

## Guideline for systemic tender generation

To ensure efficient investments eliciting a sustainable impact on the quality of healthcare provision the tender is well- advised to shift away from focusing solely on investment costs. Placing life-cycle costs in the center of the procurement procedure could considerably contribute to an improvement in both quality and total life-cycle costs. Therefore criteria that reflect quality, safety standards as well as life-cycle considerations must be accounted for. Systemic procurements secure a level playing field in international tenders and enable the contracting authority to perceive the economically most advantageous bid. The check- list below is a practical tool to develop standardized tender methods for reliable and comparable results.

<b>A.</b>	<b>Contract types</b>	
A.1	Investment	<input type="checkbox"/>
A.2	Maintenance	<input type="checkbox"/>
A.3	Uptime (in combination with a service contract)	<input type="checkbox"/>
A.4	Pay Per Use (if available, eg. reduction of maintenance costs)	<input type="checkbox"/>
A.5	Life-cycle contracts (investment and full-service-contract)	<input type="checkbox"/>
<b>B</b>	<b>Planning</b>	
B.1	Checking the installed base at customer site	<input type="checkbox"/>
B.2	Workflow	<input type="checkbox"/>
B.2.1	Patient throughput	<input type="checkbox"/>
B.2.2	Consumables and other materials	<input type="checkbox"/>
B.2.3	Personnel fluctuation (new employees)	<input type="checkbox"/>
B.2.4	Data transfer and data storage	<input type="checkbox"/>
B.3	Room fitting	<input type="checkbox"/>
<b>C</b>	<b>Technical systems</b>	
C.1	Product history	<input type="checkbox"/>
C.1.1	Market introduction of the system	<input type="checkbox"/>
C.1.2	Updates und Upgrades (safety and application widening, spare parts availability)	<input type="checkbox"/>
C.2	Certificates and Approvals	<input type="checkbox"/>
C.2.1	Declaration of conformity (CE-certificate)	<input type="checkbox"/>
C.2.2	FDA approval (512k approval)	<input type="checkbox"/>
C.3	Sustainability	<input type="checkbox"/>
C.3.1	Product compatibility (connectivity, data and image transfer) with installed base and also future investments	<input type="checkbox"/>
C.3.2	Updates: free-of-charge safety updates - including hardware and software (during whole life-time-cycle)	<input type="checkbox"/>
C.3.3	Upgrades availability (on-site upgradeability of software and as well hardware components)	<input type="checkbox"/>
C.3.4	DICOM-3 data and image transfer between Hospital Information System (HIS) and PACS system based on DICOM-3, HL7	<input type="checkbox"/>

<b>D</b>	<b>Commissioning/ Start-Up</b>	
D.1	Installation	<input type="checkbox"/>
D.2	Technical documentation	<input type="checkbox"/>
D.3	Application training (basic and advanced application services)	<input type="checkbox"/>
D.4	Documentation of application trainings (certified)	<input type="checkbox"/>
<b>E</b>	<b>Customer training (at manufacturer site)</b>	
E.1	Application training	<input type="checkbox"/>
E.1.1	Physicians	<input type="checkbox"/>
E.1.2	Operators	<input type="checkbox"/>
E.1.3	Hospital technicians (first-line-service to reduce service costs and down-time of the system)	<input type="checkbox"/>
E.1.4	Training materials (presentation, hands-on training, etc.)	<input type="checkbox"/>
E.2	Educational trainings for customers (new applications, user communities for knowledge transfer)	<input type="checkbox"/>
<b>F</b>	<b>Warranty</b>	
F.1	Start of warranty	<input type="checkbox"/>
F.2	End of warranty	<input type="checkbox"/>
F.3	Conditions (a description has to be provided)	<input type="checkbox"/>
F.4	What is included AND what is excluded	<input type="checkbox"/>
<b>G</b>	<b>Service (on call)</b>	
G.1	Use of original spare parts (NO third-party parts)	<input type="checkbox"/>
G.2	Personnel	<input type="checkbox"/>
G.2.1	Service engineers - no call center agents	<input type="checkbox"/>
G.2.2	Response time for on-site visits	<input type="checkbox"/>
G.3	Contact availability (operating times, via e-mail, telephone)	<input type="checkbox"/>
G.4	Safety-updates	<input type="checkbox"/>
<b>H</b>	<b>Maintenance (recommended)</b>	
H.1	Use of original spare parts (NO third-party parts)	<input type="checkbox"/>
H.2	Personnel	<input type="checkbox"/>
H.2.1	Certified technicians (from manufacturer)	<input type="checkbox"/>
H.2.2	Response time for on-site visits	<input type="checkbox"/>
H.3	Maintenance intervals	<input type="checkbox"/>
H.4	Maintenance contracts (from manufacturer)	<input type="checkbox"/>
H.5	Contact availability (operating times, via e-mail, telephone)	<input type="checkbox"/>
<b>G</b>	<b>References</b>	
G.1	Regional	<input type="checkbox"/>
G.1.1	Number of installed systems	<input type="checkbox"/>
G.1.2	Trainings	<input type="checkbox"/>
G.1.3	Service	<input type="checkbox"/>
G.1.4	Maintenance	<input type="checkbox"/>
G.2	International (world-wide)	<input type="checkbox"/>
G.2.1	Number of installed systems	<input type="checkbox"/>
G.2.2	Trainings	<input type="checkbox"/>
G.2.3	Service	<input type="checkbox"/>
G.2.4	Maintenance	<input type="checkbox"/>
G.3	Publications and customer responses	<input type="checkbox"/>