

# Health New Zealand (Te Whatu Ora)

## RFP 12222

Section 2 Question 1 – Detailed Business Model

June 2024

## Dedicated Personal Responsibilities

- Professional Customer Service team that handles queries, order processing and first level technical issues
  - **Nicola, Dahlene and Mark**
- Regional Business Managers based in Auckland, Wellington and Christchurch : ready for onsite visits, demonstrations etc
  - **Brent, Kevan and Richard**
- In house Service Technicians (based in Auckland and Wellington) : Adept in remote troubleshooting and completing repairs efficiently and to a high standard
- Responsible for ensuring smooth and efficient third-party repairs nationally.
  - **Brad and Martin**
- Accounts and Finance Co-Ordinator : Available for all account related / invoice queries
  - **Melanie**
- Management Team
  - **Kerry, Mike and Kevan**

## How you would ensure the in-scope services were delivered to a high standard

- We are a highly trained, but relatively small team who work well together and ensure best outcomes always eventuate
- Our IT systems provide an environment in which speed, accuracy and quality and the attributes that we benchmark ourselves by
- Quality control pre dispatch

## Payment Methods

- We are fully in agreement with the payment terms detailed in section 60 of the master terms agreement

## Communication with HNZ representatives and key stakeholders

- We suggest monthly reviews in the first 6 months of the contract, and then a reduced frequency in accordance with HNZ requirements

## Maintenance Reports – Spend Analysis

- Our IT systems can produce tailored reports for any of our customers and can present insights in accordance with HNZ requirements as per section 66 in the Master Terms Agreement.

## Complaint and Resolution Process

- We strive to resolve any complaints immediately to minimise the need to escalate. In the rare event that escalation is needed, we recommend the following:
  - Liaise with any member of the Customer Services team
  - Contact any member of the management team

## Key Performance Indicators

- We are open to any KPIs that need to be reviewed or added as part of this contract – The KPIs we already use are as follows:
  - Product repair
    - Reply to submitter for initial remote trouble shooting within 6 working hours
    - Callout to equipment requiring attention within 2 working days in main centres, and 3 working days in regional locations
  - Product Dispatch
    - Same day if purchase order received by 11am
    - For products not requiring pre delivery inspection or electrical tagging (ie parts) same day dispatch if order is received by 2pm

## Specific requirements/resources needed from HNZ

- Accurate purchase orders including specific delivery address / location and receiver contact details
- Timely and accurate submission of [online service requests](#) when faults become apparent
- Clear guidance as to when replacement becomes preferable over repair. e.g. 40% of replacement value. Proquip provides guidance to other nationwide clients in this regard.



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Thank You.