within warranty

(ii) Repair process off-warranty

t. Repairs at Health Services:

(i) Response time

(ii) Turnaround time

(iii) Repair service availability (Business Hours, after hours and etc)

(iv) Exchange/loan unit offered (y/n)

u. Repairs for Post Discharge Rental/Hire (and Hospital in the Home or similar programs)

(i) Response time

(ii) Turnaround time

(iii) Exchange/loan unit offered (y/n)

(iv) Repair service availability (Business Hours, after hours and etc)

v. Consignment stock (y/n)

(i) Further requirement may be agreed under an SLA between the Respondent and PHS.

w. Maintenance:

(i) The Contractor must carry out maintenance in accordance with the manufacturer's instructions located in the maintenance manuals for the products and accessories.

(ii) The Contractor must create and maintain a preventative maintenance schedule which defines the frequency required for maintaining the products and accessories and must agree with each relevant PHS on site attendances to satisfy the schedule.

(iii) the Respondent must provide compliance of maintenance back to HSV and/or PHS via KPIs.

(iv) Provide description of Maintenance schedule and Off-cycle maintenance procedures and tracking of product maintenance history

x. Accessories and replacement parts,

(i) All replacement parts (high Consumables, those with long delivery lead times, and for servicing critical products) within access and with the availability necessary for the proper performance of the Agreement

(ii) The Respondent must carry at least three (3) months of stock of replacement parts and accessories

(iii) All replacement and accessory parts necessary for the proper performance of the aids and appliances must be listed and tendered under this agreement or as agreed under an SLA between the PHS and Respondent

(iv) The Respondent must define the process of replenishing and providing replacement parts, either in advance, for consignment and during the rental/hire period.

y. Other services Offered:

(i) Tracking of products and accessories location

(ii) Any additional services offered (e.g., client training, product trials)

z. Loss or Damage policies

(i) The Respondent must inform the patient of the transfer of risk and provide a patient agreement in a form agreed between the Respondent and PHS which allows for loss or damage to be agreed upon at the start of the rental period).). This means the liability of loss or damage would sit with the patient on Delivery.

(ii) Clearly define the procedures for reporting and managing lost or damaged products and accessories.

aa. The Respondent must provide access to PHS to trial products and accessories at request.

bb. Process for consignment stock is detailed in PART 5: DRAFT AGREEMENT and /or is agreed with the PHS under and SLA.

cc. the Respondent (and its Personnel, including any Subcontractors) (not including courier services)

(i) must ensure that all employees who deliver products and accessories to patients and PHS receive appropriate manual handling training.

(ii) must ensure that all staff involved in the Delivery/Collection at PHS and/or patients' residential addresses have obtained a satisfactory police check

(iii) Working with Children's Check may be required by PHS working with Paediatric patients.

(iv) Any further requirements of the PHS to be agreed in the SLA (such as cross border police checks)

(v) must provide all required PPE and other relevant items to the staff in delivering products and accessories.

dd. The Respondent should briefly detail all previous public sector.

ee. Reporting and invoicing will be actioned in accordance with Part G: Payment Terms of the MSA, PART 5: DRAFT AGREEMENT or as agreed between the parties.

(i) Usage reports must be provided to HSV and PHS when requested. Minimum of previous 12 months of data is available for usage reports by HSV and PHS on request.

(ii) Further requirement may be agreed with the Respondent and PHS in an SLA.

(iii) Online booking information system – Please see further requirements captured below.

Clinical Attributes

For services offered, Respondents shall provide the following information in the Tender Response Worksheet:

a. Clinical attributes as per category specifications.

b. Geographical coverage of services by PHS

(i) For PHS rent/hire

(ii) For Patient Discharge Hire (and Hospital in the Home and similar arrangements)

Health Service Hire

c. Minimum period is seven (7) days (1 week) and each previous rate will be used as prorated for applicable number rental/hire order (in weeks)

d. Rental/hire rates for PHS,

(i) 7 Day Rate

(ii) 30 days rate

(iii) 90 day rate

e. Delivery for PHS will be FIS

(iv) Health Services covered by Respondent

(v) Urgent delivery rate or maybe agreed with the PHS

(vi) *See category 40 for other freight and delivery specifications.*

Patient Discharge Hire (and Hospital in the Home and similar programs)

f. Minimum period is seven (7) days (1 week) and each previous rate will be used as prorated for applicable number rental/hire order

g. Rental/Hire rates for Post Discharge Hire

(i) Seven (7) day rate

(ii) 30-day rate

h. Delivery Patient Discharge Hire (and Hospital in the Home and similar programs) may be charged

(i) See category 40 for other freight and delivery specifications.

i. To facilitate the rental/hire arrangement, PHS may enter into arrangements for hire directly with a patient in the form of a Patient Discharge Hire Form (or similar). This Form must be drafted by PHS in accordance with its internal processes and procedures, considering also patient privacy obligations. This form is established between the PHS, the patient, and the Respondent. It may capture the following key information and terms and may only include patient personal information that is required for the purposes of facilitating and effecting the hire arrangement. The Respondent is reminded of their Confidentiality obligations under the MSA and obligations relating to the use of Personal Information under PART 5: DRAFT AGREEMENT. The Respondent must also act in accordance with the PHS policies and procedures relating to confidentiality and privacy as notified from time to time

(i) Patient Details - Full Name, UR Number, and contact phone numbers.

(ii) Delivery and Hire Details - Requisition number, hire start/end dates, and delivery/pick-up addresses.

(iii) Clinician Contact Details (only if reasonably required) - Referring clinician's name and contact details.

(iv) Clarification that the PHS is responsible for costs only for the initial Hire period of 30 days (unless extended in writing by the Health Service).

(v) Confirmation that the Respondent is responsible for retrieving the products and accessories.

(vi) the hire period is for thirty (30) days or as per initial purchase order, and if a clinical need for an extension arises, the PHS will initiate this and provide written approval to the Respondent for the new term of hire.

(vii) The requirement for the Respondent to make separate arrangements directly with the patient for ongoing costs if an extension is not approved by the Health Service.

j. PHS will not include Patient Payment details (credit card and etc).

k. Are rates different for patient pays for ongoing hire (yes/no)

(i) Ongoing hire agreement with patient to be signed at on-set and/or rental price visible at the start of the hire period (may also include end of rental purchase costs) (y/n).

ONLINE PORTAL

a. For services delivered to PHS, it is highly desirable for the Respondent to provide a secure online portal and reporting facility for work order management (e.g. recording and generation of hiring/rental orders and associated reports, Cleaning and maintenance history, maintenance forward plan, service requests pending completion, service requests completed, quotations), asset management (e.g. recording and updating asset list, information stored via barcoding), invoice records, and recording inspection and test results, which should:

   (i) be always available with unlimited access and free of charge to the PHS;

   (ii) provide the functionality and details reasonably required by the PHS and HSV; and

   (iii) provide a reporting function with data export of report information in .pdf and excel format.

   (iv) Portal functionality, range, specifications and information needs to be agreed via SLA with the PHS.

b. Online Booking Information System

   (i) An online booking information system is an application on a web-based platform (portal) that the Respondent may host for healthcare workers from the PHS to access, so that aids and appliances required to assist with patient discharge can be ordered and delivered to the PHS, for the patient to go home with, including product/s as part of this ITS.

   (ii) This service (portal) is not a mandatory requirement for small enterprise Respondents. For medium to large enterprise Respondents, there is an expectation to provide an online booking service. PHS may preference Respondents who provide an online booking service via a portal.

Mandatory Criteria

For Respondent's with an Online Booking Information System, the system must:

a. Reside on a server (physical/virtual/cloud) that is located within the borders of Australia.

   (i) PHS may preference Respondents who have their server/s located within the State of Victoria.

b. Respondent must maintain and ensure its permitted third parties, maintain the physical and virtual security of any facilities owned, managed, licensed, or controlled by Respondent that stores patient information by implementing industry best security practices at the locations where patient information is stored to ensure the confidentiality, integrity, and availability of the patient information.

c. Respondent must maintain backup policies and procedures of Data containing patient's personal information, including the provisioned backup environments.

   (i) The backup storage infrastructure must be located in a physically protected, limited-access facility.

d. Prior to disposal of any server, Respondent must securely wipe or destroy all patient information consistent with industry standards, such as NIST 800-88, to ensure that no patient information is retrievable.

   (i) Upon request of the PHS, Respondent must provide confirmation of patient's personal information being deleted or destroyed from server.

e. Respondent must only collect, use or disclose Confidential or Personal information in accordance with obligations under the PART 5: DRAFT AGREEMENT and comply with relevant Privacy Laws, PHS policies and procedures and any other instructions as notified from time to time.

f. Confidential and Personal Information may not be disclosed to third parties without the written consent of the person to who that information relates.

g. Respondent must have a Cyber Incident Response Program within their BCP.

h. Respondent must ensure that routine cyber penetration testing, and security assessments are conducted on their online booking information system.

i. The server Operating System (OS) must be up to date with all latest release patch updates installed.

j. Where a vulnerability in the online booking information system, whether in the OS or the app, is being actively exploited by threat actors, the Successful Respondent must:

   (i) immediately upon being made aware that threat actors are actively exploiting a vulnerability inform all the following:

      - all affected PHS, and
      - HSV.

k. PHS will not include Patient Payment details (credit card and etc).

l. The Online Booking Information System must contain the following fields, at a minimum:

   (i) patient's name

   (ii) patient's UR number from the PPHS (where reasonably required)

   (iii) Patient contact number – one contact number (primary contact number) (where reasonably required)

   (iv) Delivery address

   (v) Notes or instructions box (free text) and/or Comments box (free text)

   (vi) PHS – Consulting Clinician or Contact Number (where reasonably required)

   (vii) Product and pricing (including total for multiple products and accessories)

   (viii) Planned start date and planned end date

   (ix) Actual start date and actual end date

   (x) For Health Service Rent/Hire

      - ward/unit information and cost centre
      - include a section for delivery instructions (eg product set up, precautions, etc).

Desirable Criteria

a. Access to Product information (IFU), and other information)

b. Set up cost centres and service centres

   - Print reports by cost centre or service
   - Ability to transfer products and accessories between cost centres

c. Products/Asset list

   - Separated for Health Service Hire and Patient Discharge Hire

d. Reports separated for

   - Health Service Hire
   - Patient Discharge Hire

e. Customised reporting required by PHS

f. Print usage/rental/reservation history

g. Product cost displayed (both purchase and health service rent, for comparability)

h. Alert prompts

- When hired over 30 days

i. Authorisation workflow

- pre-authorised expenditure limits.
- Pre-authorised approval personnel

Preliminary Arrangements (Service Level Agreements)

a. The respondent must liaise with the PHS to determine the following site-based requirements before commencement of Services:

(i) the services required and service levels;

(ii) addresses of location where services are required;

(iii) PHS and supplier contact details;

(iv) ordering and invoicing requirements;

(v) pre-authorised expenditure limits (and Personnel).

(vi) sensitive work locations;

(vii) functional area risk category;

(viii) additional internal areas;

(ix) additional KPI, if requested by individual PHS;

(x) determine the frequency of meetings and reporting;

(xi) Terms and Conditions as agreed between the PHS and Contractor (not detailed in or undermining PART 5: DRAFT AGREEMENT and the MSA);

(xii) other additional requests from a PHS (and agreed by the Respondent) to be included to provide the service; and.

(xiii) Other products and accessories, specifications, and pricing not covered by the HSV categories may be included at the PHS discretion but will not be subject to the terms of the Agreement.

(b) An SLA must be made in accordance with the requirements of PART 5: DRAFT AGREEMENT.

Service Delivery Key Performance Indicators

The Contractor shall provide services in accordance with the KPIs listed below. PHS will define further and may add further KPIs through an SLA.

KPIs

(a) Ordering and Delivery:

(i) Order Acknowledgement Time: Time taken to acknowledge receipt of an order (e.g., 90% within 1 hour).

(ii) Order Fulfillment Rate: Percentage of orders fulfilled within the agreed timeframe (e.g., 90% within 24 hours).

(iii) Delivery Accuracy: Percentage of orders delivered without errors (e.g., 90% correct items, quantity, and delivery address).

(iv) Delivery Timeliness: Percentage of deliveries made within the agreed timeframe (e.g., 95% on time).

(v) Urgent Order Fulfillment: Time taken to fulfill urgent orders (e.g – 95% at 2 hours).

(b) Product and accessory Quality and Safety:

(i) Product Functionality: Percentage of product delivered in good working order (e.g., 98%).

(ii) Product Safety: Percentage of product compliant with relevant safety standards (e.g., 100%).

(iii) Product Cleaning: Percentage of product cleaned and disinfected according to procedures (e.g., 100%).

(iv) Product Maintenance: Percentage of product maintained according to schedule (e.g., 95%).

(c) Customer Service and Support:

(i) Customer Service Response Time: Time taken to respond to customer inquiries (e.g – 95% at 2 hours).

(ii) Complaint Resolution Time: Time taken to resolve customer complaints (e.g – 95% at 6 hours).

(iii) Customer Satisfaction: Percentage of customers satisfied with the service (e.g., 90%).

(d) Repairs and Maintenance:

(i) Repair/replacement Response Time: Time taken to respond to repair/replacement requests (e.g – 95% at 2 hours).

(ii) Repair/replacement Turnaround Time: Time taken to complete repairs/replacement (e.g – 95% at 6 hours).

(iii) First-Time Fix Rate: Percentage of repairs/replacement completed on the first visit (e.g., 95%).

(iv) Preventative Maintenance Completion: Percentage of preventative maintenance tasks completed on schedule (e.g., 95%).

(e) Reporting and Administration:

(i) Reporting Timeliness: Percentage of reports submitted on time (e.g., 95%).

(ii) Reporting Accuracy: Accuracy of information provided in reports (e.g., 98%).

(iii) Invoicing Accuracy: Percentage of invoices issued without errors (e.g., 99%).

(f) For other KPIs, please refer to PART 5: DRAFT AGREEMENT Schedule 6.

Category 40 – Freight for Rental/Hire

Range of delivery and collect/pick-up for return options will be detailed in this category. The Mandatory and Desirable Criteria is in addition to the service specifications mentioned above.

Mandatory Criteria

a. Respondent must deliver and collect/pick-up all Purchases and Rentals to PHS free into store.

b. Respondent must collect/pick-up for return all Rentals free of charge from PHS within two (2) days (or else agreed with the PHS) of the conclusion of rental period.

c. Rentals delivery and collect/pick-up for Post Discharge Patient Hire and Hospital in the Home (and other similar arrangements) may be charged,

   (i) One rate within 30Kms of PHS (or sites of PHS, where multiple or regions of PHS agreed to with the Respondent).

   (ii) This rate will be provided by Local Health Service Networks.

   (iii) Overlimit fee rate for greater than 30 km distances.

d. Freight is charged per delivery,

   (i) as one off per delivery and collect/pick-up for return, or;

   (ii) based on an agreed size (S,M and L)

Desirable Criteria

a. Respondent does not charge for Delivery and collect/pick-up for return for Post Discharge Patient Hire and Hospital in the Home (and other similar arrangements, i.e free into home) for entirety or for the 30 km radius from Health Service (or from sites of Health Service, where multiple or regions of Health Service agreed to with the Respondent).

b. Each subcategory is assigned a size (Appendix 1) and it is desirable that the Respondent product sizing is in line with this.

c. Respondent offers a clear mechanism to provide a fixed-value refund, credit note, or charge reduction to the Health Service when the Collection service is no longer required due to a rental being continued directly by a patient.

   (iii) This fixed-value adjustment must be applied as a refund, credit, or waiver for the Collection service, regardless of the freight billing method (e.g. paid upfront, included in the rental rate, or billed upon completion).

Clinical Attributes

Tenderers shall provide the following information in the Tender Response Worksheet:

a. Health Services rental/hire (rate will $0.00, for coverage purpose)

   (i) PHS delivering to and collect/pick-up for return,

   (ii) Type of delivery (same day, next day or 3 to 5 days)

b. Patient discharge (hospital in the home and similar programs Rental/Hire

   (i) PHS delivering to and collect/pick-up for return (i.e the Respondent must cover the PHS catchment area)

(ii) Rate per type of delivery and collect/pick-up for return per size:

- Type of delivery (same day, next day or 3to5 days)
- Size of delivery (small, medium and large)
- Mode of delivery (self, courier)

Additional Information

a. Cut off times for order and other details may be agreed with the individual PHS.

b. PHS may discuss, negotiate and agree on, applicable freight rates and the service coverage through the SLA.

Appendix 1 - Category and Sub Category List

Category		Subcategory		Size for Freight
1	Helmets	1.01	Helmets	N/A
		1.02	Helmets Accessories	N/A
2	Orthotics – Cervical Spine	2.01	Soft Collar	N/A
		2.02	Extrication Collar	N/A
		2.03	Cervical Collar	N/A
		2.04	Cervical Thoracic Orthosis (CTO)	N/A
		2.05	Orthotics – Cervical Spine Accessories	N/A
3	Orthotics – Upper Limb	3.01	Broad Arm Slings	N/A
		3.02	Shoulder immobiliser	N/A
		3.03	Elbow Orthosis	N/A
		3.04	Wrist/Hand Orthosis	N/A
		3.05	Finger Splints	N/A
		3.06	Orthotics – Upper Limb Accessories	N/A
4	Orthotics – Thoracic/Lumber/Sacral Spine	4.01	Chest Binder	N/A
		4.02	Abdominal Binder/Support	N/A
		4.03	Thoracic/lumbar/sacral Orthosis (TLSO)	N/A
		4.04	Lumbar/sacral Orthosis (LSO)	N/A
		4.05	Orthotics – Thoracic/Lumber/Sacral Spine Accessories	N/A
5	Orthotics – Pelvis/Hip	5.01	Pelvic Immobiliser	N/A
		5.02	Hip Orthosis	N/A
		5.03	Pavlik Harness (Paediatric)	N/A
		5.04	Orthotics – Pelvis/Hip Accessories	N/A
6	Orthotics – Lower Limb	6.01	Knee Orthosis	N/A
		6.02	CAM (Control Ankle Motion) Walker	N/A

Category		Subcategory		Size for Freight
		6.03	Ankle & Foot Orthosis (A.F.O)	N/A
		6.04	Foot Orthosis	N/A
		6.05	Boots and Bar	N/A
		6.06	Orthotics – Lower Limb Accessories	N/A
7	Shoes	7.01	Shoe - Post-Operative/Wound Care	N/A
		7.02	Shoes Accessories	N/A
8	Hot and Cold Therapy	8.01	Ice Packs	N/A
		8.02	Heat Packs	N/A
		8.03	Hot/Cold Packs	N/A
		8.04	Heat pack and ice pack covers	N/A
		8.05	Accessories	N/A
9	*Not used*			
10	*Not used*			
11	Shower Aids	11.01	Shower Chair	S
		11.02	Shower Stool	S
		11.03	Shower Commode, Attendant Propelled	M
		11.04	Shower Commode, Self-Propelled	M
		11.05	Powered shower commode	L
		11.07	Powered Shower Trolley	L
		11.08	Shower Aids Accessories	N/A
12	Bath Aids	12.01	Bath Transfer Bench	S
		12.02	Bath Chair	S
		12.03	Bath Board	S
		12.03	Bath Aids Accessories	N/A
13	Toileting Aids	13.01	Bedside Commode (free standing)	M
		13.02	Over Toilet Frame	S
		13.03	Urinal Bottle, Male (Reusable)	S
		13.04	Urinal Bottle, Female (Reusable)	S
		13.05	Bed Pan (Reusable)	S
		13.06	Bed Pan Slipper (Reusable)	S
		13.07	In-toilet Collection Unit (Reusable)	S
		13.08	Commode Buckets/pans	S
		13.09	Raised Toilet Seat	S
		13.10	Toilet Surround	S
		13.11	Toileting Aids Accessories	N/A
14	Transfer Aids	14.01	Transfer Boards (for chair transfers)	S
		14.02	Transfer and Walk Belts	S
		14.03	Slide Sheets	S

Category		Subcategory		Size for Freight
15	Gait Aids	15.01	Pick Up Frame (rubber tips/no wheels)	S
		15.02	Rollator (wheels on all legs)	M
		15.03	Wheeled Walker (wheels on 2 legs)	S
		15.04	Basic Posterior Walker (wheels on all legs)	S
		15.05	Walking Stick (single point)	S
		15.06	Walking Stick (3 footed, tripod base)	S
		15.07	Walking Stick (4 footed, quad base)	S
		15.08	Underarm Crutches	S
		15.09	Forearm Crutches (with arm strap)	S
		15.10	Forearm Gutter Crutches	S
		15.11	Knee walker (4 wheels)	M
		15.12	Gait Aids Accessories	N/A
16	Wheelchairs and Accessories	16.01	Self-Propel, Adult	M
		16.02	Self-Propel, Paediatric	M
		16.03	Self-Propel, One arm drive	M
		16.04	Transit, Adult	M
		16.05	Transit, Paediatric	M
		16.06	Tilt-in-space, Transit, Adult	L
		16.07	Tilt-in-space, Transit, Paediatric	L
		16.08	Transit, Stackable	M
		16.09	Powered Wheelchairs	L
		16.10	Powered Wheelchairs, Transit	L
		16.11	Wheelchair Accessories	N/A
17	Pressure Relieving Devices	17.01	Cushion	S
		17.02	Positioning Devices, Cushion	S
		17.03	Positioning Devices, wedge	S
		17.04	Wrap Around Bootie/Heel Protector	S
		17.05	Heel-Lift Suspension Boot	S
		17.06	Bed Cradle	S
		17.07	Paediatric Adaptive Positioning Chair	S
		17.08	Pressure Relieving Devices, Footstool	S
		17.09	Pressure Relieving Devices Accessories	S
18	Small Personal Aids	18.01	Small Personal Aids	S
19	Display Clock for Orientation	19.01	Display clock for orientation, analogue face	S
		19.02	Display clock for orientation, digital face	S

Category		Subcategory		Size for Freight
		19.03	Display clock for orientation, digital/analogue face	S
		19.04	Display Clock Accessories	S
20	Scales	20.01	Patient scales, Portable	S
		20.02	Patient Scales, Column	M
		20.03	Patient Scales, Chair	L
		20.04	Infant scales	S
		20.05	Precision scales	S
		20.06	Scales Accessories	N/A
21	Portable Ramp	21.01	Wheelchair ramp for home hire	L
		21.02	Portable Ramp Accessories	N/A
22	Bedside clinal chairs	22.01	High back chair	M
		22.02	Low back chair	M
		22.03	Bedside Clinical Chairs Accessories	N/A
23	Kitchen Trolley Walker	23.01	Kitchen Trolley Walker	M
		23.02	Kitchen Trolley Walker Accessories	N/A
24	*Not used*			
25	*Not used*			
26	*Not used*			
27	*Not used*			
28	*Not used*			
29	*Not used*			
30	Spare Parts	30.01	Spare Parts, General (when applicable to multiple categories)	N/A
		30.02	Spare Parts, Shower Aids	N/A
		30.03	Spare Parts, Bath Aids	N/A
		30.04	Spare Parts, Toileting Aids	N/A
		30.05	Spare Parts, Transfer Aids	N/A
		30.06	Spare Parts, Wheelchairs, Manual	N/A
		30.07	Spare Parts, Wheelchairs, Powered	N/A
		30.08	Spare Parts, Gait Aids	N/A
		30.09	Spare Parts, Pressure Relieving Devices	N/A
		30.10	Spare Parts, Scales	N/A
		30.11	Spare Parts, Kitchen Trolley Walker	N/A
40	Freight for Post Discharge and Hospital In the Home Rental/Hire	*40.*X X	*Health Service Name*	N/A

Appendix 2 - Compliance Requirements

Australian Standards, Orders, Legislation and Regulations

a. It is the responsibility of the Respondent to ensure that all products and accessories offered comply with the Compliance Requirements listed below. This is not an exhaustive list, Respondents must ensure they comply with any other Compliance Requirements that are not listed below, this includes primary and subordinate instruments of the State and Commonwealth, and any relevant amendments, revisions or consolidations.

STANDARD NUMBER	STANDARD NUMBER
AS 5369:2023	Reprocessing of Reusable medical devices and other devices in health and non-health related facilities
ISO 17966:2016	Assistive products and accessories for personal hygiene that support users - Requirements and test methods
AS 3973:2024	Shower/toilet chairs (mobile and static)
AS/NZS ISO 11334.1:2014	Assistive products and accessories for walking manipulated by one arm — Requirements and test methods, Part 1: Elbow crutches
ISO 24415-2:2011	Tips for assistive products and accessories for walking - Requirements and test methods - Part 2: Durability of tips for crutches
ISO 11334-4:1999	Walking aids manipulated by one arm - Requirements and test methods - Part 4: Walking sticks with three or more legs
ISO 11199-1:2021	Assistive products and accessories for walking manipulated by both arms — Requirements and test methods — Part 1: Walking frames
ISO 11199-2:2021	Assistive products and accessories for walking manipulated by both arms — Requirements and test methods — Part 2: Rollators
ISO 11199-3:2005	Walking aids manipulated by both arms - Requirements and test methods - Part 3: Walking tables
ISO 19894:2019	Walking trolleys - Requirements and test methods
ISO/TS 16840-14:2023	Wheelchair seating — Part 14: Concepts related to managing external forces to maintain tissue integrity
ISO/TS 16840-15:2024	Wheelchair seating - Part 15: Selection, placement and fixation of flexible postural support devices in seating
AS/NZS ISO 16840.3:2024	Wheelchair seating, Part 3: Determination of static, impact, and repetitive load strengths for postural support devices
ISO 7176-8:2014	Wheelchairs - Part 8: Requirements and test methods for static, impact and fatigue strengths

STANDARD NUMBER	STANDARD NUMBER
ISO 7176-15:1996	Wheelchairs - Part 15: Requirements for information disclosure, documentation and labelling
AS/NZS ISO 7176.3:2015	Wheelchairs, Part 3: Determination of effectiveness of brakes
ISO/TR 13570-2:2014	Wheelchairs - Part 2: Typical values and recommended limits of Dimensions, mass and manoeuvring space as determined in ISO 7176-5
ISO 7176-30:2018	Wheelchairs - Part 30: Wheelchairs for changing occupant posture - Test methods and requirements
AS/NZS ISO 7176.22:2015	Wheelchairs, Part 22: Set-up procedures
ISO 7176-7:1998	Wheelchairs - Part 7: Measurement of seating and wheel Dimensions
ISO 20342-1:2022	Assistive products and accessories for tissue integrity when lying down — Part 1: General requirements
ISO 8551:2020	Prosthetics and orthotics - Functional deficiencies - Description of the person to be treated with an orthosis, clinical objectives of treatment, and functional requirements of the orthosis
ISO 21063:2017	Prosthetics and orthotics - Soft orthoses - Uses, functions, classification and description
ISO 21064:2017	Prosthetics and orthotics - Foot orthotics - Uses, functions classification and description
ISO/TR 12296:2012	Ergonomics - Manual handling of people in the healthcare sector
AS EN 12182:2015	Assistive products and accessories for persons with disability — General requirements and test methods
AS/NZS ISO 9999:2023	Assistive products and accessories — Classification and terminology
ISO 21856:2022	Assistive products and accessories — General requirements and test methods

Legislation

a. The references to the below legislation include any amendments, revisions or consolidations to those references.

   (i) Therapeutic Goods Administration, Uniform Recall Procedure for Therapeutic Goods, (V2.3 June 2022), Commonwealth of Australia.

   (ii) Therapeutic Goods Administration (2023), Australian Regulatory Guidelines for Medical Devices.

(iii) Therapeutic Goods Administration (2022), Medical Device Patient Information Leaflets and Implant Cards (including acceptance of Implementation Plans), (V1.9, October 2022)

(iv) Therapeutic Goods Administration (2023), Guidance on boundary and combination products: Medicines, medical devices and biologicals, (V2.0, December 2023)

Guidelines and Other References

a. The references to the below guidelines include any amendments, revisions or consolidations to those guidelines.

(i) Australian Guidelines for the Prevention and Control of Infection in Healthcare, Canberra: National Health and Medical Research Council (2019)

(ii) The Aged Care Infection Prevention and Control Guide. A supplementary resource for the Australian Guidelines for the Prevention and Control of Infection in Healthcare for aged care settings: Australian Commission on Safety and Quality in Health Care (2024)

(iii) Transferring people safely: A handbook for workplaces. Worksafe Victoria (2009)