

Report Out; Stockpile Audit MOH 15-Sep-2021

1. Why

To check if the stockpile is according to request.

2. What and When

Physical audit at 15-Sep-2021.

3. Who

Name	Function	Company
5.1.2e	5.1.2e	MOH
5.1.2e	5.1.2e	MOH
5.1.2e	5.1.2e	Philips

4. Were

At BOMI, Trans-Imex location in Veghel

5. How

1. Stock check according to Philips data (Philips and MOH)



Verzamelbestand_x-check2.xlsx

2. Stock check according to BOMI WMS data (Philips & MOH)



WMS Voorraad Transimex.xls

3. Check Philips data with BOMI WMS data (Philips)
4. Record which KIT's need to be assessed and how (# KIT1, # KIT2, #KIT3, # Lumify, # Everflo, # Everflo Cannulas)
5. Move KIT's to floor space
6. Physical sample check of stock (MOH).

Details in underneath steps

Step	What	Results
1	Stock check according to Philips data	<p>How; Check amount and uniqueness of serials numbers</p> <p>Responsibility; Philips & MOH</p> <p>Results; 133 serials found duplicate</p> <p>Action; Resolve and find root cause of 133 serials found duplicate</p> <p>Results from action; 133 serials found duplicate resolved via new upload Root cause issue at inbound supplier (resolved)</p>

2	Stock check according to BOMI WMS data	<p>How; Check amount of pallets</p> <p>Responsibility; Philips & MOH</p> <p>Results; 4 pallets with less than 10 Everflo` s found</p> <p>Action; Physically check which Everflo pallets have less than 10pcs.</p> <p>Results from action; 3 of the 4 pallets found via sample stock check.</p> <p>Work around; All serials ae scanned at outbound so no issue</p>
3	Check Philips data with BOMI WMS data (Philips)	<p>How; Check amount of pallets</p> <p>Responsibility; Philips</p> <p>Results; 4 pallets with less than 10 Everflo` s found</p> <p>Action; Physically check which Everflo pallets have less than 10pcs.</p> <p>Results from action; 3 of the 4 pallets found via sample stock check.</p> <p>Work around; All serials are scanned at outbound so no issue</p>
4	Record which KIT`s need to be assessed	<p>How; Create sample check</p> <p>Responsibility; MOH</p> <p>Results; KIT1; 1, 16, 28 (excl. roll stands), 31 (excl. roll stands) KIT2; 40, 41, 57 (excl. roll stands), 37 (excl. roll stands), KIT3; 35, 52, 67 (excl. roll stands), 87 (excl. roll stands), 31 (excl. roll stands), Everflo; Check number of pallets (all) Lumify; Check number of pallets (all)</p>
5	Move KIT`s to floor space	<p>How; Find pallet number in WMS and move to floor between racks</p> <p>Responsibility; BOMI</p> <p>Results; 1 pallet with wrong pallet number</p> <p>Root Cause; Manual action by warehouse employee. No issue for outbound deployment as all pallet numbers need to be scanned</p>

6a	Sample check KIT1	<p>What; Sample check KIT1</p> <p>How; Physically check serials; KIT1 number 1; <ul style="list-style-type: none"> • PICiX serials 100%, serials 1 MX550 monitor, extension, MMX, and # roll stands KIT1 number 16; <ul style="list-style-type: none"> • # PICiX, # MX550 monitors, extension, MMX, and # roll stands KIT1 number 28; <ul style="list-style-type: none"> • # PICiX, # MX550 monitors, extension, and MMX KIT1 number 31; <ul style="list-style-type: none"> • # PICiX, # MX550 monitors, extension, and MMX </p> <p>Responsibility; MOH</p> <p>Results; 100% correct sample check</p>
6b	Sample check KIT2	<p>What; Sample check KIT2</p> <p>How; Physically check serials; KIT2 number 40; <ul style="list-style-type: none"> • Serials 1 MX550 monitor, extension, MMX, and # roll stands KIT2 number 41; <ul style="list-style-type: none"> • # MX550 monitors, and # roll stands KIT2 number 57; <ul style="list-style-type: none"> • # MX550 monitors KIT2 number 37; <ul style="list-style-type: none"> • # MX550 monitors </p> <p>Responsibility; MOH</p> <p>Results; 100% correct sample check</p>
6c	Sample check KIT3	<p>What; Sample check KIT3</p> <p>How; Physically check serials; KIT3 number 35; <ul style="list-style-type: none"> • Serials 1 X3 monitor, extension, MMX, and # roll stands KIT3 number 52; <ul style="list-style-type: none"> • # X3 monitors, supplies and # roll stands KIT3 number 67; <ul style="list-style-type: none"> • # X3 monitors KIT3 number 87; <ul style="list-style-type: none"> • # X3 monitors KIT3 number 37; <ul style="list-style-type: none"> • # X3 monitors </p> <p>Responsibility; MOH</p> <p>Results; 100% correct sample check</p>

6d	Sample check Everflo	What; Pallet check Everflo` s How; Physically amount pallets with Everflo` s; Responsibility; MOH Results; 1 of 400 pallets with incorrect amount of Everflo (8 vs 10) No issue as all serials are scanned at outbound.
6e	Sample check Lumify	What; Pallet check Lumify`s How; Physically amount pallets with Lumify`s; Open 1 Lumify for detail check Responsibility; MOH Results; 100% correct sample check
7	Conclusion	Stock check successfull

Signed for confirmation and acknowledgement:

5.1.2e

5.1.2e

5.1.2e

Eindhoven, 16-Sep-2021



Auditrapport 2022 - RescEU voorraad

Datum
31 januari 2023

Datum audit	18 januari 2023
Starttijd	8:30
Eindtijd	14:00
Aanwezig	5.1.2e (RIS) 5.1.2e (RIS) 5.1.2e (Philips)
Locatie	Doornhoek 4025, Veghel

Inleiding

Op 26 juni 2021 is de overeenkomst 'RescEU physical medical stockpile of medical equipment' (hierna: de overeenkomst) ingegaan tussen ministerie van Volksgezondheid, Welzijn en Sport (hierna: VWS), directie Geneesmiddelen en Medische Technologie (hierna: GMT) en Philips N.V. (hierna: Philips). De overeenkomst heeft een looptijd van zes (6) jaar, met als einddatum 26 juni 2026.

De overeenkomst behelst het aanleggen van een voorraad CE-gecertificeerde medische apparatuur (patiëntbewakingssystemen, centrale overzichtsstations, echografiemachines, zuurstofconcentratoren) en bijhorende accessoires en deze beheren, onderhouden en distribueren. Op **29 juni 2021** is VWS eigenaar geworden van de volgende CE-gecertificeerde medische apparatuur:

Serial number	Supplies	Aantal
A1	a. Premium bedside multiparametric patient monitoring devices including necessary accessories	1900
	b. High-end transport multiparametric patient monitoring devices including necessary accessories	400
A2	Central overview stations and necessary accessories	125
A3	Ultrasound machines and necessary accessories	220
A4	Oxygen concentrators and necessary accessories	4000

Tabel 1: RescEU voorraad per 29 juni 2021

De bovenstaande medische apparaten (A1 en A2) zijn door Philips verwerkt in drie (3) verschillende KITS, zie onderstaande tabellen.

KIT 1		
Serial number	Supplies	Aantal
A1a	Premium bedside multiparametric patient monitoring devices including necessary accessories	12
A2	Central overview stations and necessary accessories (Patient Information Center iX)	1

Tabel 2: Medische apparaten in KIT1

KIT 2		
Serial number	Supplies	Aantal
A1a	Premium bedside multiparametric patient monitoring devices including necessary accessories	4

Tabel 3: Medische apparaten in KIT2

KIT 3		
Serial number	Supplies	Aantal
A1b	High-end transport multiparametric patient monitoring devices including necessary accessories	4

Tabel 4: Medische apparaten in KIT3

Dit leidt tot het volgende totaal overzicht van KITS op voorraad:

Totaal aan KITS op voorraad		
Totaal aan KIT1	Totaal aan KIT2	Totaal aan KIT3
125	100	100

Tabel 5: Totaal aan KITS in de RescEU voorraad per 29 juni 2021

Aanleiding

Gedurende de looptijd van het contract heeft VWS de bevoegdheid om herhaaldelijk fysieke audits uitvoeren om te controleren of de verwachte voorraad daadwerkelijk aanwezig is. De contractant zal deze audits te allen tijde faciliteren.

Audit 2021

Op 15 september 2021 heeft de eerste audit plaats gevonden. Bevinden n.a.v. deze audit zijn in verslagvorm aan opdrachtgever aangeboden.

Doel van de audit

Borgen dat de RescEU voorraad in aantal klopt met de werkelijke voorraadstanden.

Auditmethode

De audit gaan wij op basis van twee controles uitvoeren:

1. Controle 1: voorraadadministratie
2. Controle 2: fysieke steekproef voorraad

Controle 1: voorraadadministratie

In de periode oktober 2021 tot mei 2022 hebben in totaal vijf (5) deployments plaatsgevonden naar de volgende lidstaten:

1. Roemenië op 8 oktober 2021
2. Roemenië op 22 oktober 2021
3. Letland op 29 oktober 2021
4. Polen op 25 februari 2022
5. Moldavië op 3 maart 2022

De vijf (5) deployments hebben ervoor gezorgd dat de medische apparatuur in de RescEU voorraad (zie tabel 1) is afgenomen. De afnamen van de RescEU voorraad is op basis van de Part A formulieren en de Proof of Deliveries (ofwel: de CMR's) bijgehouden. Per 13 mei 2022 leidt dit tot het volgende overzicht van de voorraad (zie ook bijgevoegd voorraadbestand):

Serial number	Supplies	Aantal
A1	a. Premium bedside multiparametric patient monitoring devices including necessary accessories	1420
	b. High-end transport multiparametric patient monitoring devices including necessary accessories	400
A2	Central overview stations and necessary accessories	85
A3	Ultrasound machines and necessary accessories	128
A4	Oxygen concentrators and necessary accessories	2200

Tabel 6: RescEU voorraad per 13 mei 2022 exclusief medische apparaten retour vanuit Letland

De deployments naar Letland is op basis van een lening geweest. De overige deployments zijn op basis van een gift. De medische apparaten in tabel 7 zijn op 9 juni 2022 vanuit Letland retour gekomen, zie onderstaand tabel. Voor deze medische apparaten wacht VWS op goedkeuring vanuit de Europese Commissie (ofwel ERCC), voordat de apparaten weer op voorraad kunnen komen.

Serial number	Supplies	Aantal
A1	a. Premium bedside multiparametric patient monitoring devices including necessary accessories	240
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	21*

Tabel 7. Medische apparaten retour vanuit Letland op 9 juni 2022

*Eén ultrasound machine is vermist en opnieuw aangekocht.

Zie voor meer detail wat betreft de RescEU voorraad het Excelbestand 'Verzamelbestand 2022131' toegevoegd in de bijlage.

Acties betreft eerste controle:

1. VWS vraag actuele voorraad op bij Philips
2. Philips levert de actuele voorraad inclusief de inhoud is van de verschillende kits (ook wel het verzamelbestand).
3. VWS vergelijkt het verzamelbestand met het voorraadbestand.

Controle 2: fysieke steekproef voorraad

Op basis van het verzamelbestand zijn een aantal kits geselecteerd die we nader bekijken. Het selecteren van de kits is gedaan op basis van een steekproef. Deze steekproef is bepaald op 17 januari 2023.

De geselecteerde KITS in tabel 8 zijn meegenomen in deze steekproef en worden uit de stellingen gehaald en gecontroleerd.

KITS nummers		
KIT 1	KIT 2	KIT 3
KIT1-EN-053	KIT2-EN-038	KIT3-EN-003
KIT1-EN-062	KIT2-EN-047	KIT3-EN-039
KIT1-EN-106	KIT2-FR-005	KIT3-FR-004
KIT1-FR-007	KIT2-FR-036	KIT3-FR-020
KIT1-FR-012		

Tabel 8. Geselecteerde KITS voor de steekproef

De onderstaande KIT nummers worden in het geheel geopend om te bekijken wat de inhoud is, zie tabel 9.

KITS nummers		
KIT 1	KIT 2	KIT 3
KIT1-EN-062	KIT2-FR-005	KIT3-FR-004

Tabel 9. Geselecteerde KITS voor volledige controle.

Ultrasound machines and necessary accessories (hierna: Lumify)

Complete controle op alle 128 ultrasounds. De Lumify's gaan we controleren door het aantal per pallet te tellen.

Oxygen concentrators and necessary accessories (hierna: Everflo)

Complete controle op alle 2200 oxygen concentrators. De Everflo's gaan we controleren door het aantal per pallet te tellen.

Acties betreft twee controle:

1. Komende audit van 18 januari op 16 januari gedeeld met Philips, zodat de auditers zijn aangemeld.
2. Op 18 januari zijn geselecteerde KITS voor de steekproef ter plekke gedeeld met Philips.
3. Door middel van een checklist de KITS controleren.
4. Van elke KIT één selecteren welke volledig gecontroleerd wordt qua inhoud en serienummers. Hiervoor gebruiken wij het verzamelbestand 2022131.
5. Foto's maken van de gecontroleerde KITS.
6. Door middel van een checklist de Lumify en Everflo controleren.
7. Voorraad telling op basis van de pallets en aantal Lumify's en Everflo's.
8. Evalueren op de controle.
9. Auditrapport inclusief bijlagen opstellen en delen met belanghebbende.
10. Definitieve auditrapport inclusief bijlagen archiveren in het dossier.

Auditresultaten

Auditresultaat controle 1: voorraadadministratie

Op 23 december 2022 heeft VWS aan Philips gevraagd om het verzamelbestand op te leveren. Op 29 december 2022 heeft Philips het verzamelbestand aangeleverd. Op 13 januari 2023 zijn de twee bestanden met elkaar vergeleken, hieruit zijn geen onregelmatigheden of foutieve aantallen gevonden.

Auditresultaat controle 2: fysieke steekproef voorraad

KITS

Bij de controle van de KITS zijn geen bijzonderheden geconstateerd.

Lumify

In totaal zijn er 127 Lumify's geteld. De vermiste Lumify vanuit Letland is nog niet op voorraad gelegd.

Everflo

In totaal zijn er 2198 Everflo's geteld. Dit betekent dat er twee (2) Everflo's niet op voorraad liggen. Met Philips is afgesteld dat de twee (2) Everflo's z.s.m. weer op voorraad gelegd worden.

Ter bewijst van de audit zijn er diverse foto's gemaakt van de medische apparatuur en de voorraad. Deze zijn toegevoegd in het dossier.

*Aanvullende acties voor **Philips** naar aanleiding van de audit:*

1. Documentatie opleveren wat betreft het onderhoud van de medische apparatuur.
2. De twee niet voorradige Everflo's per direct op voorraad leggen en de kosten wat betreft onderhoud, opslag en verzekering in credit brengen bij VWS.

Checklist Audit ResEU voorraad					
KIT nummer				Op voorraad j/n?	Opmerkingen
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-053				ja	
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-062				ja	Volledige controle
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-EN-106				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007				ja	
KIT1-FR-007	5.1.1c	5.1.1c	5.1.1c	ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT1-FR-012				ja	
KIT2-EN-038				ja	
KIT2-EN-038				ja	
KIT2-EN-038				ja	
KIT2-EN-047				ja	
KIT2-EN-047				ja	
KIT2-EN-047				ja	
KIT2-FR-005				ja	Volledige controle
KIT2-FR-005				ja	Volledige controle
KIT2-FR-005				ja	Volledige controle
KIT2-FR-036				ja	
KIT2-FR-036				ja	
KIT2-FR-036				ja	
KIT3-EN-003				ja	
KIT3-EN-003				ja	
KIT3-EN-003				ja	
KIT3-EN-039				ja	
KIT3-EN-039				ja	
KIT3-EN-039				ja	
KIT3-FR-004				ja	Volledige controle
KIT3-FR-004				ja	Volledige controle
KIT3-FR-004				ja	Volledige controle
KIT3-FR-020				ja	
KIT3-FR-020				ja	
KIT3-FR-020				ja	

Naam			Magazijn rij	Op voorraad j/n?
Lumify			n.v.t.	ja
Everflo			RR01	ja
Everflo			RR02	ja
Everflo			RL01	ja
Everflo			RL02	ja
Everflo			RR01	ja
Everflo			RR02	ja
Everflo			RL01	ja
Everflo			RL02	ja
Everflo			Boven	ja
Everflo			M4	ja
Everflo			RR01	ja
Everflo			RR01	ja
Everflo			RR01	ja
Everflo			RR01	ja
Everflo			RL03	ja
Totaal aan pallets Everflo:				
Totaal aan everflo's				

To: 5.1.2e | 5.1.2e | @rijksoverheid.nl]
Cc: 5.1.2e | 5.1.2e | @minvws.nl]
From: 5.1.2e
Sent: Wed 4/26/2023 11:49:48 AM
Subject: RE: Auditrapport 2022 - RescEU voorraad
Received: Wed 4/26/2023 11:50:26 AM
[Maintenance 2022 KIT1 - KIT2 - KIT3 - Lumify.xlsx](#)
[Information on expiration date.xlsx](#)

Beste 5.1.2e

Het regulier onderhoud wordt volgens de in de Philips kwaliteitssystemen vastgelegde eisen uitgevoerd. Dit wil zeggen dat er eisen zijn op het gebied van

- Personen;
 - Deze moeten getrainde zijn in het uitvoeren van preventief onderhoud van de systemen
- Tools;
 - Indien nodig moeten voorzien zijn van een callibratiedatum welke niet verlopen mag zijn
- Audit;
 - De procedure is dat gedurende het jaar worden de personen geaudit door een ervaren Philips FSE die kijkt of de werkzaamheden volgens de geldende procedures en werkinstructies worden uitgevoerd

Uitkomst vanuit 2022 is dat alle mensen die mee hebben geholpen bij het RescEU onderhoud in 2022, werken volgens de normen en de gebruikte tools geen altijd binnen de calibratiedatum vielen. Vanwege persoonsgegevens mag ik deze echter niet delen.

5.1.1c

5.1.1c

5.1.1c

Ik hoop dat deze antwoorden voldoende zijn voor de bewijsvoering. Voor dit jaar is gebruik gemaakt van een nieuw onderhoudssysteem waarin alle testdata voor het onderhoud in 2023 wordt opgeslagen. Een download hiervan kan alleen via *.PDF gedeeld worden en alleen per werkorder (ongeveer 3 KIT's) nadat het onderhoud als geheel is uitgevoerd. Deze download is echter niet erg duidelijk bij onderhoud van de hoeveelheid equipment zoals in de RescEU voorraad. Als ik deze data volledig heb, ga ik proberen deze samen te vatten en te structureren in een duidelijk overzicht.

5.1.1c

Met vriendelijke groeten,

5.1.2e

5.1.2e

Health Systems Zone Benelux, Service Operations

Philips

High Tech Campus 52, 1st Floor North, 5656 AE Eindhoven,

Mobile: 5.1.2e, Email: 5.1.2e @philips.com

Simply switch to printing double-sided and printing less



Connect with Philips



From: 5.1.2e <5.1.2e@rijksoverheid.nl>

Sent: 25 April 2023 09:55

To: 5.1.2e <5.1.2e@philips.com>

Cc: 5.1.2e <5.1.2e@minvws.nl>

Subject: RE: Auditrapport 2022 - RescEU voorraad

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Goedemorgen 5.1.2e,

Kan jij reageren op de onderstaande vragen?

Ik hoor graag.

Met vriendelijke groet,

5.1.2e

5.1.2e

Rijksinkoop samenwerking

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties
Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag
Postbus 20011 | 2500 EA | Den Haag

Elke werkdag bereikbaar via:

M 5.1.2e
E 5.1.2e @rijksoverheid.nl

I www.rijksinkoop samenwerking.nl

**Contactcentrum** 5.1.2e

T 5.1.2e
5.1.2e @rijksoverheid.nl

Van: 5.1.2e

Verzonden: maandag 20 maart 2023 13:24

Aan: 5.1.2e <5.1.2e@philips.com>

CC: 5.1.2e) <5.1.2e@minvws.nl>

Onderwerp: RE: Auditrapport 2022 - RescEU voorraad

5.1.2e ,

Is het mogelijk dat jullie meer toelichting geven op het toegevoegde Excel document?

We zitten nu met de volgende vragen:

1. Wat zijn de afspraken qua onderhoud?
2. Hoe kunnen we in het Excel bestand zien dat aan deze onderhoudsafspraken zijn voldaan?

We hadden meer een lijst verwacht met data waaruit blijkt dat er onderhoud is gepleegd en welk onderhoud dan is uitgevoerd.

Ik hoor graag.

Met vriendelijke groet,

5.1.2e

5.1.2e

Rijksinkoop samenwerking

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties
Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag
Postbus 20011 | 2500 EA | Den Haag

Elke werkdag bereikbaar via:

M 5.1.2e
E 5.1.2e @rijksoverheid.nl

I www.rijksinkoop samenwerking.nl

**Contactcentrum RIS**

T 5.1.2e
5.1.2e @rijksoverheid.nl

Van: 5.1.2e <5.1.2e@philips.com>

Verzonden: donderdag 2 maart 2023 10:37

Aan: 5.1.2e <5.1.2e@rijksoverheid.nl>

CC: 5.1.2e) <5.1.2e@minvws.nl>; 5.1.2e <5.1.2e@philips.com>

Onderwerp: RE: Auditrapport 2022 - RescEU voorraad

In de bijlage de testdata van het RescEU onderhoud 2022.

Met vriendelijke groeten,

5.1.2e

From: 5.1.2e**Sent:** 22 February 2023 15:31**To:** 5.1.2e <5.1.2e@rijksoverheid.nl>**Cc:** 5.1.2e <5.1.2e@minvws.nl>; 5.1.2e <5.1.2e@philips.com>**Subject:** RE: Auditrapport 2022 - RescEU voorraad

Hi 5.1.2e,

Antwoorden op de aanvullende acties voor Philips naar aanleiding van de audit:

1. Documentatie opleveren wat betreft het onderhoud van de medische apparatuur.

- a. In de bijlage de testdata voor KIT2
- b. KIT1 en KIT3 volgen zsm

2. De twee niet voorradige Everflo's per direct op voorraad leggen en de kosten wat betreft onderhoud, opslag en verzekering in credit brengen bij VWS.

- a. Everflo's staan in bestelling echter heb ik nog geen delivery date ivm levertijden
- b. Credit voor kosten onderhoud, opslag en verzekering

- i. Actie om facturering te stoppen vanaf 01-Oct-2022

- 1. One, de 2 Everflo's vanaf 01-Oct-2022 zijn uit de standaard invoicing gehaald.

- ii. Actie om credit te geven vanaf 01-Jul-2021 tot 01-Oct-2022

- 1. Aantal kwartalen van 01-Jul-2021 tot 01-Oct-2022

5.1.1c

Vraag; Hoe wil VWS de credit ontvangen?

Met vriendelijke groeten,

5.1.2e

5.1.2e

Health Systems Zone Benelux, Service Operations

Philips

High Tech Campus 52, 1st Floor North, 5656 AE Eindhoven,

Mobile: 5.1.2e, Email: 5.1.2e@philips.com

Simply switch to printing double-sided and printing less



From: 5.1.2e <5.1.2e@rijksoverheid.nl>
Sent: 22 February 2023 15:17
To: 5.1.2e <5.1.2e@philips.com>
Cc: 5.1.2e <5.1.2e@minvws.nl>; 5.1.2e <5.1.2e@philips.com>
Subject: RE: Auditrapport 2022 - RescEU voorraad

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Hi 5.1.2e

Kan jij een update geven over de onderstaande acties:

*Aanvullende acties voor **Philips** naar aanleiding van de audit:*

1. Documentatie opleveren wat betreft het onderhoud van de medische apparatuur.
2. De twee niet voorradige Everflo's per direct op voorraad leggen en de kosten wat betreft onderhoud, opslag en verzekering in credit brengen bij VWS.

Met vriendelijke groet,

5.1.2e

5.1.2e

Rijksinkoop samenwerking

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties
Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag
Postbus 20011 | 2500 EA | Den Haag

Elke werkdag bereikbaar via:

M 5.1.2e

E 5.1.2e @rijksoverheid.nl

I www.rijksinkoop samenwerking.nl

Linked in

Contactcentrum 5.1.2e

T 5.1.2e

5.1.2e @rijksoverheid.nl

Van: 5.1.2e

Verzonden: dinsdag 31 januari 2023 12:36

Aan: 5.1.2e <5.1.2e@philips.com>

CC: 5.1.2e <5.1.2e@minvws.nl>; 5.1.2e <5.1.2e@philips.com>; 5.1.2e <5.1.2e@rijksoverheid.nl>

Onderwerp: Auditrapport 2022 - RescEU voorraad

Goedemiddag 5.1.2e,

In de bijlage heb ik het definitieve auditrapport toegevoegd.

Kan jij dit rapport vanuit jullie kant beoordelen op juistheid en volledigheid en eventueel aanvullen?

Vragen?

Bel en mail mij.

Met vriendelijke groet,

5.1.2e

5.1.2e

Rijksinkoop samenwerking

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties

Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag

Postbus 20011 | 2500 EA | Den Haag

Elke werkdag bereikbaar via:**M** 5.1.2e**E** 5.1.2e [@rijksoverheid.nl](mailto:5.1.2e@rijksoverheid.nl)**I** www.rijksinkoop samenwerking.nl**Linked in**

Contactcentrum RIS**T** 5.1.2e5.1.2e [@rijksoverheid.nl](mailto:5.1.2e@rijksoverheid.nl)

Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

This message may contain information that is not intended for you. If you are not the addressee or if this message was sent to you by mistake, you are requested to inform the sender and delete the message. The State accepts no liability for damage of any kind resulting from the risks inherent in the electronic transmission of messages.

The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.

Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

This message may contain information that is not intended for you. If you are not the addressee or if this message was sent to you by mistake, you are requested to inform the sender and delete the message. The State accepts no liability for damage of any kind resulting from the risks inherent in the electronic transmission of messages.



Public Service Contract

between

Ministry of Health, Welfare and Sport

and

Philips Nederland B.V.

in the matter of

**RescEU physical medical stockpile of medical
equipment'**

with reference

201850033.131.023



Contract number: 201850033.131.023

Name and address data:

Name: Philips Nederland B.V.
 Address: High Tech Campus 52
 5656 AG Eindhoven,
 The Netherlands

IBAN code: 5.1.2e

BIC code: 5.1.2e

The undersigned:

1. The State of the Netherlands, which has its seat in The Hague,
 represented by the Minister of Medical Care and Sport,
 legally represented in this matter by

5.1.2e 5.1.2e the Department
 of Pharmaceutical Affairs and Medical Technology,
 hereinafter referred to as the Contracting Authority,

and

2. Philips Nederland BV,
 which has its registered office in Eindhoven,
 legally represented in this matter by

5.1.2e Philips Benelux and 5.1.2e 5.1.2e
 hereinafter referred to as the Contractor,

WHEREAS:

- a) The European Union, represented by the European Commission (' the Commission ') has awarded the Contracting Authority a grant by signing a Grant Agreement in December 2020 in order to execute a so-called rescEU action, i.e. stockpiling and hosting of medical equipment.
- b) In performing its duties the Contracting Authority initiated an accelerated open procedure to award a contract for stockpiling and hosting of Medical Equipment by means of a Public Service Contract;
- c) a tender notice was sent by or on behalf of the Contracting Authority to the Supplement to the Official Journal of the European Union (hereinafter referred to as the Official Journal) on 2nd February 2021 and has been published under number TED06/2021-218563;
- d) the Contracting Authority awarded the Contract to the Other Party June 24th.



AGREE AS FOLLOWS:

I GENERAL

Article 1 Definitions

The following terms are written with initial capitals and are defined as follows:

- 1.1 Agreed Use: the use that the Contracting Authority intends to make of the Materials as known to the Contractor at the time of the conclusion of the Contract;
- 1.2 Contract: the written agreement between the Contracting Authority and the Contractor to which the Terms and Conditions are declared to apply;
- 1.3 Enhanced Version: a subsequent version of the Standard Software in which Defects have been repaired and/or its operation has otherwise been improved.
- 1.4 Materials: equipment and consumables for the installation, implementation, use or maintenance, such as cables, smartcards and physical data carriers on which the Software is supplied.
- 1.5 Party: the Contracting Authority or Contractor, depending on the context;
- 1.6 Professional Errors: shortcomings such as mistakes, acts of carelessness, negligence, omissions and erroneous advice, which a competent and conscientious contractor would, in the given circumstances and assuming a normal degree of attention, competence and professionalism, not commit.
- 1.7 Services: the work the Contractor is to perform for the Contracting Authority under the terms of the Contract and as described in the Descriptive document and other various tender documents.
- 1.8 Software: the set of program rules to be provided by the Contractor and capable of being used, either directly or indirectly, by a computer to achieve a particular, defined result. Software can be classified as Standard Software or Custom Software.
- 1.9 Standard Software: Software developed for general use that is made available to the Contracting Authority on a non-exclusive basis.
- 1.10 Working Day: calendar day.

Article 2 Subject of the Contract

- 2.1 The Contracting Authority hereby commissions the Contractor to ensure the direct availability of sufficient, reliable and CE-certified medical products for all EU member states and participating states to the EU Civil Protection Mechanism in case of an emergency.
- 2.2 Contractor will therefore deliver a "ready to deploy" fully serviced physical stockpile of CE Certified medical equipment ("Equipment") to be stored in a warehouse that is located in the Netherlands with access to all modes of transportation (airport, train, road, water) in close vicinity to the warehouse (<1 hour and 25 minutes' drive in usual traffic circumstances. Equipment has to be ready for deployment within 12 hours. Delivery of the equipment to all EU members states and participating states should be within approximately 48 hours. The Contracting Authority will confirm the request for delivery in writing (eg e-mail).



- 2.3 The Contractor delivers the following supplies and services in compliance with the scope as described in the Descriptive document:

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	2.300
A2	Central overview stations and necessary accessories.	125
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	4.000

Serial number	Services	Number
B1	<u>Implementation</u> : Supply CE-certified medical equipment, including tested protocols and procedures.	
B2	<u>Stock management</u> : the quality control, storage, maintenance and management of the stockpile of the medical equipment and accessories.	
B3	<u>Deployment</u> : direct accessibility to the stockpile and readiness for deployment within 12 hours and safe transport within approximately 48 hours of the products to all European Member States and in participating states to the European Protection Mechanism via road, boat, rail and air, including installation (within a few hours) and training in the country of destination.	
B4	Maintenance after installation at location of final destination.	
B5	Redeployment of Medical Equipment	

- 2.4 Quality assurance is part of the Contract. Quality assurance means that, in the performance of the Contract, measures will be taken to ensure that the Contracting Authority can make the Agreed Use of the Deliverable. Contractor will take these measures on its own initiative. In addition, the Contracting Authority is entitled to propose such measures at any time. Contractor must cooperate with such measures and implement their results in such a manner as may reasonably be expected of it. Contracting Authority grants access to the Stockpile to Contractor to perform these quality assurance measures.



- 2.5 The following documents are an integral part of this Contract. In the event of inconsistencies, a higher ranked document takes precedence over a lower ranked document:
1. this document;
 2. the Descriptive Document including Annexes
 - Annex I the Programme of Requirements and Declaration of Agreement;
 - Annex II Response to the Award criteria;
 - Annex III Price
 3. Information notice dated: February 12th 2021
- 2.6 Amendments or additions to the Contract are binding only if the Parties have explicitly agreed them in writing.
- 2.7 This Contract is formed once it has been signed by both Parties.

II PERFORMANCE OF THE CONTRACT

Article 3 Guarantees given by the Contractor

- 3.1 The Contractor guarantees that the Services to be provided by it or on its behalf meet the requirements laid down in the Contract and its Annexes.
- 3.2 The Contractor guarantees that the Services to be provided by it or on its behalf will be performed in a professional manner.

Article 4 Reporting

- 4.1 Contractor will provide the Contracting Authority a progress report for each of the first 3 monthly meetings as more detailed in the Programme of Requirements.

Article 5 Place and time of performance

- 5.1 The Services will be performed within the European Territory in accordance with the required time schedule of deployment and delivery at destination.

Article 6 Replacement of staff responsible for performing the Services

- 6.1 Contractor is responsible for performing the Services by qualified staff.
- 6.2 If staff responsible for performing the Contract are replaced, the expertise, qualifications and experience of the replacement staff deployed by the Contractor must be at least equal to those of the original staff.

Article 7 Use of Contracting Authority's property

NOT APPLICABLE

Article 8 Subcontracting

- 8.1 In performing the Contract, the Contractor may make use of third-party services only after it has obtained the Contracting Authority's consent. The Contracting Authority will not withhold its consent without good reason. It may attach conditions to its consent.
- 8.2 The fact that the Contracting Authority has given its consent does not affect the Contractor's own responsibility and liability for discharging the obligations imposed on it under the Contract, and for discharging the obligations imposed on it as an employer under tax and social insurance law.

III RELATIONSHIP BETWEEN PARTIES AND SUPERVISION

Article 9 Progress reports

- 9.1 The Contractor will report to the Contracting Authority on the progress of the work as often as and in a manner as the Contract prescribes, or as the Contracting Authority deems fit.



Article 10 Contacts

- 10.1 Each Party will designate a contact who will be responsible for maintaining contacts in relation to the performance of the Contract. The Parties will notify each other of the person they have appointed as their contact.
- 10.2 The contacts may represent and bind the Parties only as regards the performance of the Contract. They may not amend the Contract.
- 10.3 The Contracting Authority's contact is 5.1.2e
- 10.4 The Contractor's contact is 5.1.2e

Article 11 Supervisory/steering committee

NOT APPLICABLE

Article 12 Method of notification

- 12.1 Notifications given by one Party to the other, including undertakings and further agreements, that are relevant to the performance of the Contract are binding on the Parties only if they are given or confirmed in writing by an authorised person.
- 12.2 'In writing' is understood to include 'electronically', provided:
 - a. the notification can be consulted by the addressee;
 - b. the authenticity of the notification is sufficiently guaranteed; and
 - c. the identity of the sender can be determined with sufficient certainty.

Article 13 Confidentiality

- 13.1 Each Party will not divulge in any way any information that comes to its knowledge in performing the Contract and which it knows or may reasonably be assumed to know is confidential, except in so far as it is compelled to divulge such information under a statutory regulation or court ruling.
- 13.2 Each Party will impose the same duty of confidentiality on its own Staff and guarantees that it will fulfil it.

Article 14 Processing of personal data

NOT APPLICABLE

Article 15 Security

- 15.1 The Contractor will instruct the Contractor's Staff involved in the performance of the work, in so far as the work is performed on the Contracting Authority's premises, to comply with the Contracting Authority's security procedures and other rules. The Contracting Authority will inform the Contractor in good time about these procedures and rules.
- 15.2 The Contracting Authority may require the Contractor to provide certificates of conduct for the Contractor's Staff, at least three Working Days before work begins on the Contracting Authority's premises.
- 15.3 The Contracting Authority may carry out security checks on members of the Contractor's Staff, in accordance with the rules usually applied by the Contracting Authority. The Contractor will lend its full cooperation to such checks. The Contracting Authority may, on the basis of the results of a security check, refuse to allow the person in question to work on the Contract, without giving any reasons.

IV FINANCIAL PROVISIONS

Article 16 Payment and upward and downward contract variations

- 16.1 The Contracting Authority will pay for the costs actually incurred and the hours actually worked by the Contractor, unless a fixed fee has been agreed in the Contract.



- 16.2 Should any additional requirements stipulated by the Contracting Authority, any new information that is brought to the notice of the Contracting Authority or any changes to the statutory regulations applicable to the work in question lead to the work performed by the Contractor under the Contract becoming demonstrably more demanding or extensive, this additional work constitutes an upward contract variation for which the Contractor may charge a fee. Additional work or new information which the Contractor could have foreseen when the Contract was signed is not regarded as constituting an upward contract variation. If a Party regards a particular request as constituting an upward contract variation, it will notify the other Party thereof as quickly as possible.
- 16.3 The Contractor will not start any additional work that constitutes an upward contract variation until it has received a written order to this effect from the Contracting Authority. In order to obtain such an order, the Contractor will issue a written quotation specifying the amount of additional work that is to be performed, its duration and cost. Any additional work performed by the Contractor will be subject to the provisions of the Contract, including those on fees and discounts, where relevant, in so far as these have not been amended by the Contracting Authority's written order. When submitting a quotation, the Contractor may not impose terms and conditions that are either more detailed or more stringent than the original Terms and Conditions, unless it does so with the Contracting Authority's consent.
- 16.4 The Contractor will always accept and carry out an order for additional work. Such an order for additional work is subject to the provisions of the Contract.
- 16.5 Should any new information that is brought to the notice of the Contracting Authority or any changes to the statutory regulations applicable to the work in question lead to the work performed by the Contractor under the Contract becoming demonstrably less demanding or extensive, this constitutes a downward contract variation for which the Contracting Authority is entitled to a discount. If a Party regards a particular change as constituting a downward contract variation, it will notify the other Party thereof in writing as quickly as possible. If a fixed fee has been agreed, the Parties will consult to agree on the value of the discount, which will be deducted from the agreed fee.
- In line with the financial stipulations of the EUR Grant, Contracting Authority will pay the final 10% of the eligible costs to Contractor only after final settlement from the EU has taken place. Final settlement from the EU may take up to 5 months after the end date of the Contract.

Article 17 Invoicing

- 17.1 The Contractor will send the invoice electronically so that the Contracting Authority can receive and process it electronically, in accordance with the specifications issued by the Contracting Authority.
- 17.2 The Contractor will send invoices to the Contracting Authority. Each invoice will state the date and number of the Contract and the relevant VAT charge. If applicable under article 4, the Contractor will enclose a copy of the notice of acceptance with the invoice, together with any other information requested by the Contracting Authority.
- 17.3 Contractor will send invoices in accordance with the payment scheme as agreed upon between the Parties.

Article 18 Payment and invoice audits

- 18.1 The Contracting Authority will pay the Contractor the amount owing under the Contract no later than 30 days of receiving the relevant invoice, provided it satisfies the provisions of the Contract. The fee covers all Services to be performed by the Contractor under this Contract, plus any materials needed for this purpose.



- 18.2 If the Contracting Authority fails without good reason to pay an invoice within the time limit stipulated in article 18.1, it will automatically be liable to pay: a. compensation as referred to in article 6:96, paragraph 4 of the Dutch Civil Code, and b. statutory interest as referred to in article 6:119b, paragraph 1 of the Dutch Civil Code. The compensation and interest will be payable on demand.
- 18.3 For reasons of auditing Contracting Authority may request the Contractor to provide a yearly audited annual report.
- 18.4 The Contracting Authority may defer payment of an invoice or a portion thereof, about which the Parties have failed to reach agreement, for the duration of the accountant's audit. The Contracting Authority will exercise this right only if it has reasonable doubts about the accuracy of the invoice in question.
- 18.5 The Contractor is not entitled to suspend or terminate its work on account of the Contracting Authority's failure to pay an invoice within the stipulated time limit, or if the Contracting Authority does not pay an invoice because it suspects that the invoice is inaccurate or because the Services have not been properly performed.

Article 19 Bank guarantee

- 19.1 A bank guarantee must be submitted by Contractor for the following two situations:
 - (1) In case of any advanced payments as referred to in article 17;
 - (2) In case of penalties as referred to in sections 52 and 53 of the Programme of Requirements and art. 20.3 of this document.

V NON-PERFORMANCE

Article 20 Potential delays

- 20.1 If there is any risk of the performance of the Services being delayed, the Contractor will immediately notify the Contracting Authority, explaining the reasons for and the consequences of the potential delay. The Contractor will also propose measures to avoid further delay.
- 20.2 Within 14 days of receiving the notification referred to in the preceding paragraph, the Contracting Authority will notify the Contractor whether or not it agrees with the proposed measures and the consequences described by the Contractor. Agreement does not imply any acceptance by the Contracting Authority of the cause of the potential delay, and does not affect any other rights or claims accruing to the Contracting Authority under the Contract and legislation.
- 20.3 If any of the Key performance indicators as described in the Programme of requirements, i.e. Key performance indicator 1 (8 weeks supply) or Key performance indicator 2 (12 hours deadline), have not been performed in full in accordance with the terms of the contract within the time limits as agreed upon, contractor will owe Contracting Authority an immediately payable penalty of the value of the device in question per day, for every day the failure persists, with a maximum of 10% of the value of the total amount of equipment agreed upon to be supplied.

Article 21 Liability

- 21.1 If one of the Parties fails to discharge its obligations under the Contract, the other Party may give notice of default. The defaulting Party is deemed to be immediately in default, however, if it is clear that there is no prospect whatsoever of it discharging the obligations in question within the stipulated time limit for reasons other than force majeure. The notice of default will be given in writing, and the defaulting Party will be given a reasonable period of time in which to discharge its obligations. This is a strict deadline. The defaulting Party is in default if it fails to discharge its obligations by the deadline set.
- 21.2 The notice of default referred to in the preceding paragraph is not required if the time limit by which the agreed Services should have been performed has been



extended prior to its expiry. If the defaulting Party fails to discharge its obligations as described in the preceding paragraph by the end of the extended time limit, the defaulting Party is held to be immediately in default as from that date.

- 21.3 Unless agreed otherwise, a Party that imputably fails to discharge its obligations is liable to the other Party for any direct damage incurred by the other Party, on the understanding that liability is limited to a maximum of EUR 1.250.000,00 per case and a total amount of EUR 2.500.000,00 per Contract year. Liability for consequential or indirect damages is excluded.
The limitation of liability referred to above will not apply:
- a. in the event of third-party claims for compensation in respect of death or personal injury;
 - b. in the event of intent or gross negligence on the part of the other Party, the Contractor's Staff or the Contracting Authority's Staff;
 - c. in the event of a breach of intellectual property rights as referred to in article 24;
- 21.4 If, in performing the Services, the Contractor makes use of property belonging to the Contracting Authority as referred to in article 7, the Contractor is liable for any damage caused to such property. The limitation of liability set out in paragraph 3 applies mutatis mutandis.
- 21.5 If the Contractor or third parties suffer damage, in whatever manner, as a result of using property belonging to the Contracting Authority as referred to in article 7, the Contractor will bear the full expense and risk. The limitation of liability set out in paragraph 3 applies mutatis mutandis.
- 21.6 The Contractor is liable for all obligations in respect of the Contractor's Staff, including those arising under tax and social insurance law. The Contractor indemnifies the Contracting Authority against any liability attributable to Contractor. The limitation of liability referred to in paragraph 3 does apply.

Article 22 Cancellation and notice of termination

- 22.1 Without prejudice to the other provisions of the Contract, either Party may cancel the Contract in full or in part by registered letter, without recourse to the courts, if the other Party is in default or compliance is permanently or temporarily impossible, unless the breach does not warrant cancellation in view of its exceptional nature or limited importance.
- 22.2 If one of the Parties is unable to discharge its obligations under the Contract as a result of force majeure, the other Party is entitled to cancel the Contract in full or in part, subject to a reasonable period for Contractor to take appropriate measures in order to comply to its obligations. If Contractor is not able to comply to its obligations within twenty (20) Working Days as from the date on which the circumstance that produced the force majeure arose, Contracting Authority may cancel the Contract immediately.
- 22.3 The term 'force majeure' will have the meaning in accordance with article 6:75 Dutch Civil Code.
- 22.4 The Contracting Authority may cancel the Contract forthwith out of court by registered mail if the Contractor applies for or is granted a provisional or definitive suspension of payments, files for bankruptcy, is declared bankrupt, if its business is wound up, if it ceases trading, if a substantial proportion of its assets are seized, if it undergoes a merger or a division or is dissolved, or if it is deemed on any other grounds to be no longer capable of discharging its obligations under the Contract.

Article 23 Retention of right to demand performance

The fact that one of the Parties omits to demand the performance of any provision of the Contract within a time limit set by the Contract does not affect its right to demand



performance at a later date, unless the Party in question has expressly agreed to the non-performance in writing.

VI MISCELLANEOUS

Article 24 Intellectual property rights

- 24.1 Unless agreed otherwise, all copyrights and database rights that may be exercised in relation to the results of the Services performed by the Contractor accrue to the Contractor.
- 24.2 In so far as the results of the Services performed are achieved partly or wholly using existing intellectual property rights that do not accrue to the Contracting Authority, the Contractor grants the Contracting Authority a non-exclusive and irrevocable right of use for an indefinite period. In such an event, the Contractor guarantees that it is entitled to grant the aforesaid right of use for the purposes of the Contract's objectives.
- 24.3 The Contractor indemnifies the Contracting Authority against all claims brought by third parties in respect of any breach (attributable to Contractor) of their intellectual property rights, including equivalent claims relating to knowledge, unlawful competition and suchlike, provided that these are subject to the usual and reasonable conditions that:
 - 1) the indemnification is only applicable in case of a breach that is attributable to supplier or one of its subcontractors;
 - 2) the contracting authority will inform supplier as soon as reasonably possible about the received claim;
 - 3) the contracting authority will refrain from any material involvement in the handling of the claim (such as negotiating a settlement, admitting liability etc), other than passing it through to supplier. The Contractor is obliged to take any action that may help to prevent stagnation and to limit the additional costs and/or damage incurred as a result of such breaches, and to do so at its own expense.
- 24.4 Intellectual property rights arising from the Services performed other than those referred to in articles 24.1 may never be exercised against the Contracting Authority, and the Contractor assigns to the Contracting Authority a non-exclusive and irrevocable right to use such rights, free of charge, for an indefinite period for the purposes of the Contract's objectives.

Article 25 Assignment of rights and obligations under the Contract

- 25.1 The Parties may not transfer their rights and obligations under the Contract to third parties without the consent of the other Party. The other Party will not withhold its consent without good reason. The Parties may attach conditions.
- 25.2 Paragraph 1 does not apply to the establishment of limited rights, such as a right of pledge.

Article 26 Insurance

- 26.1 The Contractor has taken out and will retain adequate and customary insurance cover in accordance with generally accepted standards in respect of the following risks:
 - a. professional liability, i.e. the risks arising from Professional Errors;
 - b. business liability, including liability for damage caused to persons or the Contracting Authority's property;
 - c. loss of or damage to business property (including as a result of fire or theft), including items of property owned by the Contracting Authority. For sake of clarity, the RescEU stockpile medical equipment is owned by the Contracting Authority, who will be the beneficiary of the insurance policy for this stockpile.
- 26.2 At the Contracting Authority's request, the Contractor will immediately present a



declaration of its insurer stating that Contractor is proper insured against the risks as mentioned in 26.1.

Article 27 Employment conditions

- 27.1 In performing the Services, the Contractor will comply with the applicable legislation on employment conditions and with the collective labour agreement applicable to it and its staff.
- 27.2 The Contractor will record all agreements on employment conditions made for the purpose of the performance of the Contract in a clear and accessible manner.

Article 28 Bribery and conflict of interests

- 28.1 The Parties will not offer to each other or to third parties, or ask for, accept or obtain a promise of, from each other or third parties, whether for themselves or for any other party, any gift, reward, compensation or benefit of any form whatsoever if this could be construed as constituting an illicit practice. Such a practice may constitute grounds for cancelling the Contract either in full or in part.
- 28.2 Should it transpire that a member of the Contracting Authority's Staff is also in the Contractor's employment, regardless of whether or not such employment is paid, or was in the Contractor's employment at the time when negotiations took place on the formation of the Contract, and that the Contracting Authority was not informed of this prior to the signing of the Contract, the Contracting Authority may cancel the Contract with immediate effect, without being required to give any notice of default or to pay any compensation.

Article 29 Invalidity

- 29.1 If one or more provisions of the Terms and Conditions or the Contract are found to be invalid or are nullified by a court of law, the remaining provisions will retain their legal force. The Parties will consult on the former provisions in order to make an alternative arrangement. The alternative arrangement must not undermine the purpose and the purport of the Terms and Conditions or the Contract.

Article 30 Follow-up order

- 30.1 The Contract does not entitle the Contractor to any follow-up orders.

Article 31 Publicity

- 31.1 The Contractor may not refer to the Contract either implicitly or explicitly in publications (including press releases) or advertisements and may use the Contracting Authority's name as a reference only with the Contracting Authority's consent.

Article 32 Long-term provisions

- 32.1 Provisions which by their nature are intended to persist after the Contract has been performed will remain in force after the expiry of the Contract. These obligations include in any event the provisions on guarantees (article 3), liability (article 21), intellectual property rights (article 24), confidentiality (article 13), and disputes and applicable law (article 33).

Article 33 Social return

Contractor spends during the period of the agreement 2% of the total contract value on social return, as referred to in the Directive document and the programme of requirements.

Article 34 Disputes and applicable law



33.1 Any dispute between the Parties in relation to the Contract will be submitted only to the competent court in the district of The Hague, unless the Parties agree on an alternative means of settlement at the time a dispute arises.

33.2 The Contract is governed by Dutch law.

This Contract is formed once it has been signed by Parties.

Done on the later of the two dates stated below and signed in duplicate.

The Hague, 26-07-2021

Eindhoven 23-7-2021

For the Ministry of Health, Welfare and Sport,
on behalf of the Minister of Medical Care and
Sport,

For Philips Nederland BV.

5.1.2e

5.1.2e

5.1.2e

5.1.2e

5.1.2e

the Department
of Pharmaceutical Affairs and Medical
Technology

5.1.2e

5.1.2e

5.1.2e

5.1.2e

Annexes

1. Descriptive document February 2nd 2021 reference 201850033.131.023;
including Annexes
 - - Annex I the Programme of Requirements and Declaration of Agreement;
 - - Annex II Response to the Award criteria;
 - - Annex III Price
2. Tender dated February 2nd 2021;
3. Information notice dated: February 12th 2021.

Monthly Progress Report
August 11th,2021**RescEU physical medical stockpile of medical
equipment'****with reference****201850033.131.023**

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the reporting periods. A separate template be used to inform for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

Next to this report, there will be an Annual Progress Report in line with Requirement 49 (Annex 1), in the form of template Annex A, that will be provided no later than January 7th.

Timeline:

Date	Deliverable	Template
26/7/2021	Contract signed	
29/7/2021	Stockpile handover	
13/8/2021	Monthly progress report	This document
14/9/2021	Monthly progress report	This document
14/10/2021	Monthly progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27/7/2021
5.1.2e	Additional info added	9/8/2021
5.1.2e	Additional info added	11/8/2021

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment over the past couple months. All equipment listed in table 1 is delivered into the stockpile.

On July 29th, VWS visited the warehouse location. Both VWS and Philips signed for the handover of ownership from Philips to VWS of the equipment listed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	2.300
A2	Central overview stations and necessary accessories.	125
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Action	Description	Due date / status
1	Philips to deliver detailed list of stock with serial numbers of the equipment to VWS	Completed July 30 th , 2021
2	Control/audit based on the serial number list against the equipment in the stockpile by VWS	To be scheduled before 31/12/2021

Table 2. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to handle the RescEU requestst with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g. to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.



Monthly Progress Report

RescEU physical medical stockpile of medical equipment'
201850033.131.023 - August 2021

From: 5.1.2e 5.1.2e @bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e 5.1.2e @philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	5.1.2e
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e @generalhospitalohrid.mk
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e

5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-		



Service Planning
Gant Chart V01.pdf



Service Planning
Gant Chart V01.mpp

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance is scheduled in ServiceMax, which will
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:
 - KPI's;
 1. Complete and On Time (Average of all PI's)
 2. Material Status (Average of all Material PI's)
 4. Logistics (Average of all Logistic PI's)
 - PI's;
 - M1. Maintenance Status (100% maintenance track record on stockpile)
 - M2. Disposable Status (100% Shelf life not expired)
 - M4. Cycle Count
 - L2. Order Received
 - L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
 - L4. Delivery at Location (approximately 60 hours from Order Received)
 - L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management f

1.6 Proof of adequate monitoring system of remaining shelf life of materials/consumables and their timely removal and replenishment, as well as on execution of the first in, first out concept for all equipment and materials

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged.

Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site



Service Planning
Gant Chart V01.pdf



Service Planning
Gant Chart V01.mpp

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU
Outbound Order Pic

1.7 Status of development of the required training tools (virtual and/or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPFP](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date / status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	To be scheduled after holiday season

Table 4.

1.8 Status update on the creation of the emergency preparedness plan

Standard operating procedures are completed for:

- Visiting the warehouse location 'Visit registration'
- Requesting equipment from the stockpile
- Outbound order picking
- Updating the installed base after equipment is send to an EU member state

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings will be scheduled with the local services leads. During these calls, the emergency readiness including the local availability of protective materials will be discussed.


1.9 Overview of invoiced amounts and invoices to be expected in August



942184838.pdf

Invoice uploaded via tradeInterop portal

Pagina 1 / 2



Factuur naar 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Verkocht aan 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Leveringsadres 5.1.2e
Rhenus Contract Logistics
whse Son2
Ekkersrijt 2066
5692 BA SON EN BREUGEL
NETHERLANDS

Debetnota
Documentnummer: 942184838
Documentdatum: 06.08.2021

Onze referentie: 18141396

Uw referentie: 201850033.131.023 / RescEU stockpil
Totaalbedrag incl. btw 5.1.1c
Uw btw-nummer: NL006756402B21

Ons btw-nummer: NL001786519B01

Onze contactgegevens
E-Mail: 5.1.2e@philips.com

Incoterms: CIP
Vervaldatum: 05.09.2021

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
10	Premium bedsides multiparametric patient	1.900 PCE	Nettobedrag btw (21%)	
20	High-end transport multiparametric patie	400 PCE	Nettobedrag btw (21%)	
30	Central overview stations	125 PCE	Nettobedrag btw (21%)	
40	Ultrasound machines	220 PCE	Nettobedrag btw (21%)	
50	Oxygen concentrators	4.000 PCE	Nettobedrag btw (21%)	



Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
	Premium bedside multiparametric patient monitoring devices including necessary accessories			
	High-end transport multiparametric patient monitoring devices including necessary accessories			
	Central overview stations and necessary accessories			
	Ultrasound machines including necessary accessories			
	Oxygen concentrators and necessary accessories			
			Totaalbedrag excl. btw	
			Totaalbedrag btw	5.1.1c
			Totaalbedrag incl. btw EUR	5.1.1c
Gelieve bij betaling ons documentnummer 942184838 te vermelden.				

Monthly Progress Report

September 16th,2021

**RescEU physical medical stockpile of medical
equipment'**

with reference

201850033.131.023
3057-27522

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the reporting periods. A separate template be used to inform for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

Next to this report, there will be an Annual Progress Report in line with Requirement 49 (Annex 1), in the form of template Annex A, that will be provided no later than January 7th.

Timeline:

Date	Deliverable	Template
26/7/2021	Contract signed	
29/7/2021	Stockpile handover	
13/8/2021	Monthly progress report	This document
16/9/2021	Monthly progress report	This document
14/10/2021	Monthly progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27/7/2021
5.1.2e	Additional info added	9/8/2021
5.1.2e	Additional info added	11/8/2021
5.1.2e	Additional info added	16/9/2021

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment over the past couple months. All equipment listed in table 1 is delivered into the stockpile.

On July 29th, VWS visited the warehouse location. Both VWS and Philips signed for the handover of ownership from Philips to VWS of the equipment listed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	2.300
A2	Central overview stations and necessary accessories.	125
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Action	Description	Due date / status
1	Philips to deliver detailed list of stock with serial numbers of the equipment to VWS	Completed July 30 th , 2021
2	Control/audit based on the serial number list against the equipment in the stockpile by VWS	To be scheduled before 31/12/2021

Table 2. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to handle the RescEU requestst with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g. to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.



Monthly Progress Report

RescEU physical medical stockpile of medical equipment'
201850033.131.023 / 3057-27522- September 2021

From: 5.1.2e 5.1.2e @bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e 5.1.2e @philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

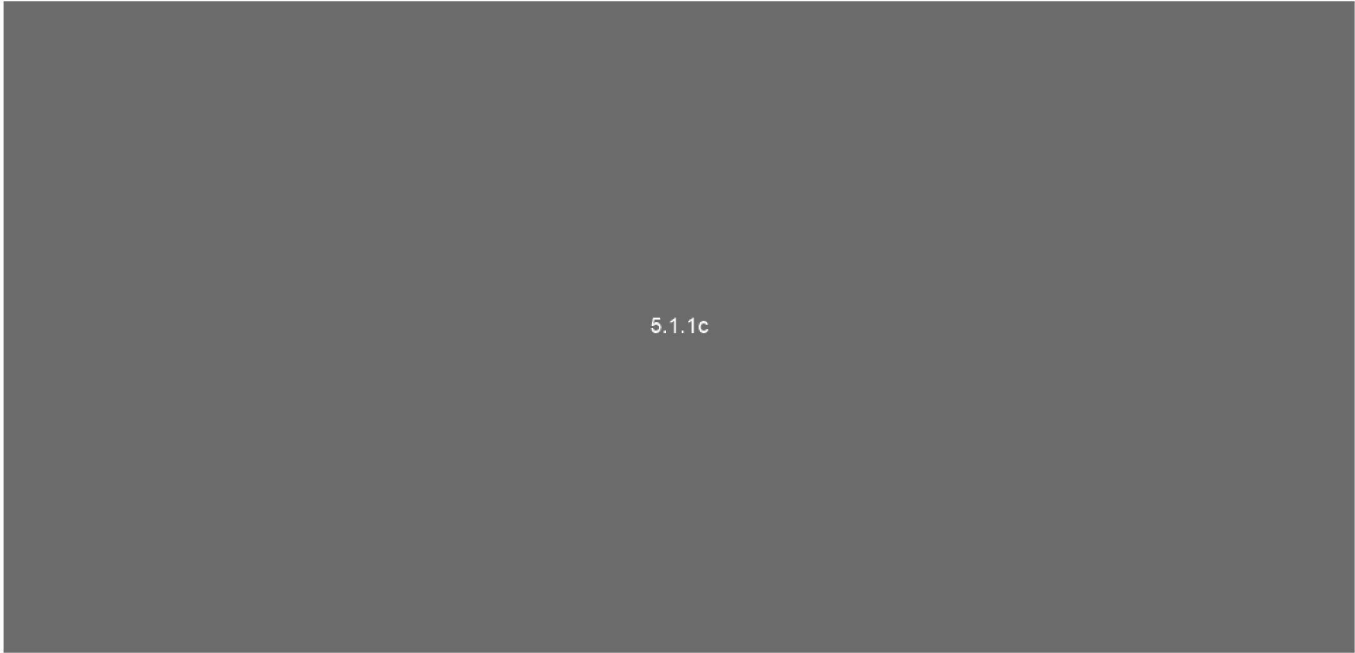
Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	5.1.2e
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e @generalhospitalohrid.mk
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e



5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-		



Service Planning
Gant Chart V01.pdf



Service Planning
Gant Chart V01.mpp

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance is scheduled in ServiceMax, which will
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:
 - KPI's;
 1. Complete and On Time (Average of all PI's)
 2. Material Status (Average of all Material PI's)
 4. Logistics (Average of all Logistic PI's)
 - PI's;
 - M1. Maintenance Status (100% maintenance track record on stockpile)
 - M2. Disposable Status (100% Shelf life not expired)
 - M4. Cycle Count
 - L2. Order Received
 - L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
 - L4. Delivery at Location (approximately 60 hours from Order Received)
 - L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management f

1.6 Proof of adequate monitoring system of remaining shelf life of materials/consumables and their timely removal and replenishment, as well as on execution of the first in, first out concept for all equipment and materials

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged.

Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site



Service Planning
Gant Chart V01.pdf



Service Planning
Gant Chart V01.mpp

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU
Outbound Order Pic

1.7 Status of development of the required training tools (virtual and/or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPFP](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date / status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	To be scheduled after holiday season

Table 4.

1.8 Status update on the creation of the emergency preparedness plan

Standard operating procedures are completed for:

- Visiting the warehouse location 'Visit registration'
- Requesting equipment from the stockpile
- Outbound order picking
- Updating the installed base after equipment is send to an EU member state

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings will be scheduled with the local services leads. During these calls, the emergency readiness including the local availability of protective materials will be discussed.


1.9 Overview of invoiced amounts and invoices to be expected in August



942184838.pdf

Invoice uploaded via tradeInterop portal

Pagina 1 / 2



Factuur naar 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Verkocht aan 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Leveringsadres 5.1.2e
Rhenus Contract Logistics
whse Son2
Ekkersrijt 2066
5692 BA SON EN BREUGEL
NETHERLANDS

Debetnota
Documentnummer: 942184838
Documentdatum: 06.08.2021

Onze referentie: 18141396

Uw referentie: 201850033.131.023 / RescEU stockpil
Totaalbedrag incl. btw: 5.1.1c
Uw btw-nummer: NL006756402821

Ons btw-nummer: NL001786519801

Onze contactgegevens
E-Mail: 5.1.2e@philips.com

Incoterms: CIP
Vervaldatum: 05.09.2021

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
10	Premium bedsides multiparametric patient	1.900 PCE	Nettobedrag btw (21%)	
20	High-end transport multiparametric patie	400 PCE	Nettobedrag btw (21%)	
30	Central overview stations	125 PCE	Nettobedrag btw (21%)	5.1.1c
40	Ultrasound machines	220 PCE	Nettobedrag btw (21%)	
50	Oxygen concentrators	4.000 PCE	Nettobedrag btw (21%)	

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
	Premium bedside multiparametric patient monitoring devices including necessary accessories			
	High-end transport multiparametric patient monitoring devices including necessary accessories			
	Central overview stations and necessary accessories			
	Ultrasound machines including necessary accessories			
	Oxygen concentrators and necessary accessories			
Totaalbedrag excl. btw				
Totaalbedrag btw				5.1.1c
Totaalbedrag incl. btw EUR				5.1.1c
Gelieve bij betaling ons documentnummer 942184838 te vermelden.				

To: [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED]@rijksoverheid.nl]; [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED]@minvws.nl]
Cc: [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED]@philips.com]; [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED]@philips.com]
From: [REDACTED] 5.1.2e [REDACTED] 5.1.2e
Sent: Thur 9/16/2021 9:40:50 AM
Subject: Progress report RescEU stockpiling_Monthly Report_final_2021SEP16
Received: Thur 9/16/2021 9:41:25 AM
[Progress report RescEU stockpiling final 2021SEP16.docx](#)

Goedemiddag [REDACTED] 5.1.2e en [REDACTED] 5.1.2e,

Zoals afgesproken, in de bijlage, het RescEU progress report van September.

Met vriendelijke groeten,

[REDACTED] 5.1.2e

[REDACTED] 5.1.2e

Health Systems Benelux SCM

Philips

High Tech Campus 52, 3rd Floor South, 5656 AE Eindhoven,
Mobile: [REDACTED] 5.1.2e, Email: [REDACTED] 5.1.2e [@philips.com](mailto:[REDACTED]@philips.com)

Simply switch to printing double-sided and printing less



Connect with Philips



The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.

To: [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED] @rijksoverheid.nl]; [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED] @minvws.nl]
Cc: [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED] @philips.com]; [REDACTED] 5.1.2e [REDACTED] 5.1.2e [REDACTED] @philips.com]
From: [REDACTED] 5.1.1; [REDACTED] 5.1.2e
Sent: Wed 10/13/2021 10:02:15 AM
Subject: Progress report RescEU stockpiling_Monthly Report_final_2021OCT13
Received: Wed 10/13/2021 10:02:42 AM
[Progress report RescEU stockpiling final 2021OCT13.docx](#)

Goedemiddag [REDACTED] 5.1.2e en [REDACTED] 5.1.2e,

Zoals afgesproken, in de bijlage, het RescEU progress report van September.

De deployment naar Roemenie zit nog niet in de KPI's verwerkt maar is wel reeds opgenomen in de remarks van PI-L1 tm PI-L5 onderaan sheet "DM KPI Board"

Met vriendelijke groeten,

[REDACTED] 5.1.2e

[REDACTED] 5.1.2e

Health Systems Benelux SCM

Philips

High Tech Campus 52, 3rd Floor South, 5656 AE Eindhoven,

Mobile: [REDACTED] 5.1.2e, Email: [REDACTED] 5.1.2e [@philips.com](mailto:[REDACTED]@philips.com)

[Simply switch to printing double-sided and printing less](#)



Connect with Philips



The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.

Monthly Progress Report

December 13th,2021

**RescEU physical medical stockpile of medical
equipment'**

with reference

201850033.131.023
3057-27522

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the reporting periods. A separate template be used to inform for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

Next to this report, there will be an Annual Progress Report in line with Requirement 49 (Annex 1), in the form of template Annex A, that will be provided no later than January 7th.

Timeline:

Date	Deliverable	Template
26/7/2021	Contract signed	
29/7/2021	Stockpile handover	
13/8/2021	Monthly progress report	This document
16/9/2021	Monthly progress report	This document
14/10/2021	Monthly progress report	This document
16/11/2021	Monthly progress report	This document
13/12/2021	Monthly progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27/7/2021
5.1.2e	Additional info added	9/8/2021
5.1.2e	Additional info added	11/8/2021
5.1.2e	Additional info added	16/9/2021
5.1.2e	Additional info added	13/10/2021
5.1.2e	Additional info added	16/11/2021
5.1.2e	Additional info added	13/12/2021

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment over the past couple months. All equipment listed in table 1 is delivered into the stockpile.

On July 29th, VWS visited the warehouse location. Both VWS and Philips signed for the handover of ownership from Philips to VWS of the equipment listed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	2.300
A2	Central overview stations and necessary accessories.	125
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Action	Description	Due date / status
1	Philips to deliver detailed list of stock with serial numbers of the equipment to VWS	Completed July 30 th , 2021
2	Control/audit based on the serial number list against the equipment in the stockpile by VWS	Completed September 14 th , 2021

Table 2. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to handle the RescEU requestst with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g. to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.

From: 5.1.2e <[redacted]@bomigroup.com>
 Sent: Thursday, July 22, 2021 7:02:31 PM
 To: 5.1.2e <[redacted]@philips.com>
 Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	5.1.2e
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e <[redacted]@generalhospitalohrid.mk>
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e

5.1.1c

5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-		



Service Planning
Gant Chart V02.pdf



Service Planning
Gant Chart V02.mpp

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance will be scheduled in ServiceMax
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:
 - KPI's;
 1. Complete and On Time (Average of all PI's)
 2. Material Status (Average of all Material PI's)
 4. Logistics (Average of all Logistic PI's)
 - PI's;
 - M1. Maintenance Status (100% maintenance track record on stockpile)
 - M2. Disposable Status (100% Shelf life not expired)
 - M4. Cycle Count
 - L2. Order Received
 - L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
 - L4. Delivery at Location (approximately 60 hours from Order Received)
 - L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management f

1.6 Proof of adequate monitoring system of remaining shelf life of materials/consumables and their timely removal and replenishment, as well as on execution of the first in, first out concept for all equipment and materials

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged.

Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site



Service Planning
Gant Chart V02.pdf



Service Planning
Gant Chart V02.mpp

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU Outbound Order Picking_V004.zip

1.7 Status of development of the required training tools (virtual and/or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPfP](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date / status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	Scheduled biannual
4	Follow up meeting sessions for Q&A at deployment	To be scheduled at initiation of deployment

Table 4.

1.8 Status update on the creation of the emergency preparedness plan

Standard operating procedures are completed for:

- Visiting the warehouse location 'Visit registration'
- Requesting equipment from the stockpile
- Outbound order picking
- Updating the installed base after equipment is send to an EU member state

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings will be scheduled with the local services leads. During these calls, the emergency readiness including the local availability of protective materials will be discussed.

1.9 Overview of invoiced amounts and invoices to be expected in August



942184838.pdf

Invoice uploaded via tradeInterop portal

Pagina 1 / 2



Factuur naar 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Verkocht aan 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Leveringsadres 5.1.2e
Rhenus Contract Logistics
whse Son2
Ekkersrijt 2066
5692 BA SON EN BREUGEL
NETHERLANDS

Debetnota
Documentnummer: 942184838
Documentdatum: 06.08.2021

Onze referentie: 18141396

Uw referentie: 201850033.131.023 / RescEU stockpil
Totaalbedrag incl. btw: 5.1.1c
Uw btw-nummer: NL006756402B21

Ons btw-nummer: NL001786519B01

Onze contactgegevens
E-Mail: 5.1.2e@philips.com

Incoterms: CIP
Vervaldatum: 05.09.2021

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
10	Premium bedsides multiparametric patient	1.900 PCE	Nettobedrag btw (21%)	
20	High-end transport multiparametric patie	400 PCE	Nettobedrag btw (21%)	
30	Central overview stations	125 PCE	Nettobedrag btw (21%)	5.1.1c
40	Ultrasound machines	220 PCE	Nettobedrag btw (21%)	
50	Oxygen concentrators	4.000 PCE	Nettobedrag btw (21%)	

Monthly Progress Report

RescEU physical medical stockpile of medical equipment'
201850033.131.023 / 3057-27522- December 2021

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
	Premium bedside multiparametric patient monitoring devices including necessary accessories			
	High-end transport multiparametric patient monitoring devices including necessary accessories			
	Central overview stations and necessary accessories			
	Ultrasound machines including necessary accessories			
	Oxygen concentrators and necessary accessories			
			Totaalbedrag excl. btw	
			Totaalbedrag btw	5.1.1c
			Totaalbedrag incl. btw excl.	5.1.1c
Gelieve bij betaling ons documentnummer 942184838 te vermelden.				

To: [REDACTED] [REDACTED]@rijksoverheid.nl]; [REDACTED] [REDACTED]@minvws.nl]
Cc: [REDACTED] [REDACTED]@philips.com]; [REDACTED] [REDACTED]@philips.com]
From: [REDACTED]
Sent: Tue 11/16/2021 4:03:26 PM
Subject: Progress report RescEU stockpiling_Monthly Report_final_2021NOV16
Received: Tue 11/16/2021 4:04:27 PM
[RescEU StockPile Daily Management Board V05.xlsx](#)

Goedemiddag [REDACTED] en [REDACTED],

Zoals afgesproken, in de bijlage, het RescEU progress report van September.

De deployment naar [Letland](#) zit nog niet in de KPI's verwerkt maar is wel reeds opgenomen in de remarks van PI-L1 tm PI-L5 onderaan sheet "DM KPI Board"

Met vriendelijke groeten,

[REDACTED]

[REDACTED]
[REDACTED]

Health Systems Benelux SCM

Philips

High Tech Campus 52, 3rd Floor South, 5656 AE Eindhoven,

Mobile: [REDACTED], Email: [REDACTED]@philips.com

[Simply switch to printing double-sided and printing less](#)



Connect with Philips



The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.



RescEU StockPile C

1



KPI

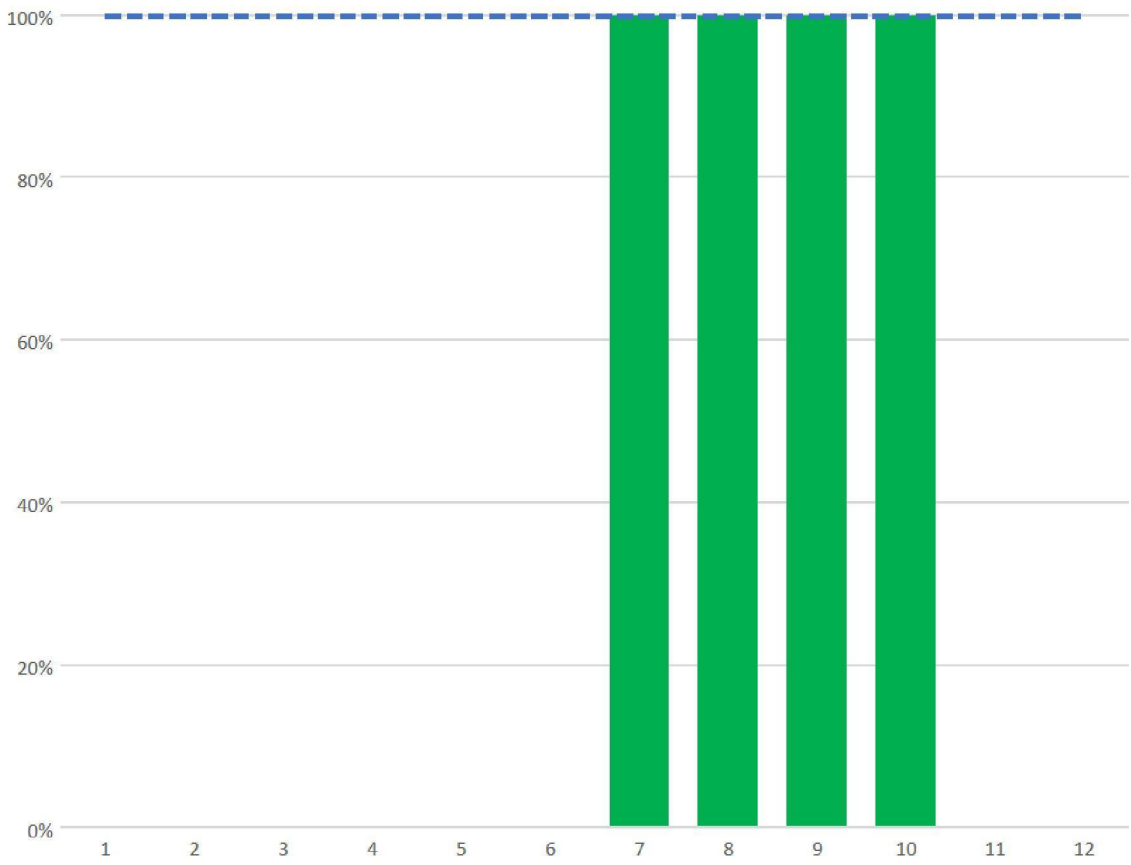
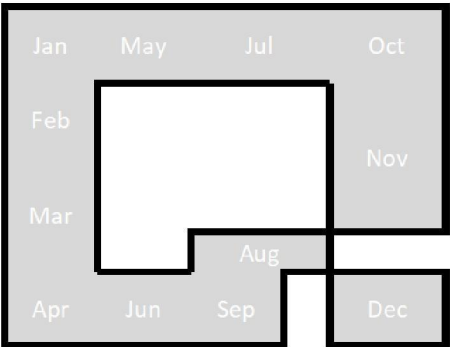
Complete And On Time

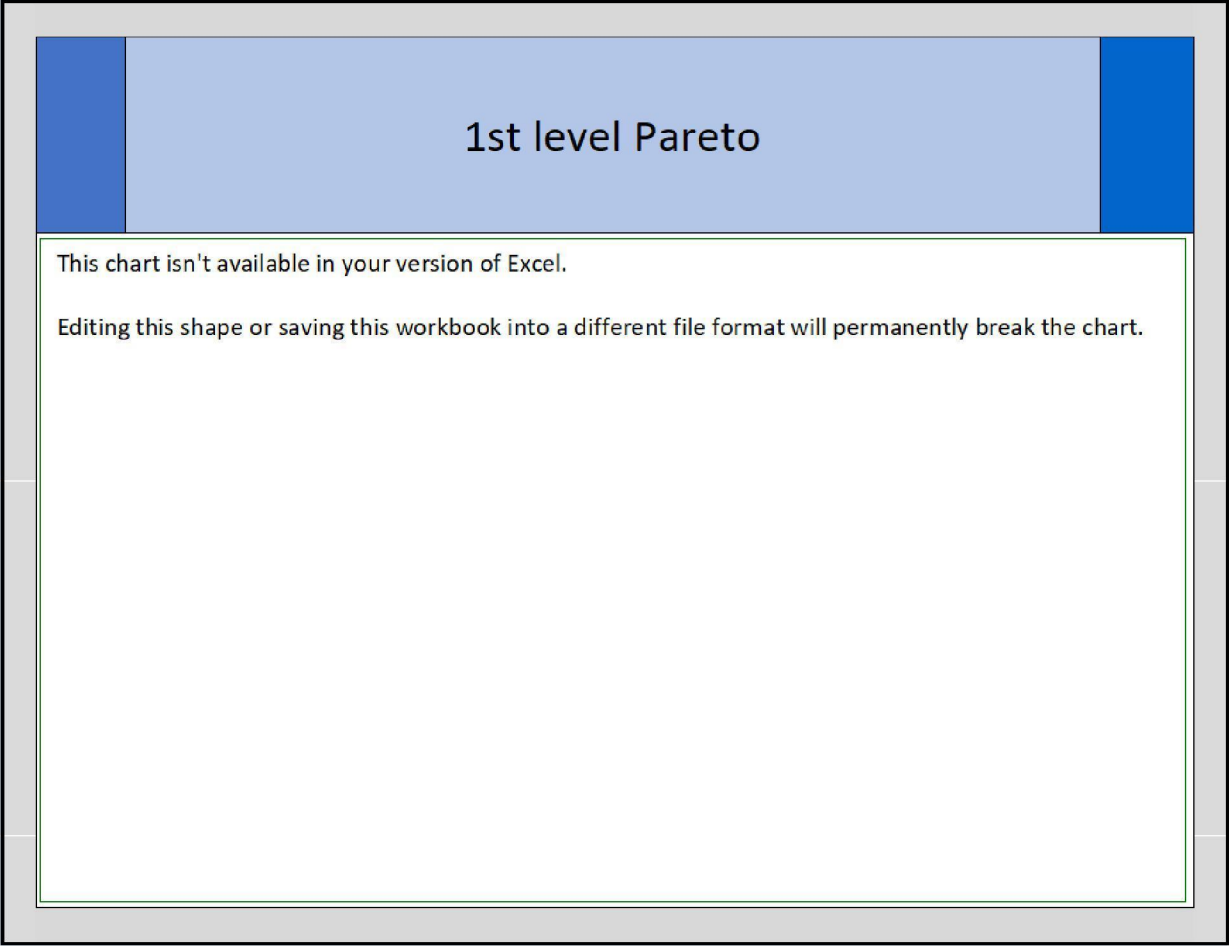
M

Monthly

KPI Name: Complete And On Time
KPI Owner:
KPI Link to data:
KPI Frequency: Monthly
Market-Modality: BNL
Data Source: Manual

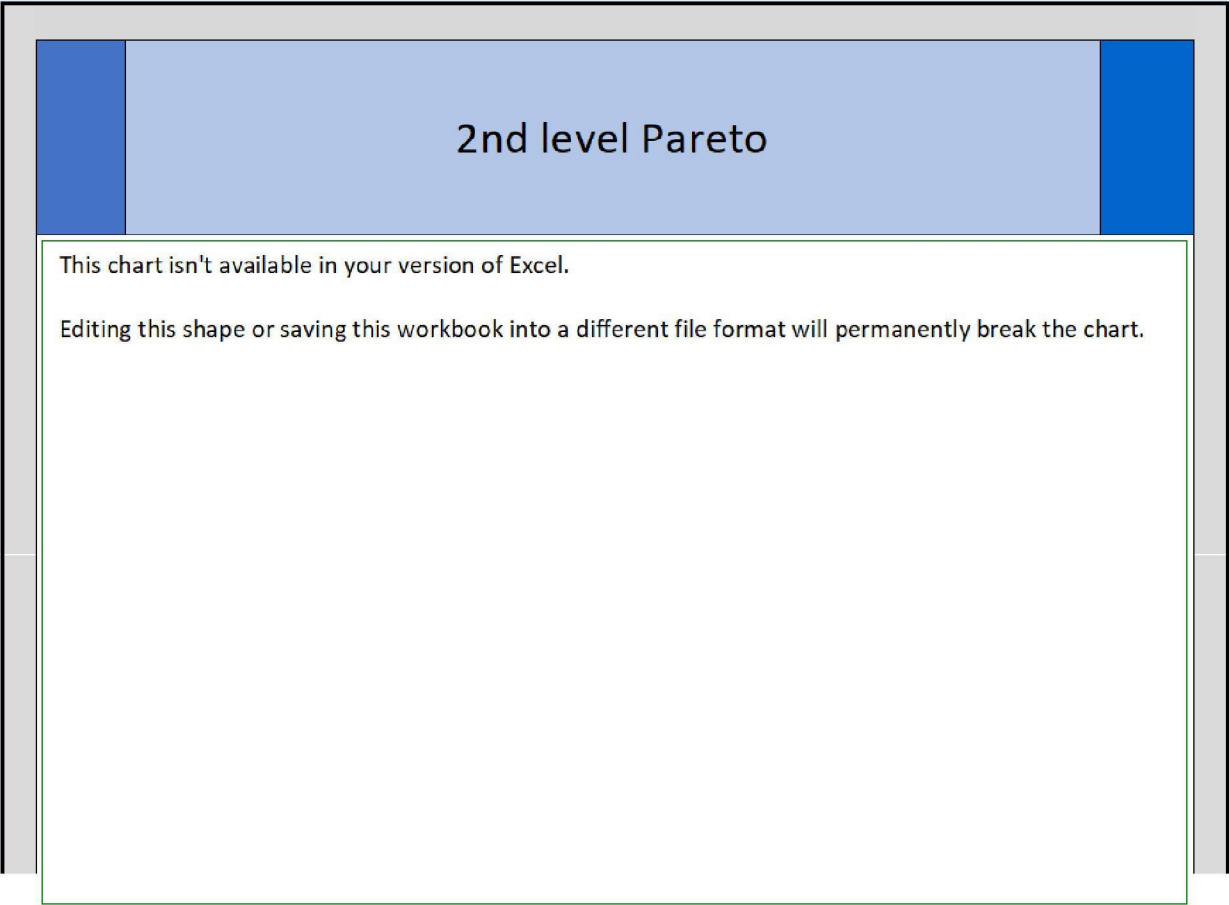
 = On or better than target
 = Worse than target





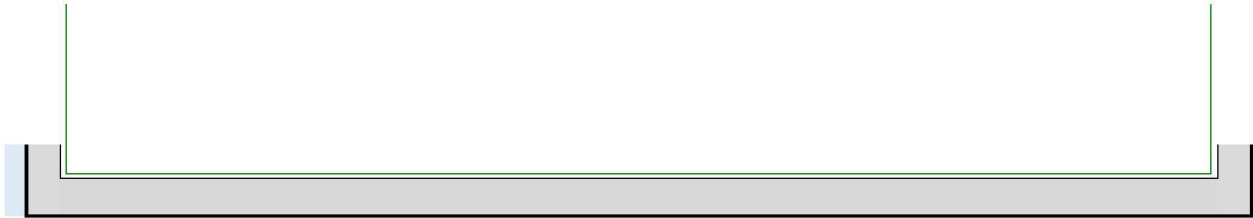
This char

Editing th



This char

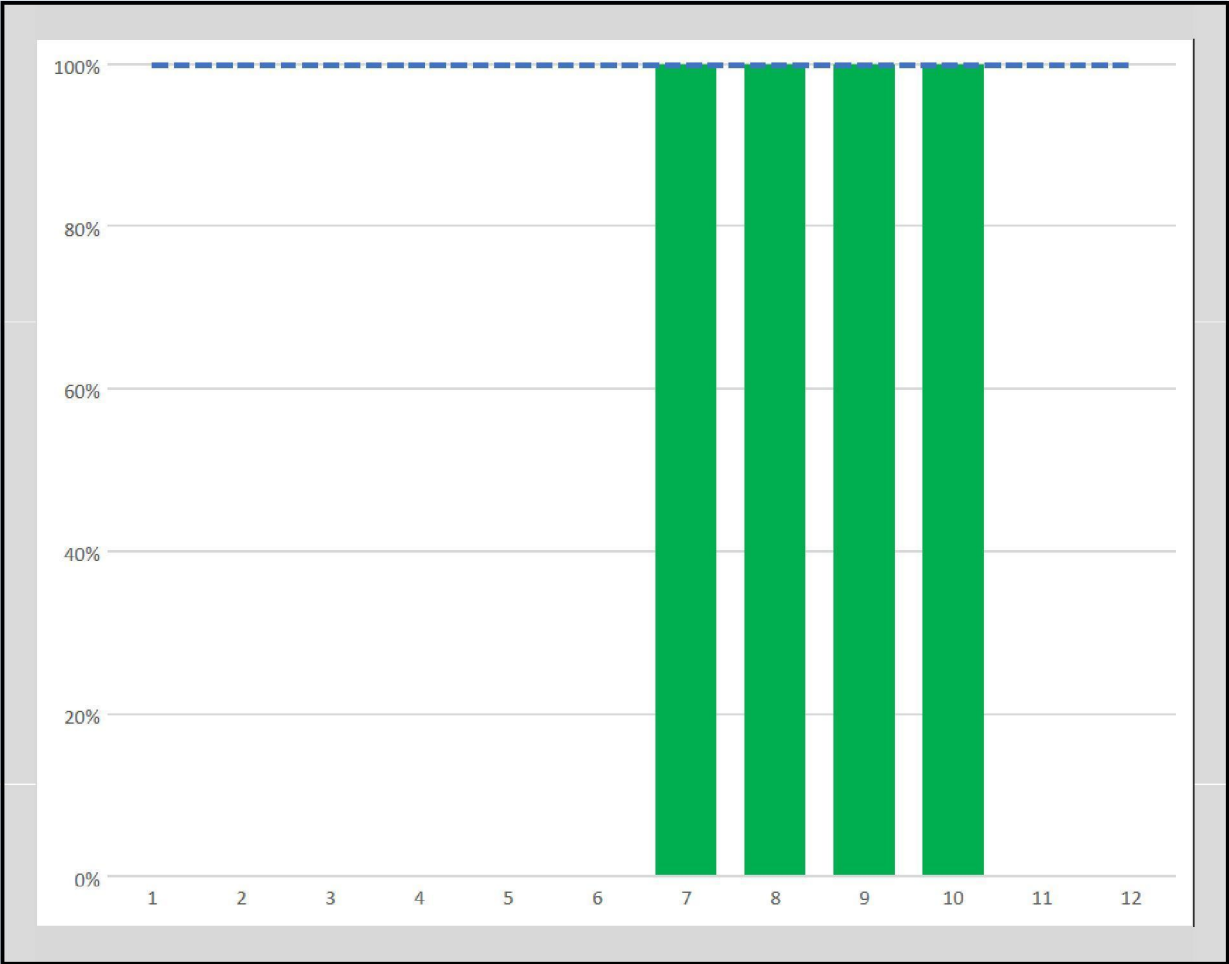
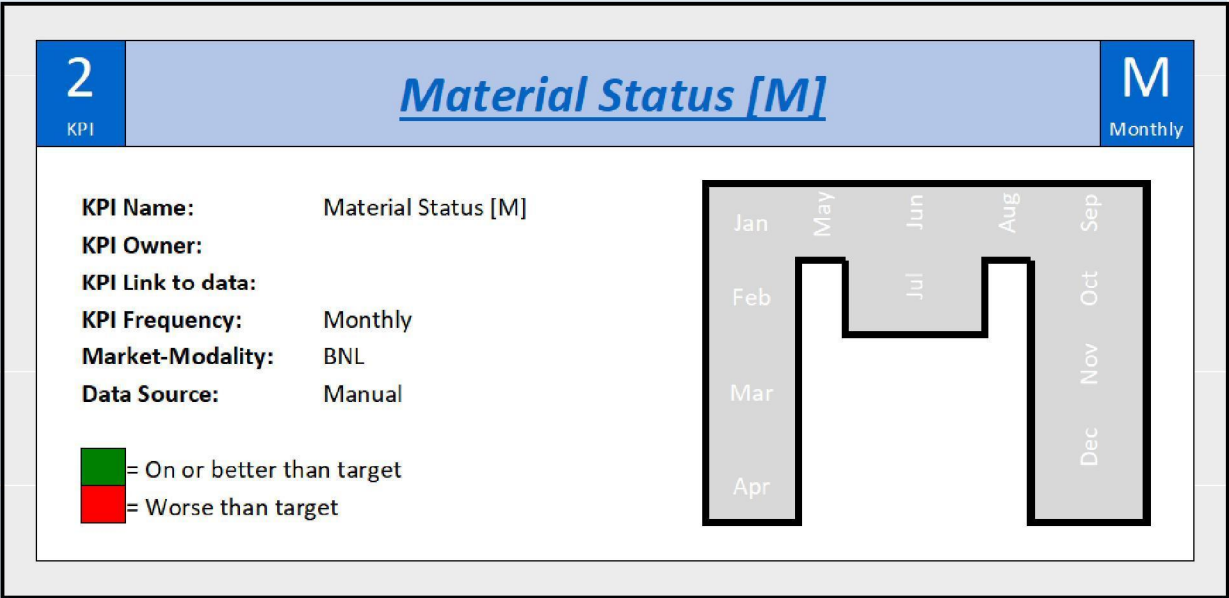
Editing th



Explanation	
	KPI that measures if all metrics are accoring to target [100%]
	Calculation; average of all PI`s
	Backward looking KPI

Remark	

File Daily Management Board

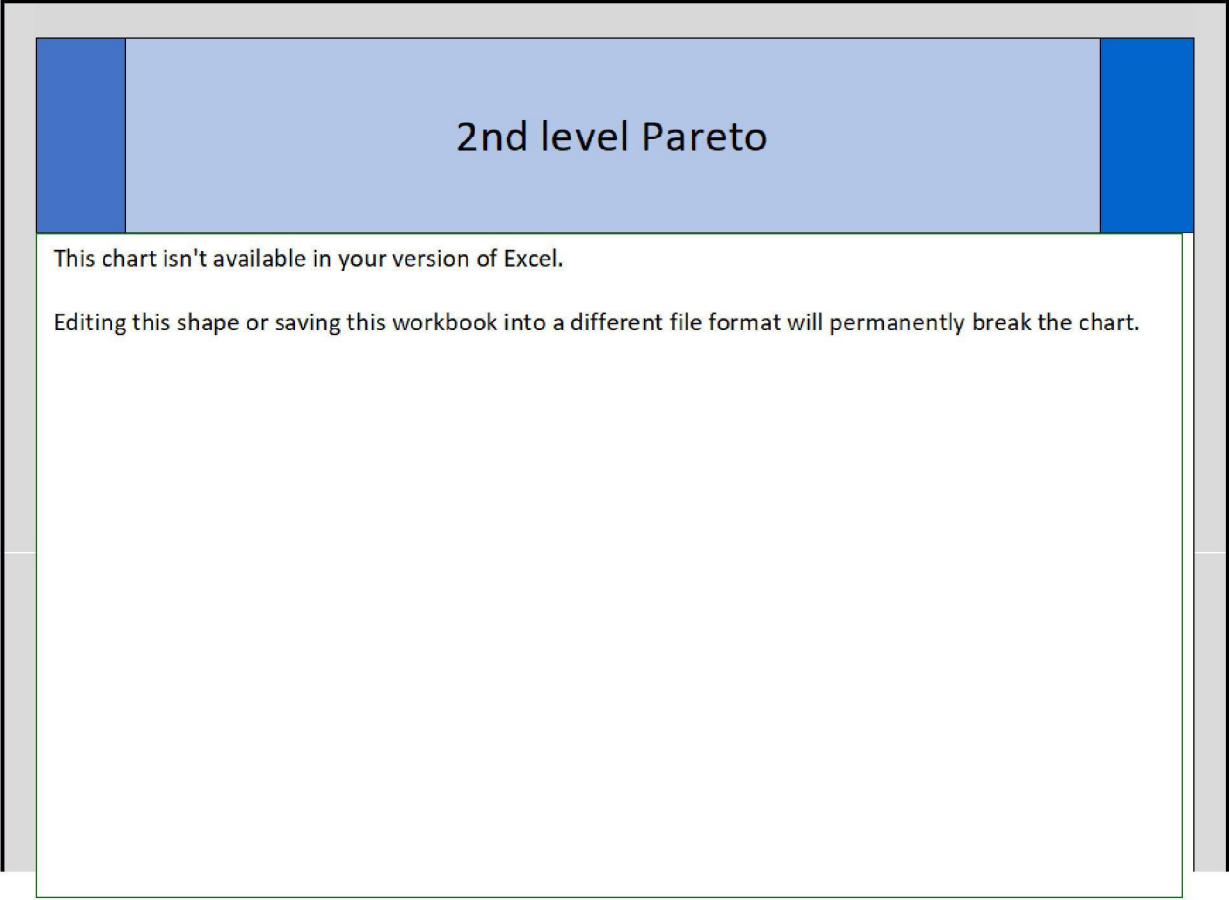
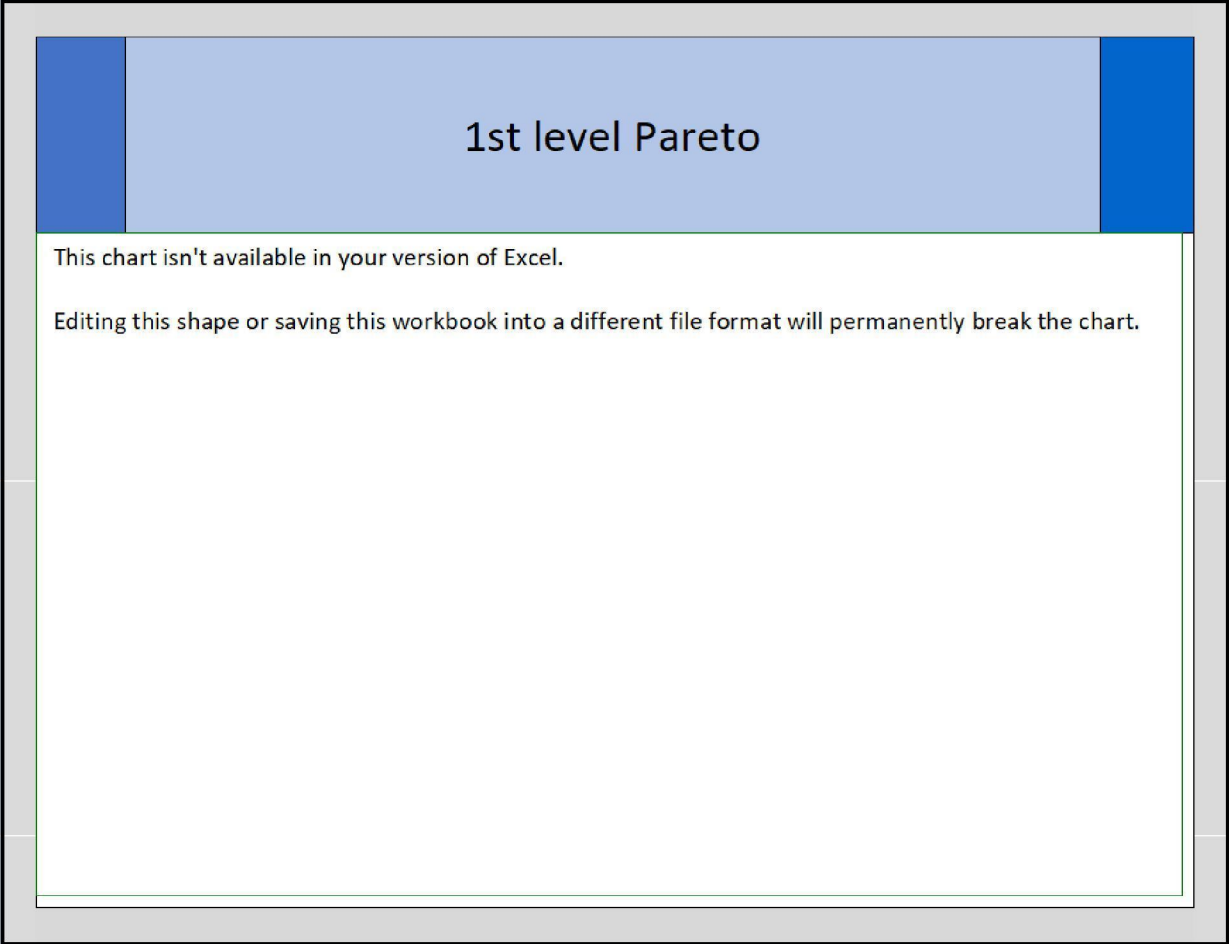


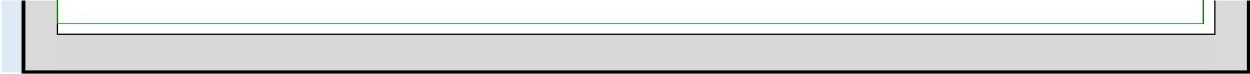
hart.

hart.

This char
Editing th

This char
Editing th





[illegible][illegible]

Explanation	
	KPI that measures if all material metrics [Mx] are accoring to target [100%]
	Calculation; average of all material PI`s
	Forward looking KPI

Remark	

nt Board 2021

4

KPI

Logistics

M

Monthly

KPI Name:

Logistics

KPI Owner:

KPI Link to data:

KPI Frequency:

Monthly

Market-Modality:

BNL

Data Source:

Manual

= On or better than target

= Worse than target

Jan

May

Feb

Jun

Mar

Jul

Apr

Aug

Sep

Oct

Nov

Dec

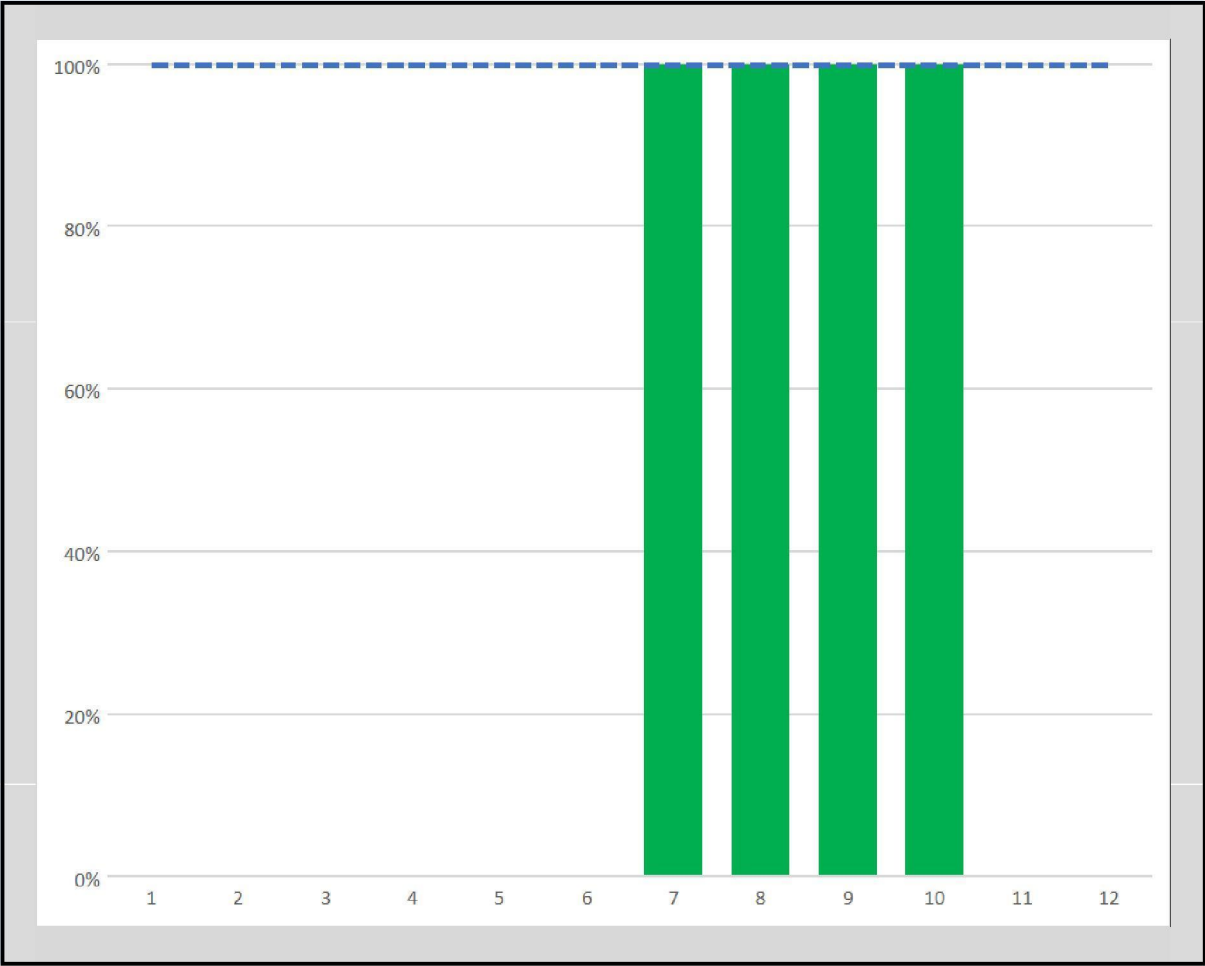
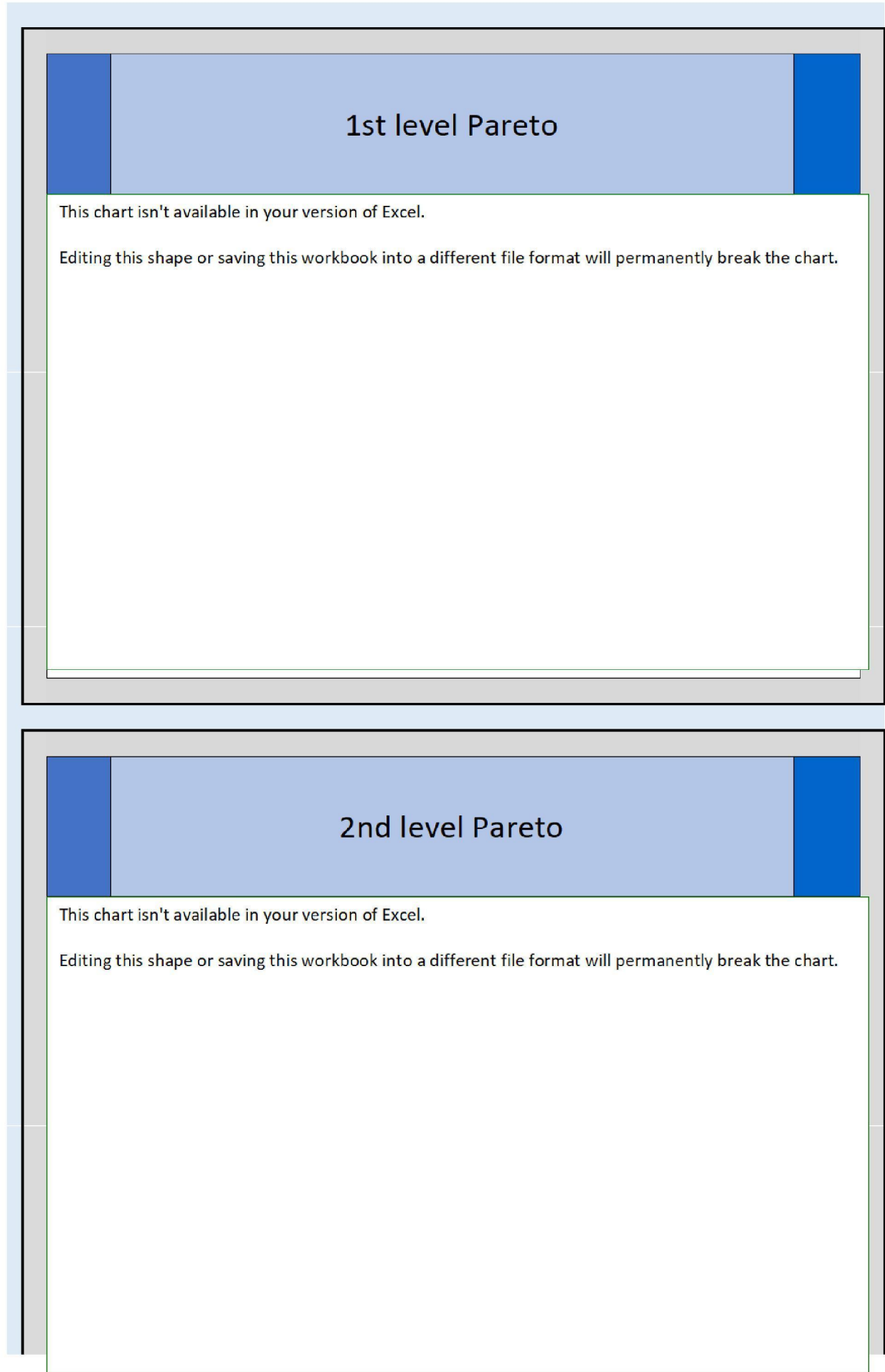


chart.

chart.



This chart is
Editing this

This chart is
Editing this

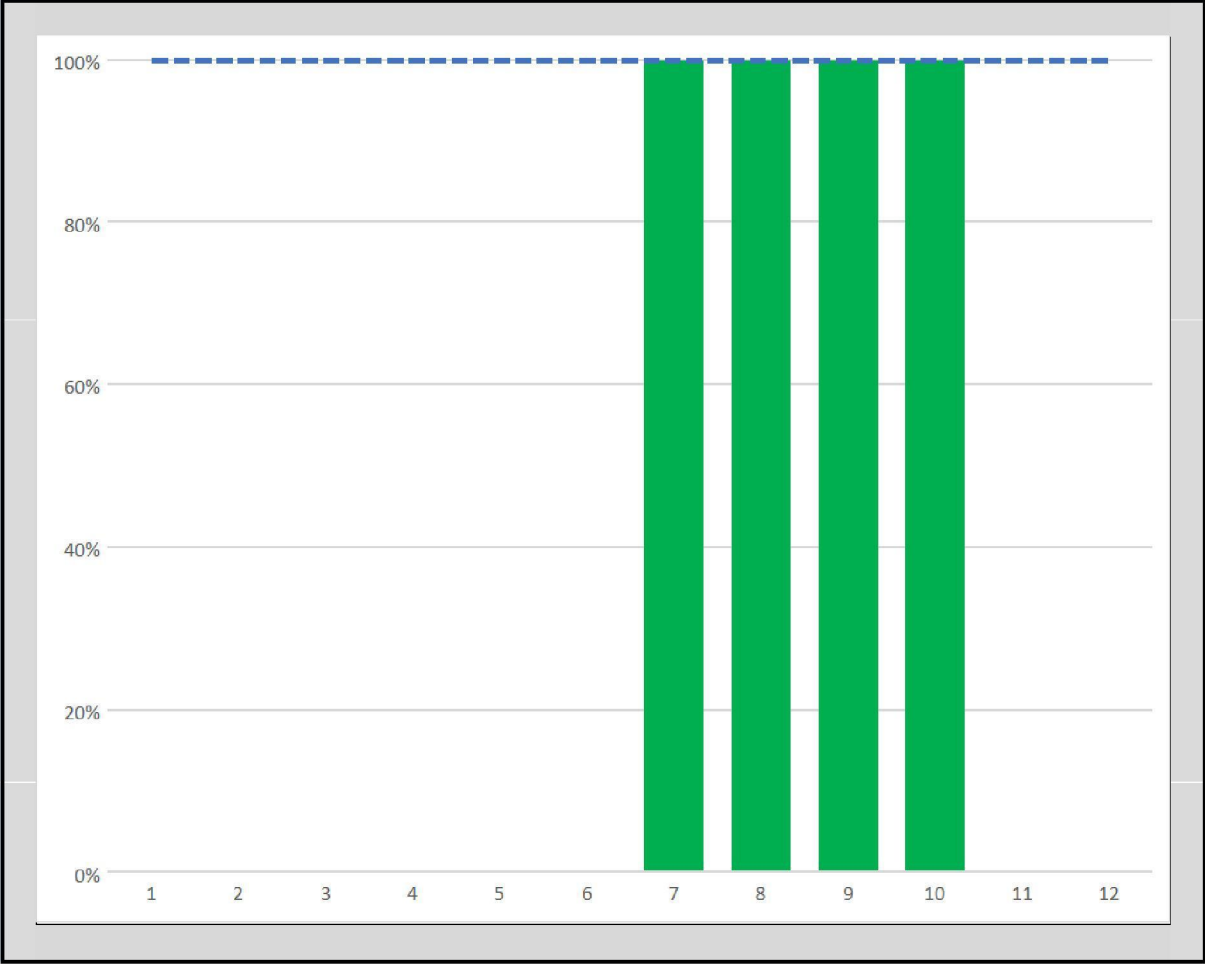
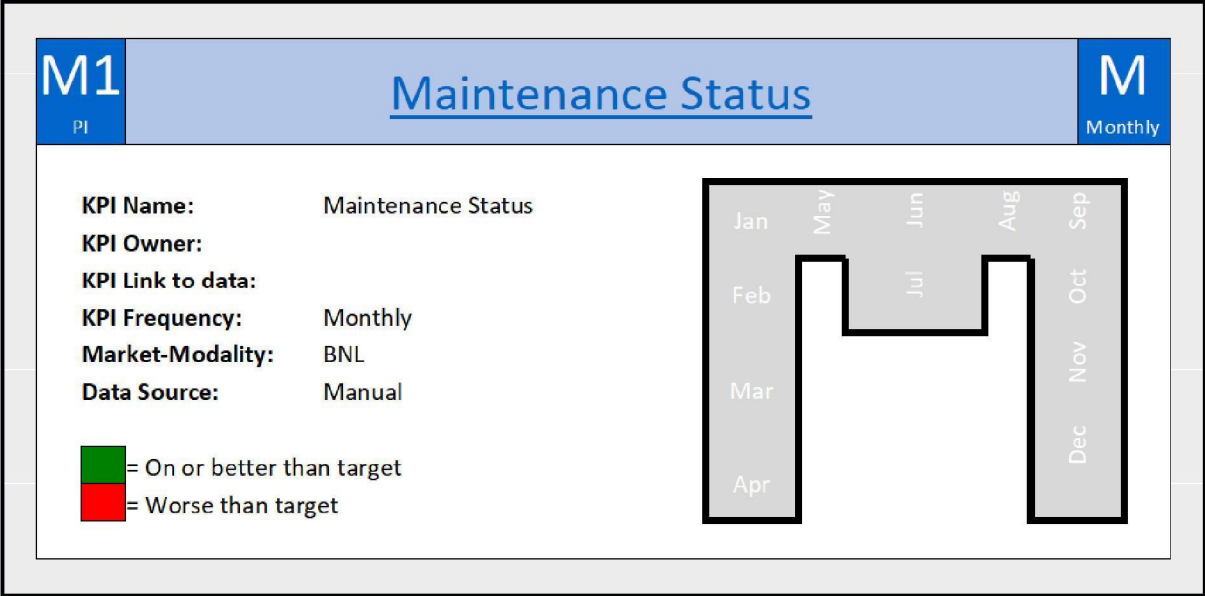


Countermeasures

[illegible]

Explanation	
KPI that measures if all logistic metrics [Lx] are accoring to target [100%]	
Calculation; average of all logistic PI`s	
Backward looking KPI	

Remark	

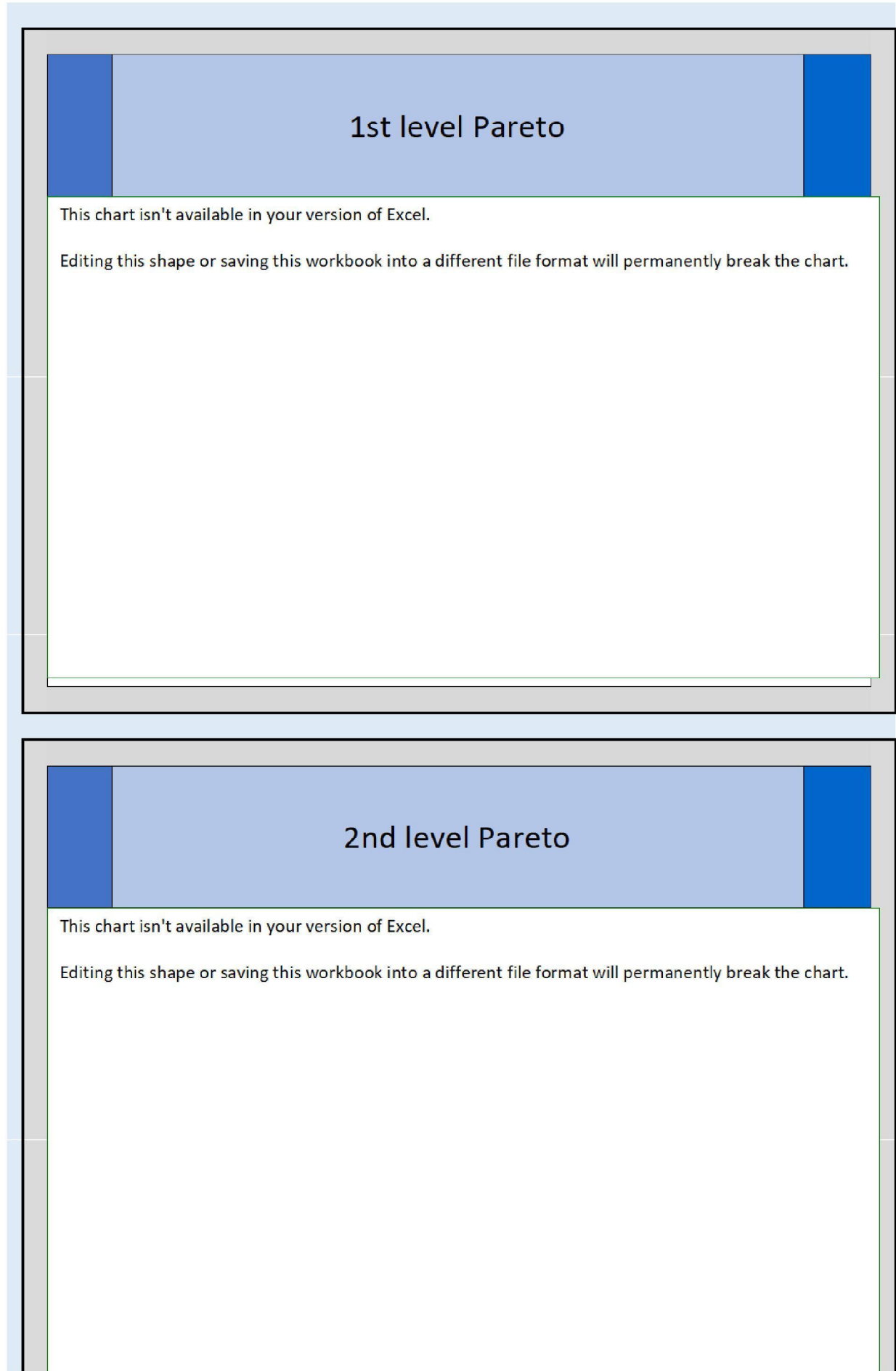


12

1

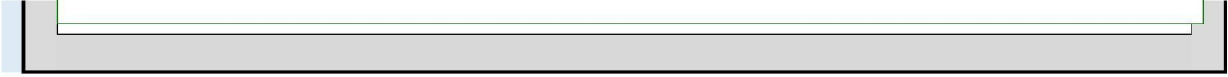
chart.

chart.



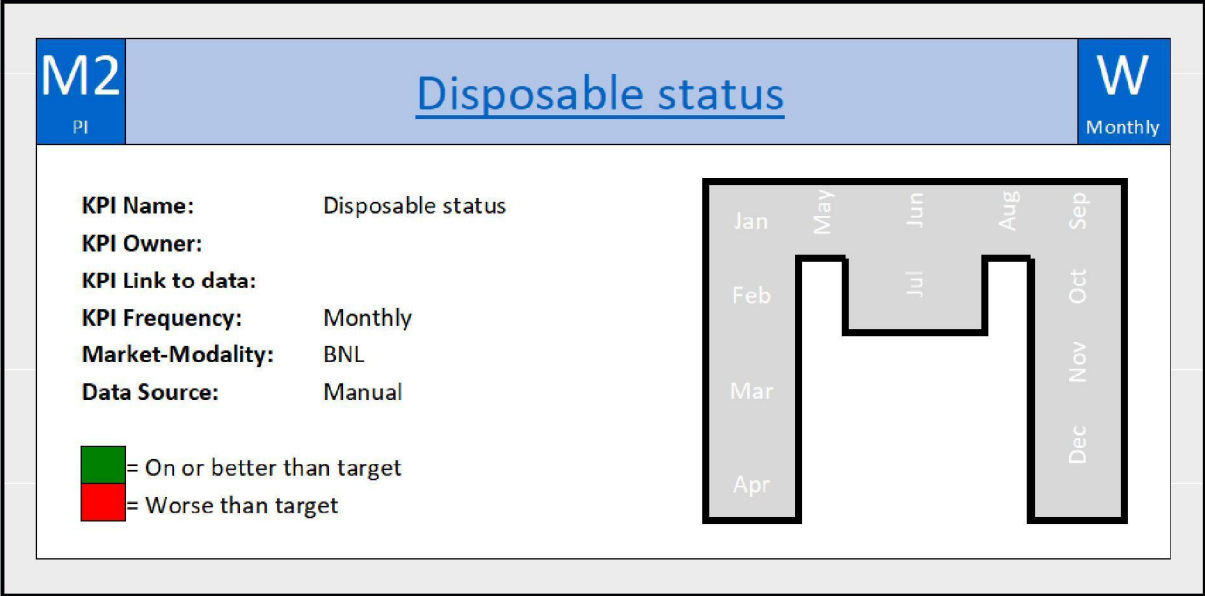
This chart is
Editing this

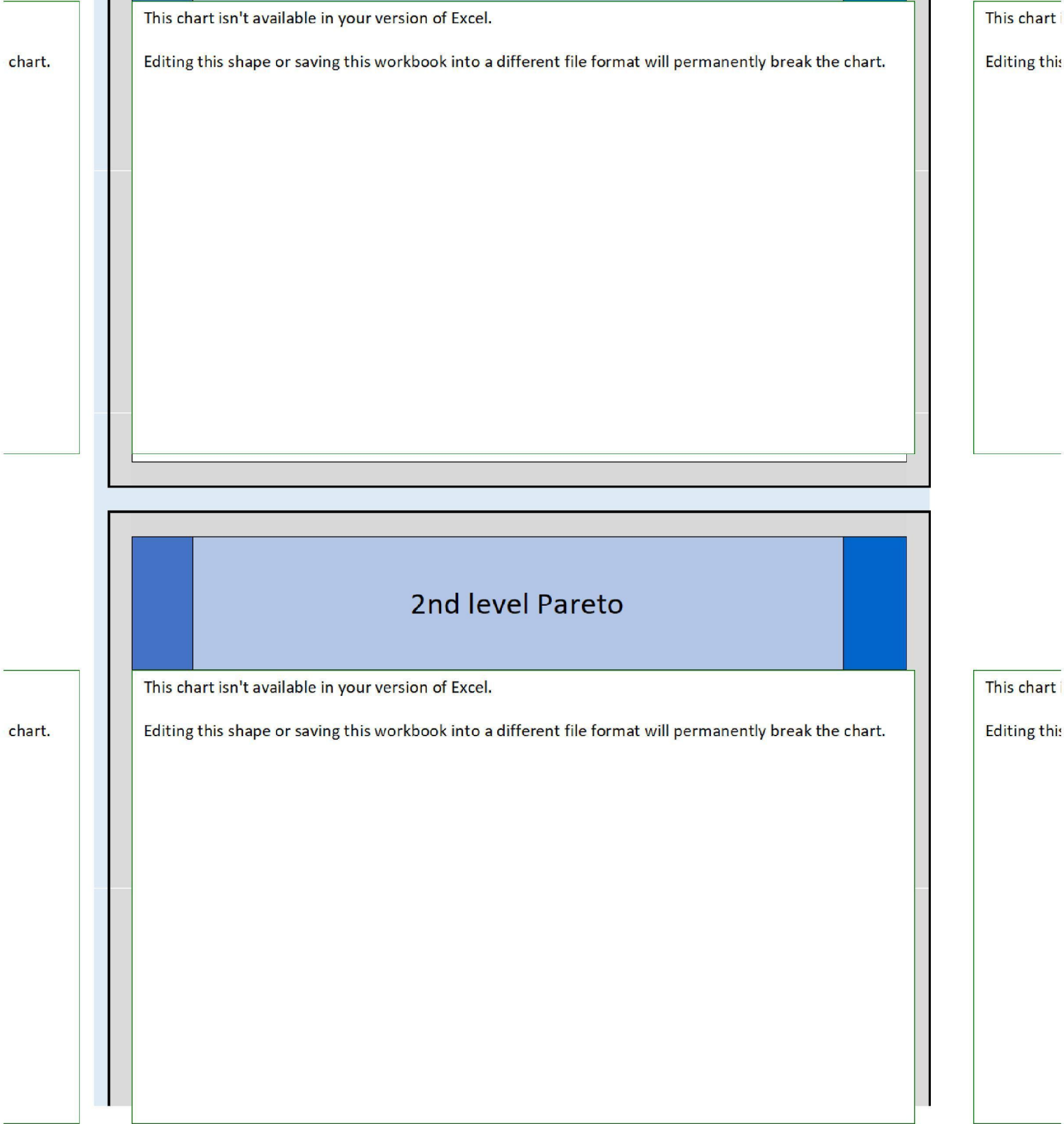
This chart is
Editing this



Explanation	
PI that measures if equipment in storage has had batteries charged according to maintenance schedule	
Measurement; if according to mainenance schedule 100% if not 0%	
Forward looking PI	

Remark	







Countermeasures

[illegible]

Explanation	
PI that measures if equipment in storage has had exchange of disposables with expiration date exchanged according to maintenance schedule	
Measurement; if according to mainenance schedule 100% if not 0%	
Forward looking PI	

Remark	





M4
PI

Cycle Count

M
Monthly

L
P

KPI Name: Cycle Count
KPI Owner:
KPI Link to data:
KPI Frequency: Monthly
Market-Modality: BNL
Data Source: Manual

 = On or better than target
 = Worse than target

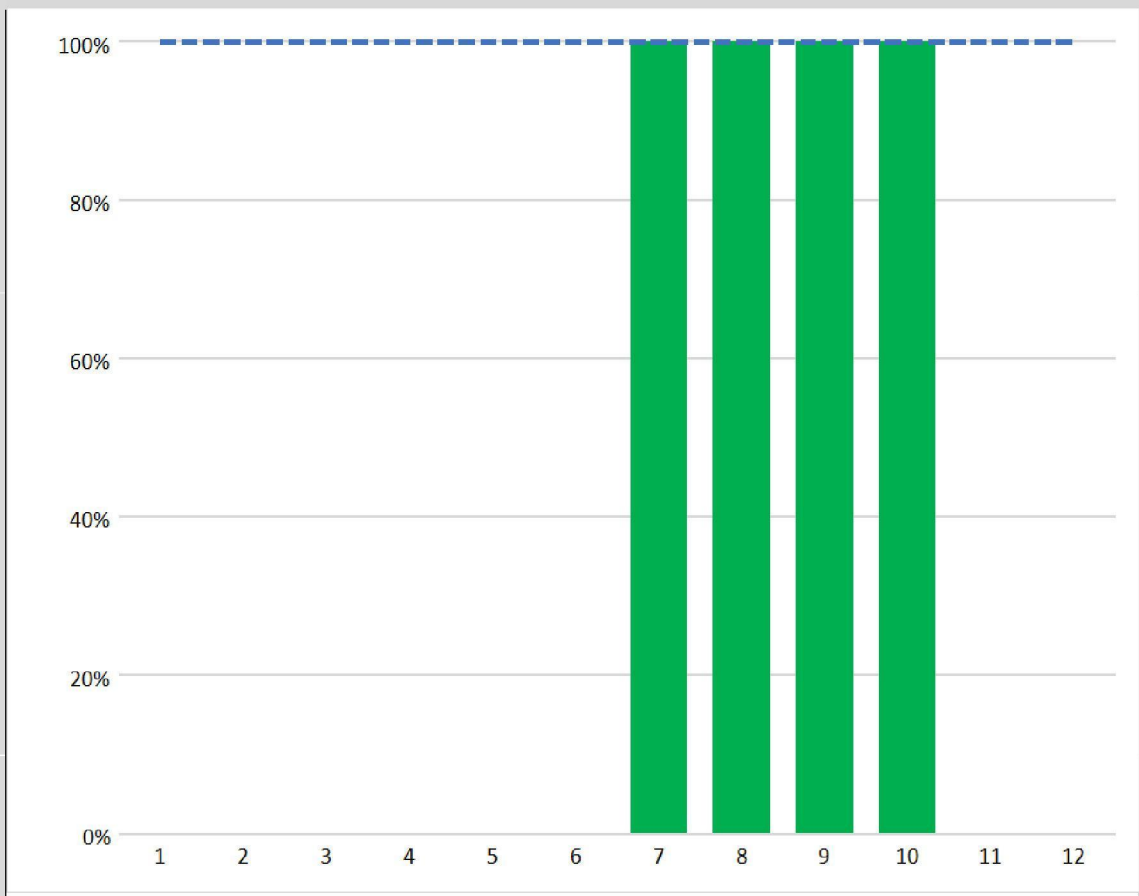
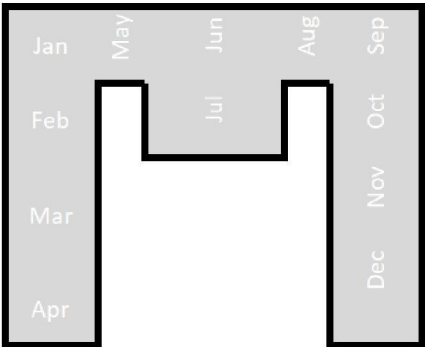
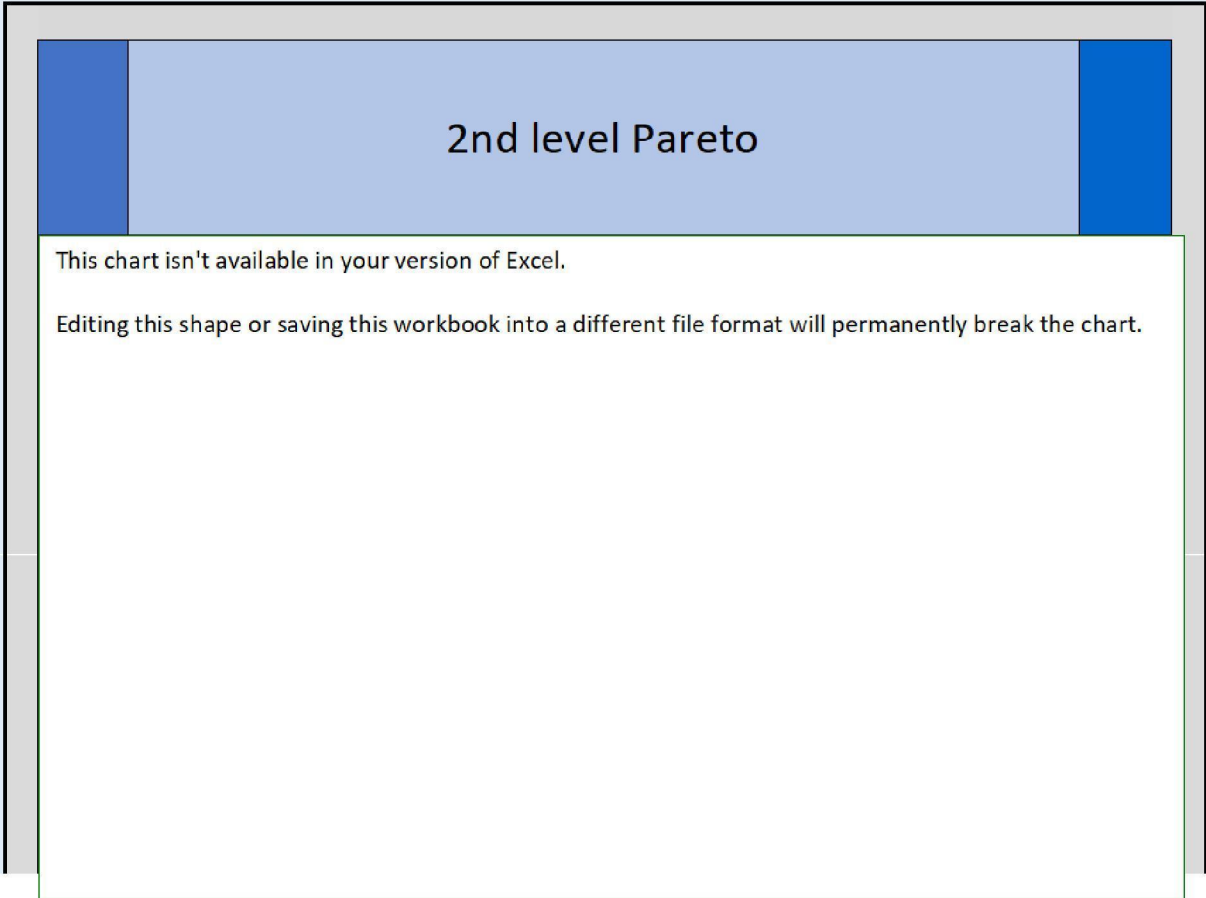
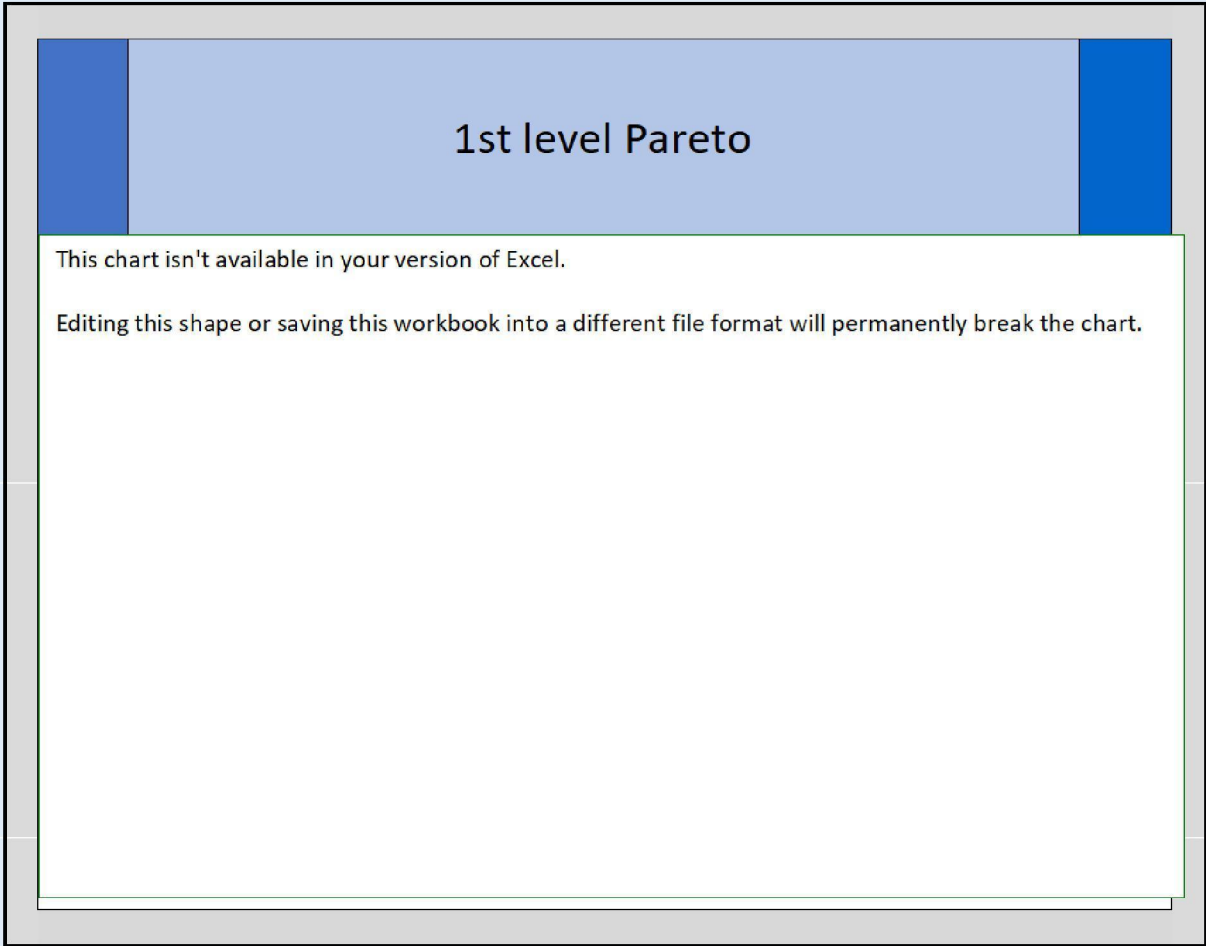


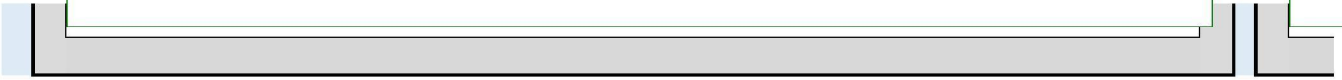
chart.

chart.

This chart
Editing this

This chart
Editing this





Countermeasures

--	--

Explanation	
PI that measures if equipment in storage is accounted for	
Measurement; if actual is according fysical 100% if not according to percentage	
Bi-Yearly measurment, months in between measurements are rated same as month last measurement (i.e. October = July measurement)	
Forward looking PI	

PI
th
at
Or
ag
re
If
no
In
B

Remark	

1st
t
(d
en
2nd
d
D
ep
lo
y
m
en
2nd
d
D
ep



L1

PI

Order Received

M

Monthly

KPI Name: Order Received

KPI Owner:

KPI Defn:

KPI Frequency: Monthly

Market-Modality: BNL

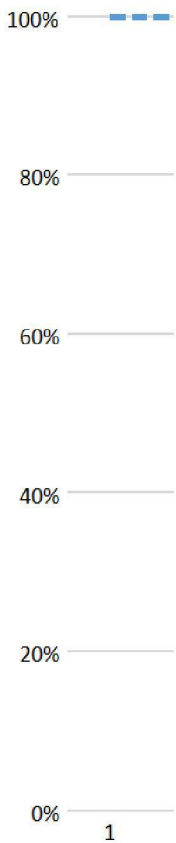
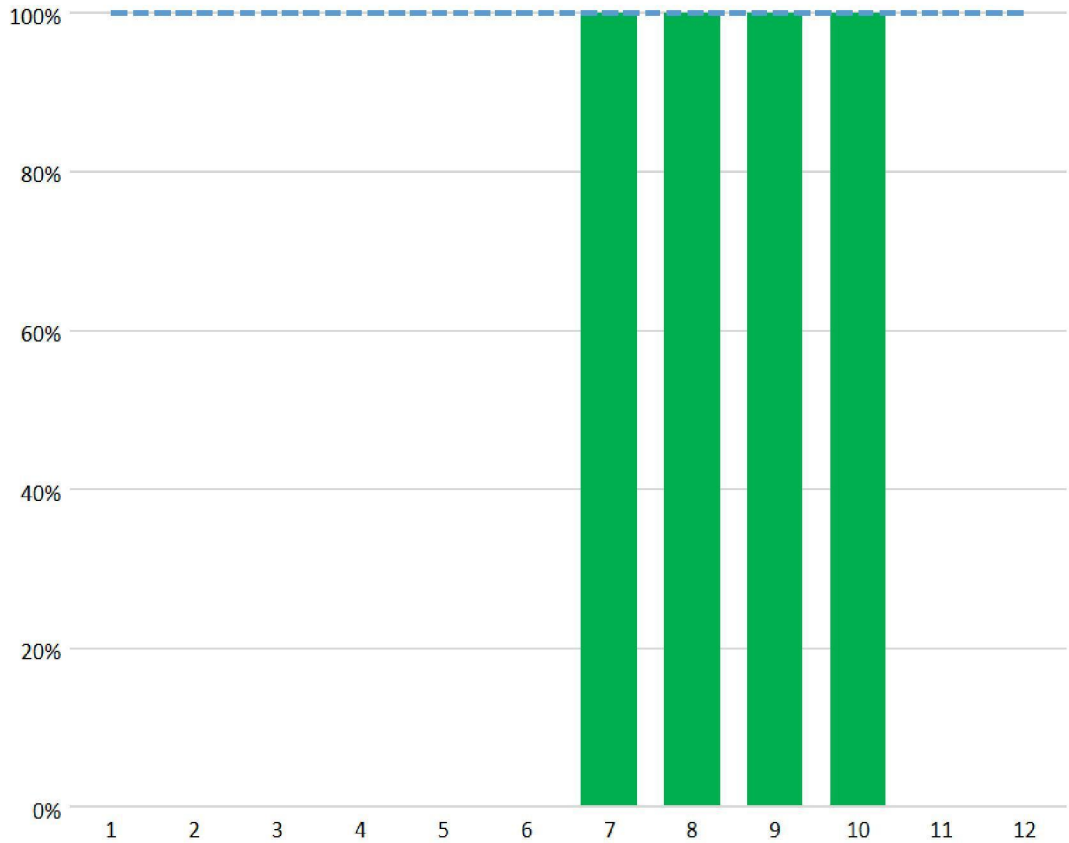
Data Source: Manual



= On or better than target

= Worse than target

Jan	May
Feb	Jun
Mar	Jul
Apr	Aug
Sep	Nov
Oct	Dec



1st level Pareto

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will permanently break the chart.

This chart isn't avail

Editing this shape o

2nd level Pareto

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will permanently break the chart.

This chart isn't avail

Editing this shape o



Explanation	
PI that measures if order is confirmed by replying of email requesting deployment is within 12 hours	
Or agreement with ERCC is reached for a delay before deadline is reached	
If no logistic movement is done in the respected month, metric will be assessed with 100%	
Remark	
1st (deployment Romania 1) Received 08-Oct-2021 at 13:46, confirmed at 14:12 CET On Target	
2nd Deployment (Romania 2) Received 22-Oct-2021 at 18:05, confirmed at 18:09 CET On Target	
2nd Deployment (Romania 2) Received 29-Oct-2021 at 18:43, confirmed at 20:37 CET On Target	

L2



PI

Delivery Ready for Pick-Up

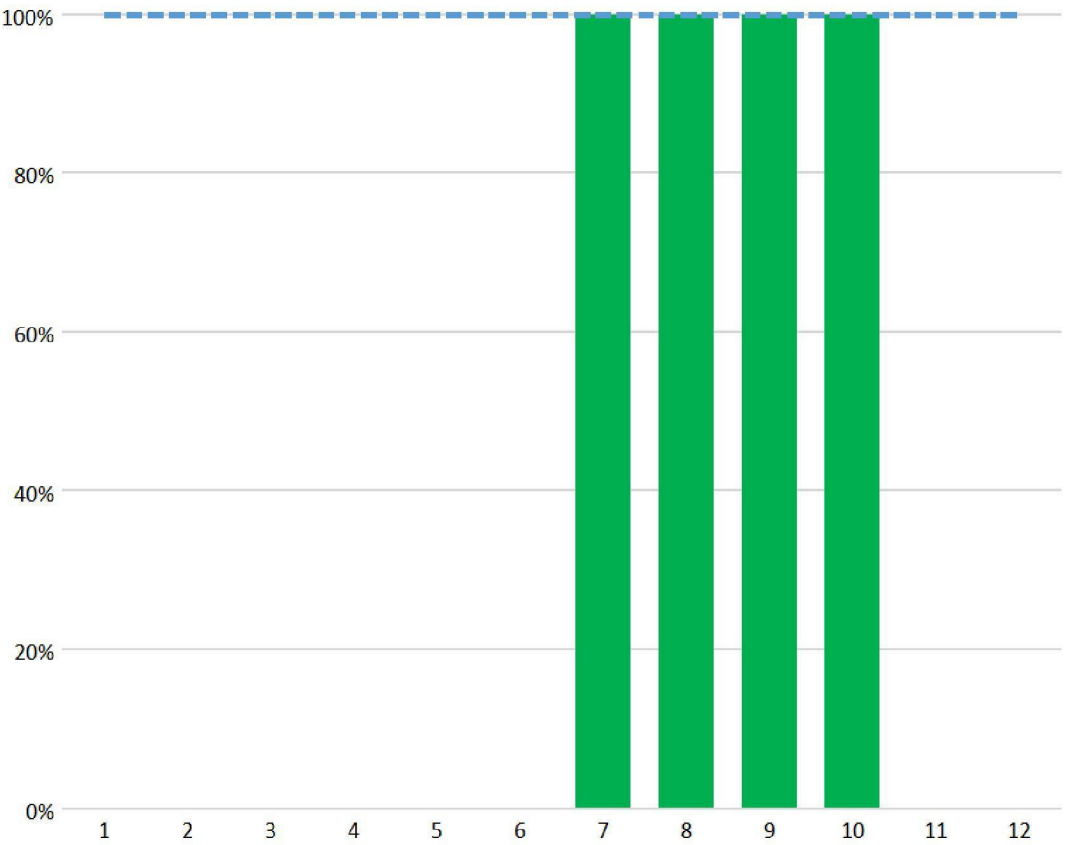
5.1.2e

Monthly

KPI Name: Delivery Ready for Pick-Up
KPI Owner:
KPI Defn:
KPI Frequency: Monthly
Market-Modality: BNL
Data Source: Manual

 = On or better than target
 = Worse than target

Jan	May
Feb	Jun
Mar	Jul
Apr	Aug
Sep	Nov
Oct	Dec



100.00%

80.00%

60.00%

40.00%

20.00%

0.00%

the chart.

1st level Pareto

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will permanently break the chart.

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will permanently break the chart.

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will permanently break the chart.

This ch
Editing

the chart.

2nd level Pareto

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will permanently break the chart.

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will permanently break the chart.

This ch
Editing



Explanation
PI that measures if order is on loading dock by replying of email requesting deployment is within 12 hours
Or agreement with ERCC is reached for a delay before deadline is reached
If no logistic movement is done in the respected month, metric will be assessed with 100%
B

Remark
1st (deployment Romania 1) Ready for shipment 08-Oct-2021 at 22:00 On Target
2nd Deployment (Romania 2) Ready for shipment 23-Oct-2021 at 05:30 On Target
2nd Deployment (Romania 2) <i>As result of travel restrictions for trucks agreed with ERCC that truck can leave Monday evening</i> Ready for shipment 01-Nov-2021 at 23:00

L3

PI

Delivery at Location

M

Monthly

KPI Name:

Delivery at Location

KPI Owner:

KPI Defn:

KPI Frequency:

Monthly

Market-Modality:

BNL

Data Source:

Manual

= On or better than target

= Worse than target

Jan

May

Feb

Jun

Mar

Jul

Apr

Aug

Sep

Oct

Nov

Dec

Month	Performance (%)
1	
2	
3	
4	
5	
6	
7	100.00%
8	100.00%
9	100.00%
10	100.00%
11	
12	

12

1

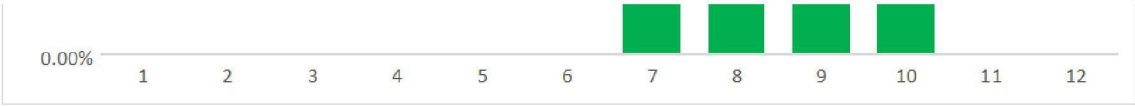
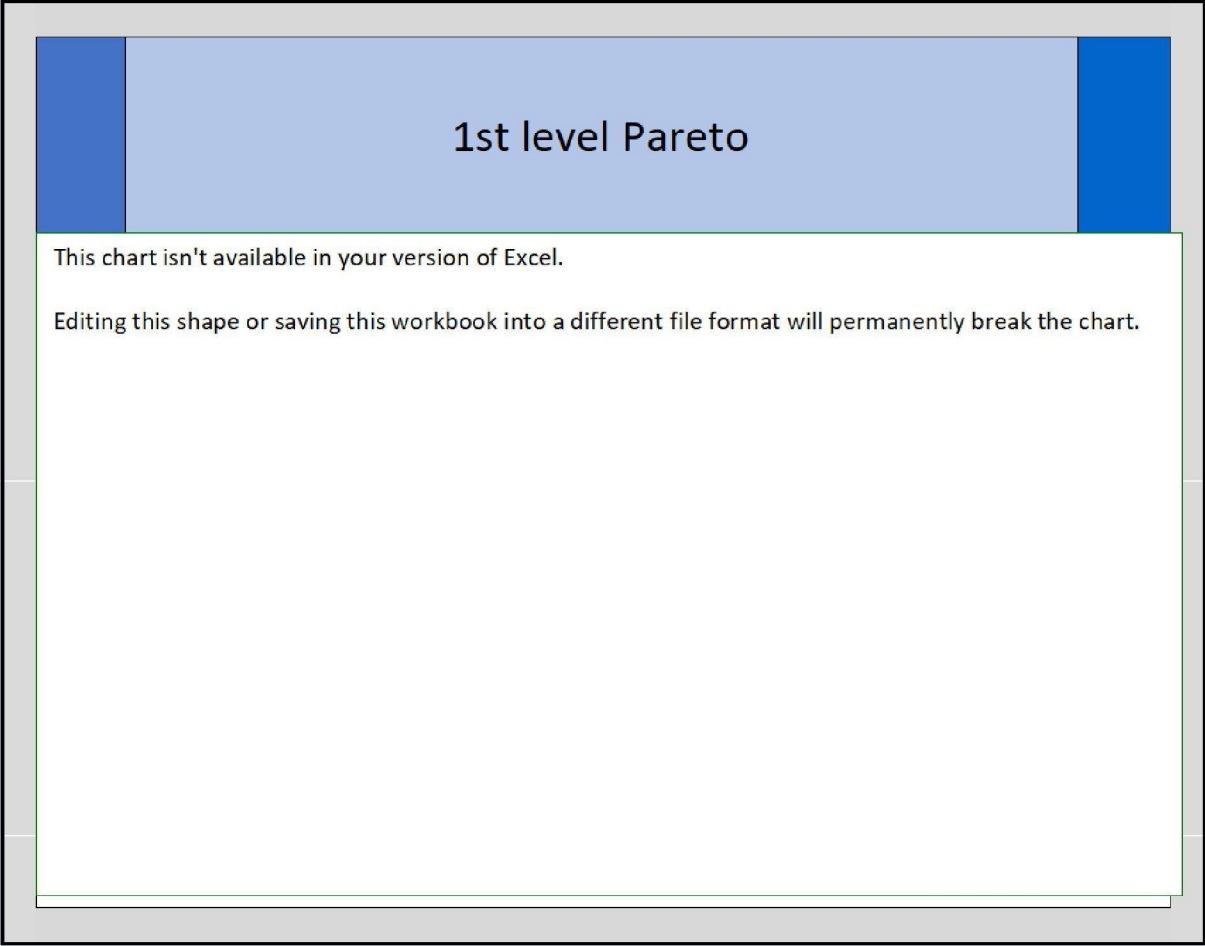


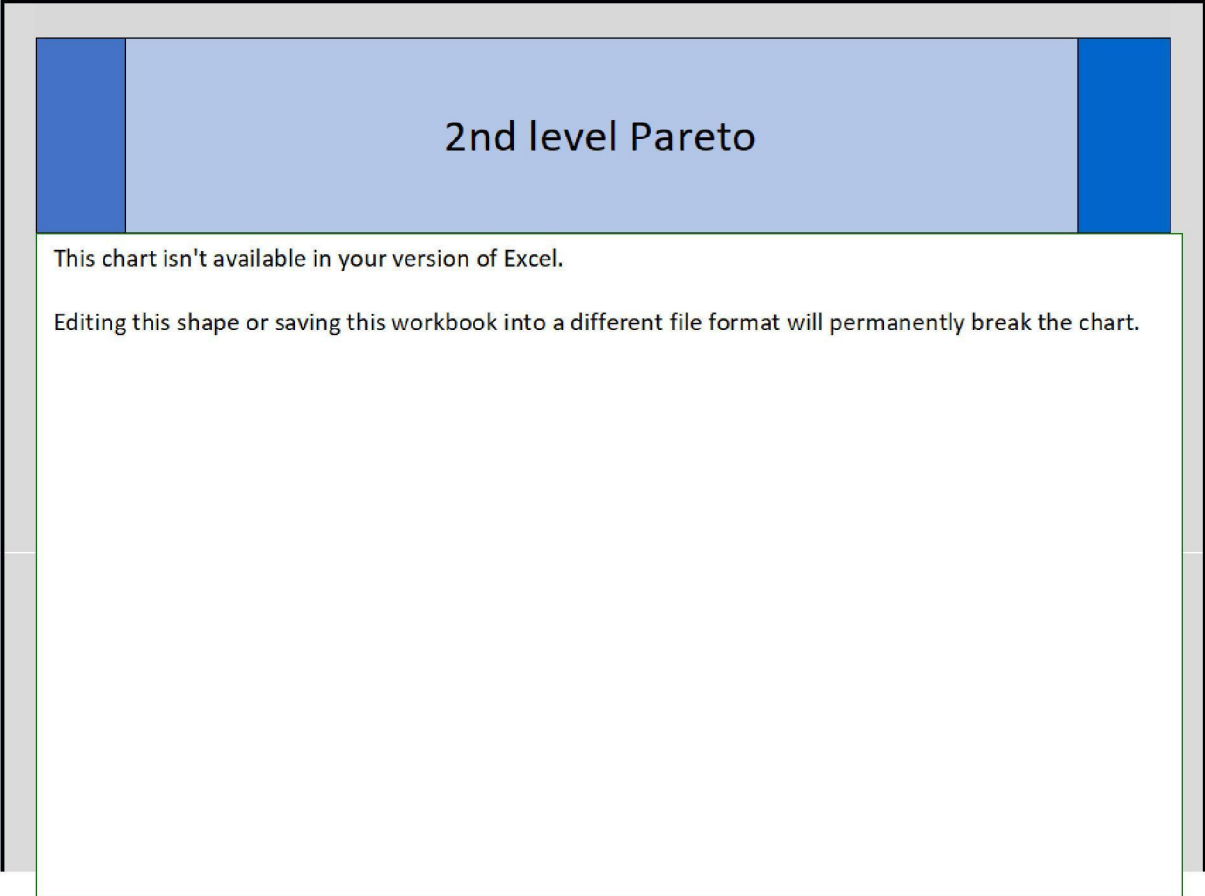
chart.

chart.



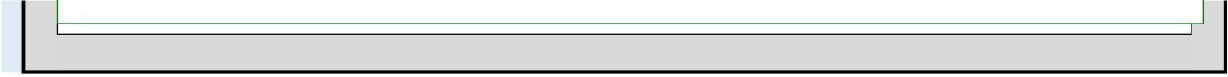
This chart is

Editing this



This chart is

Editing this



Explanation	
	PI that measures if order is at requested location by replying of email requesting deployment is within ~60 hours or ~48 hours transport time
	Or agreement with ERCC is reached for a delay before deadline is reached
	If no logistic movement is done in the respected month, metric will be assessed with 100%
B	

Remark	
	1st (deployment Romania 1) Delivered at location Romania 10-Oct-2021 at 21:44 CET On Target
	2nd Deployment (Romania 2) <i>While in Roemania, delivery adress was changed by Romanian gouvernement. Only BOMI informed, VWS, ECCR and Brussels not informed</i> Arrived at updated location Romania 24-Oct-2021 at 05:31 (07:31-2 hours). Issues with unloading (location has no time to unload), resulting in the additional 10 hours resting requirement. On Target
	2nd Deployment (Romania 2) <i>As result of travel resctrictions for trucks agreed with ERCC that truck left 01-Nov-2021 at 23:00</i> Delivered at location Latvia 04-Nov-2021 at 01:00 CET (02:00-1

L4

PI

POD Returned On Time

M

Monthly

KPI Name:

POD Returned On Time

KPI Owner:

KPI Defn:

KPI Frequency:

Monthly

Market-Modality:

BNL

Data Source:

Manual

= On or better than target

= Worse than target

Jan

May

Feb

Jun

Mar

Jul

Apr

Aug

Sep

Oct

Nov

Dec

Month	Performance (%)	Status
1		
2		
3		
4		
5		
6		
7	100	On or better than target
8	100	On or better than target
9	100	On or better than target
10	100	On or better than target
11		
12		

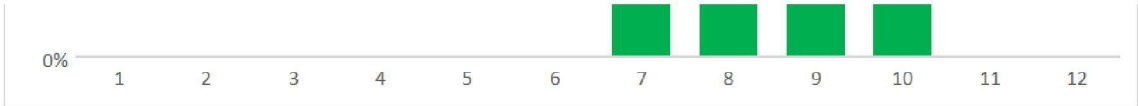
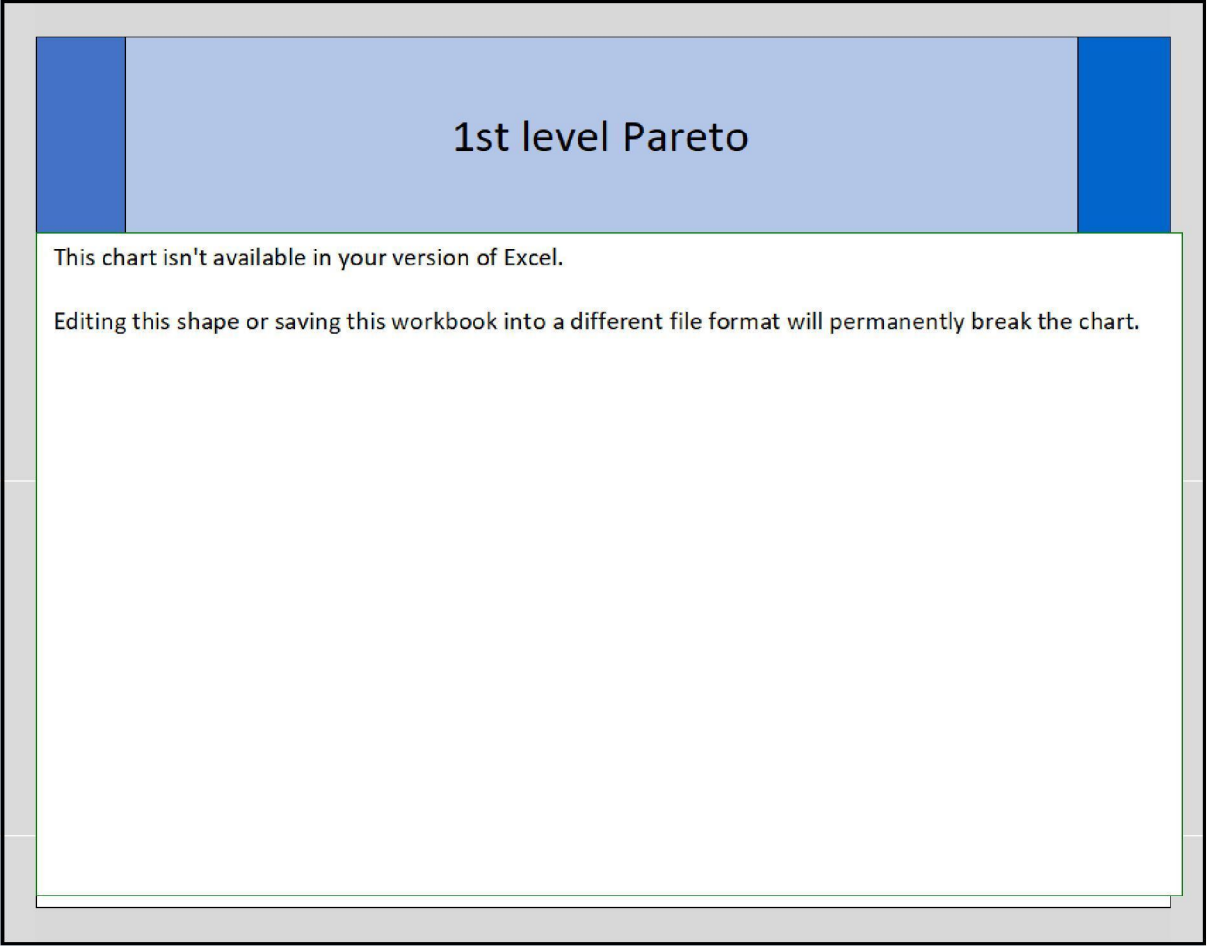
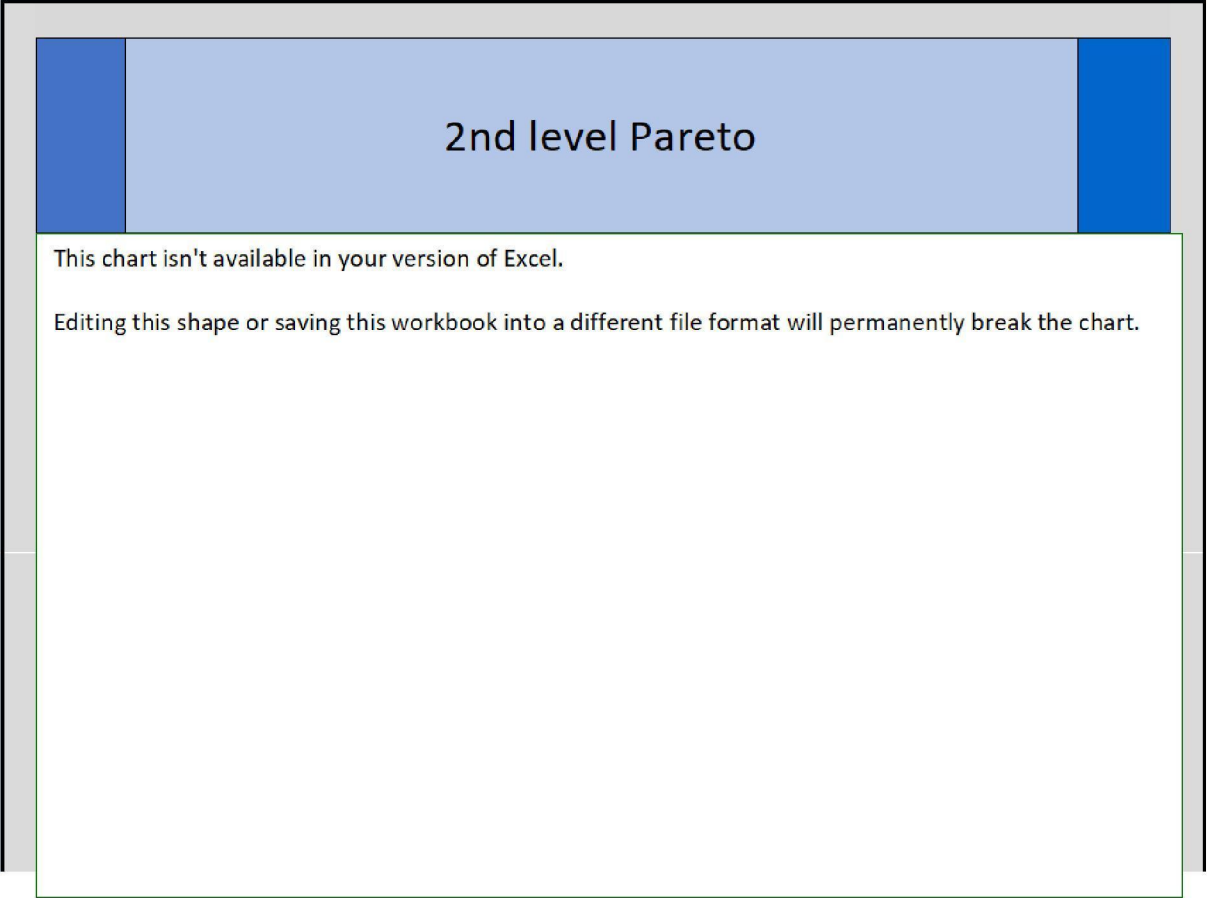


chart.

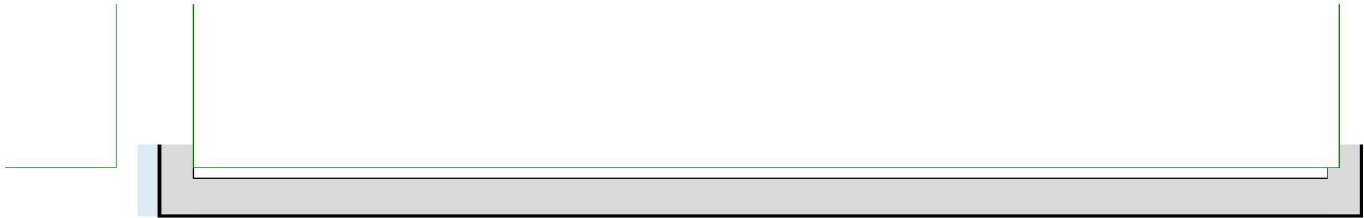


This
Edit

chart.



This
Edit



Countermeasures

[illegible]

Explanation	
	PI that measures if signed Proof of Delivery [POD] is shared by replying of email requesting deployment within 48 hours of materials at requested location
	If no logistic movement is done in the respected month, metric will be assessed with 100%
	Backward looking PI

Remark	
	1st (deployment Romania 1) POD returned 12-Oct-2021 at 8:59 On Target
	2nd Deployment (Romania 2) 24-Oct-2021 at 17:18 Unloading done, POD via Whatsapp On Target
	04-Nov-2021 at 02:00 Unloading done, POD via Whatsapp On Target

KPI

KPI Name:

KPI Owner:

KPI Defn:

KPI Frequency: Monthly

Market-Modality: BNL

Data Source: Manual

= On or better than target

= Worse than target

Jan	May	Jul
Feb		
Mar		
Apr	Jun	Sep
		Aug

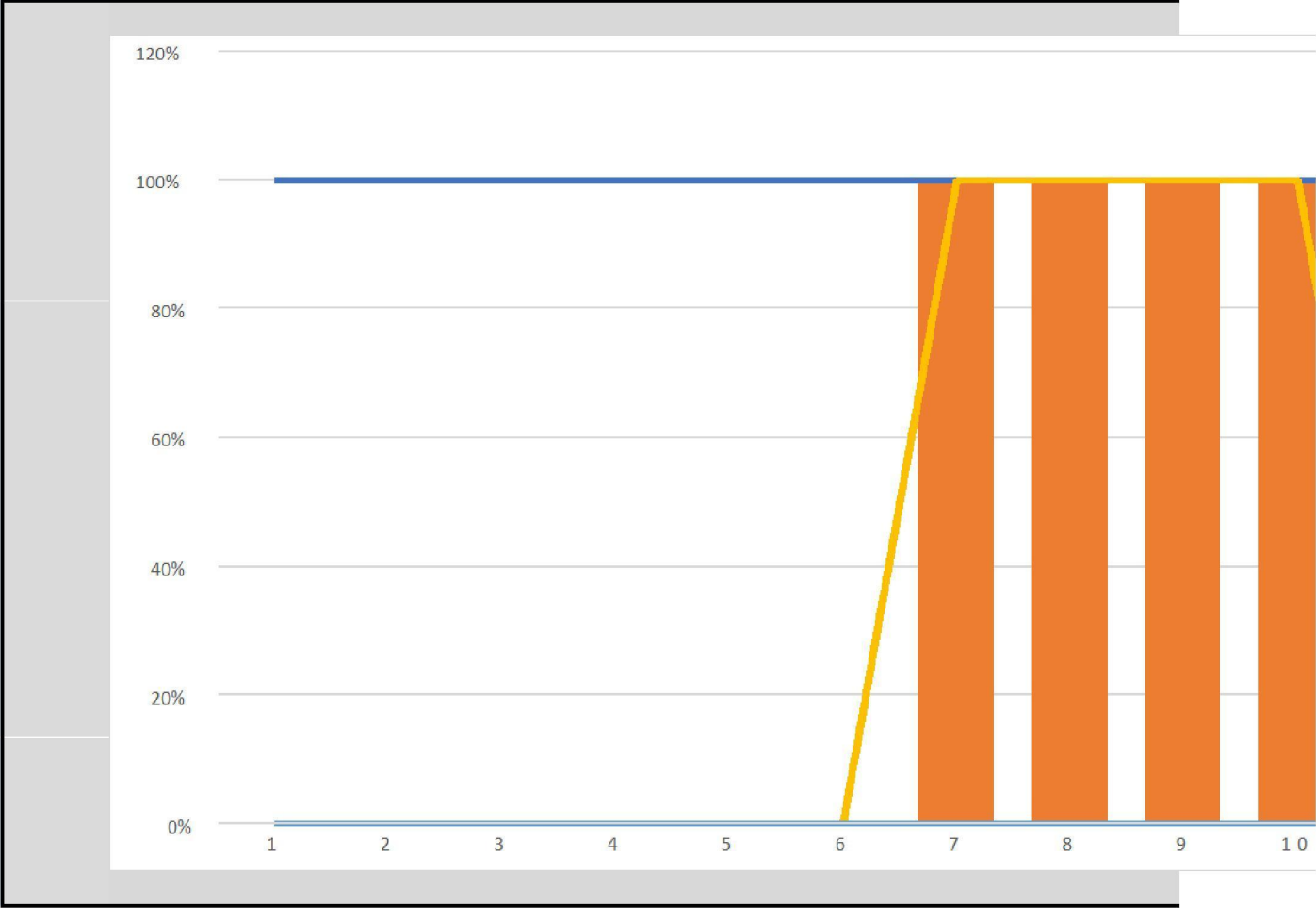




chart.

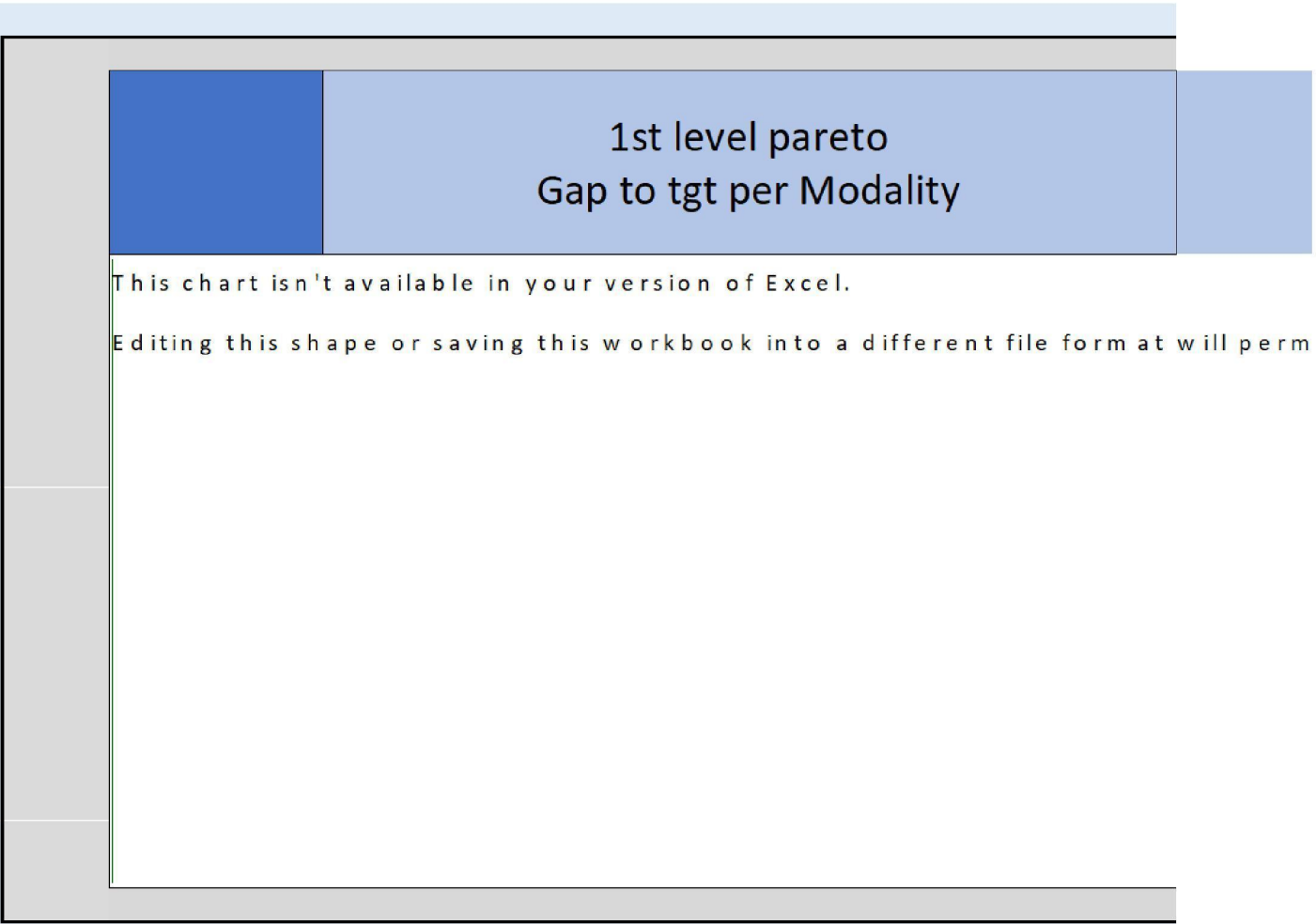
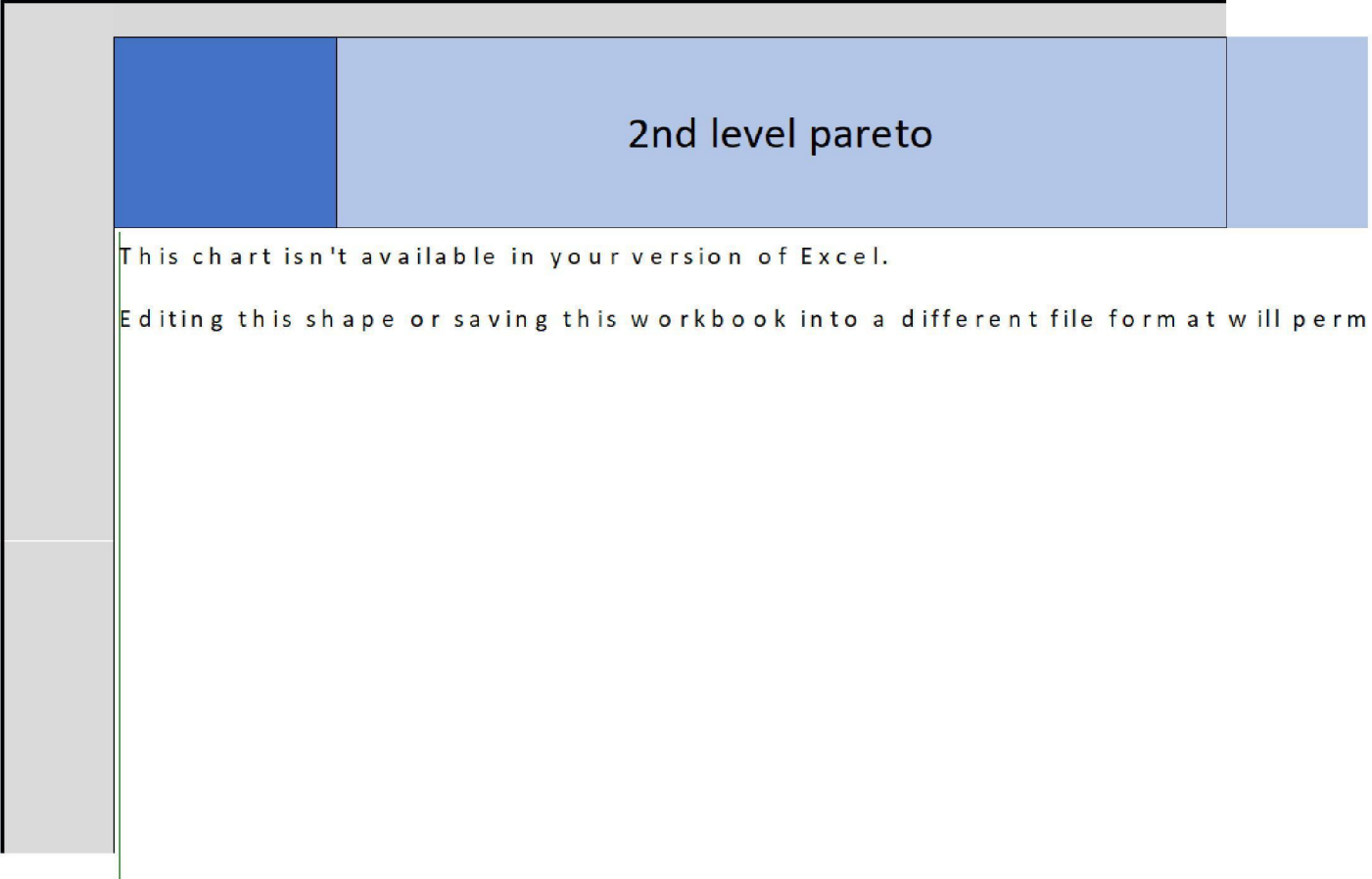
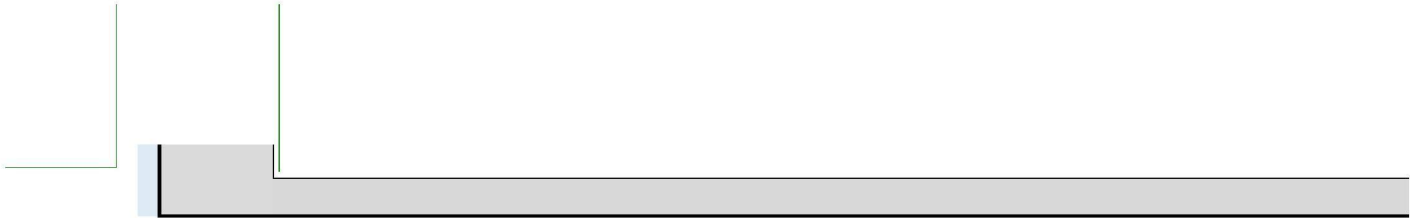
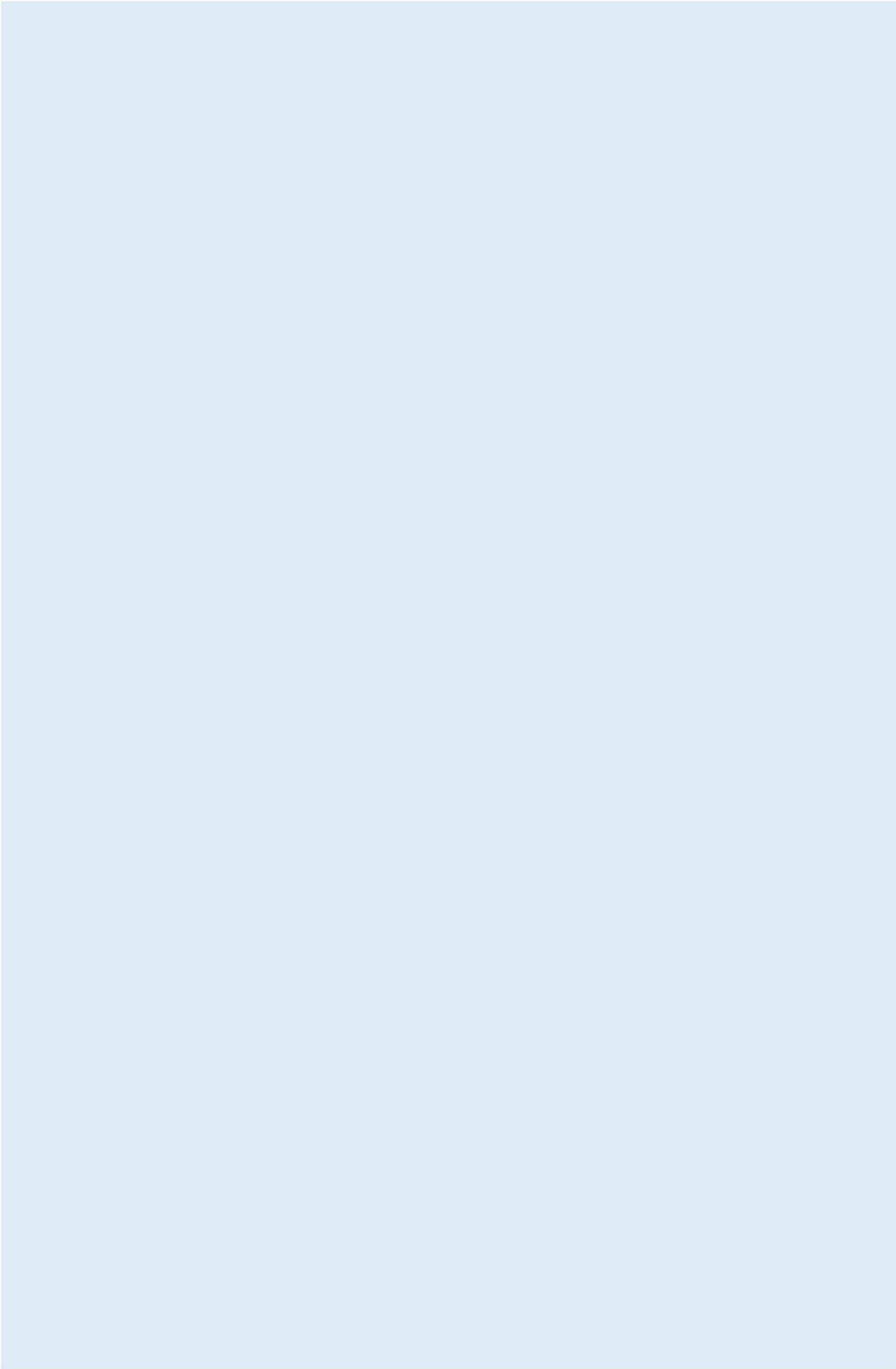


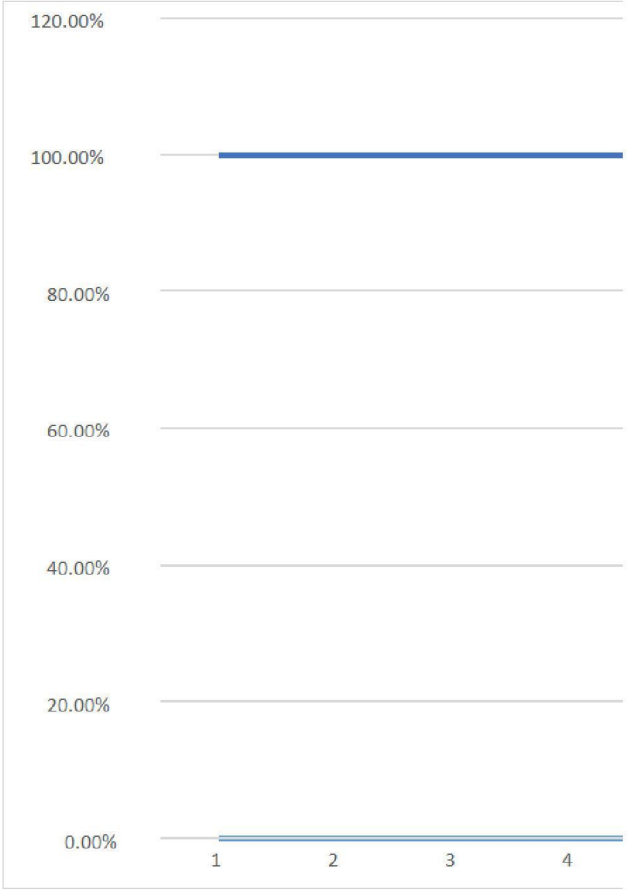
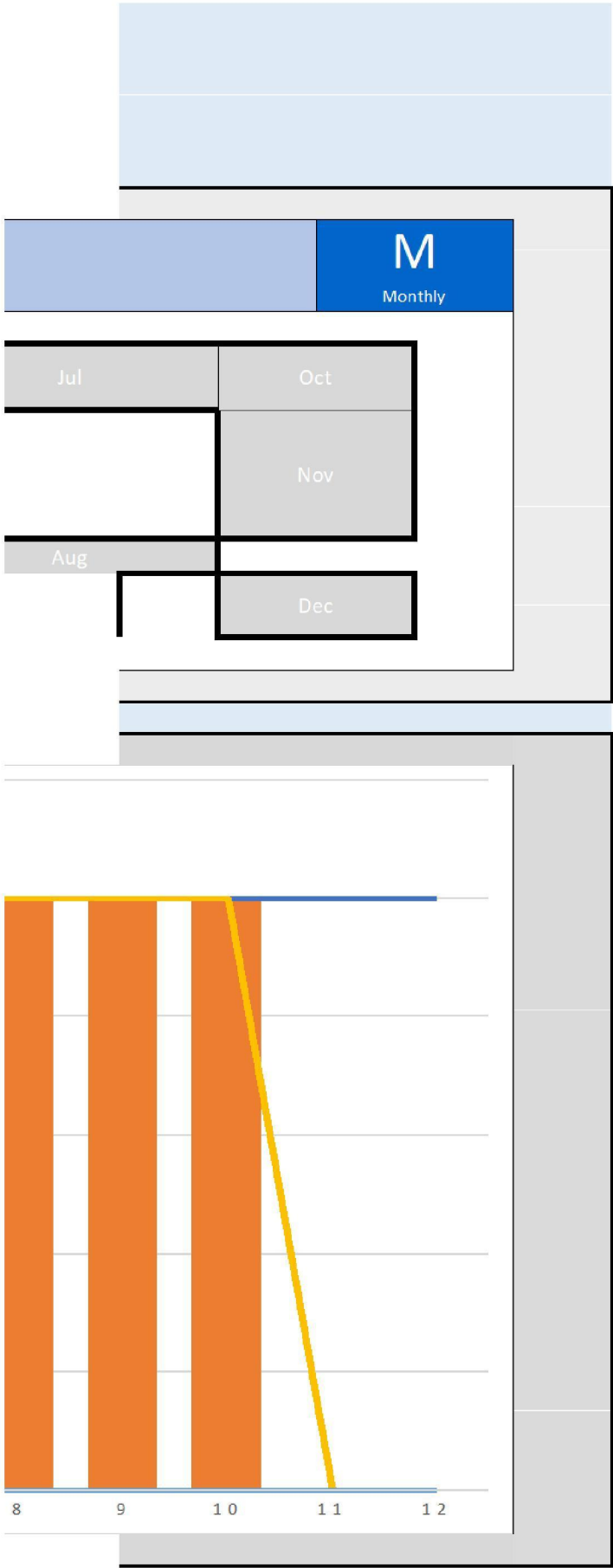
chart.

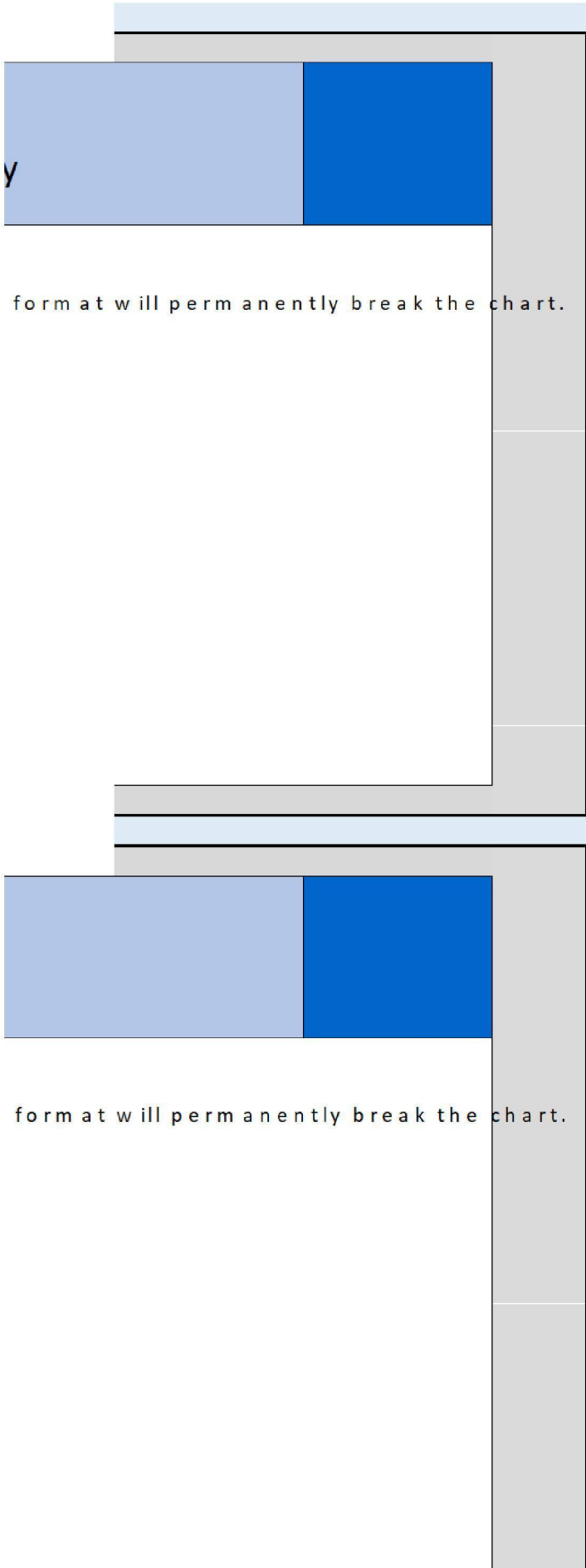




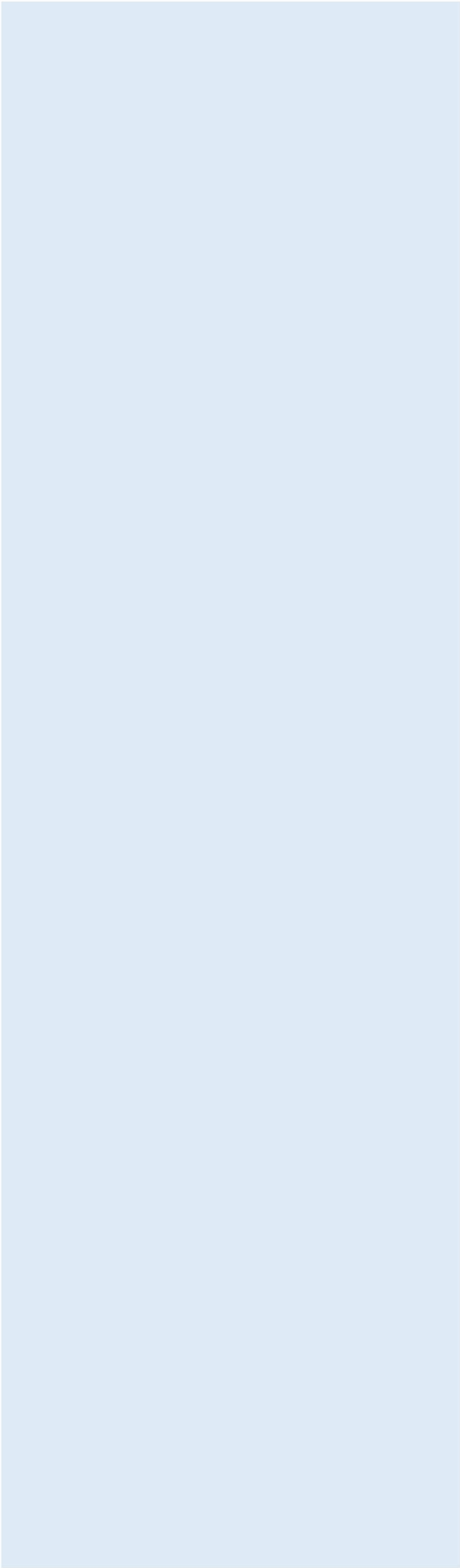
[illegible][illegible]











KPI

KPI Name:

0

KPI Owner:

5.1.2e

KPI Defn: % of materials used v

KPI Frequency:

Monthly

Market-Modality:

BNL

Data Source:

Manual

= On or better than target

= Worse than target

Jan

May

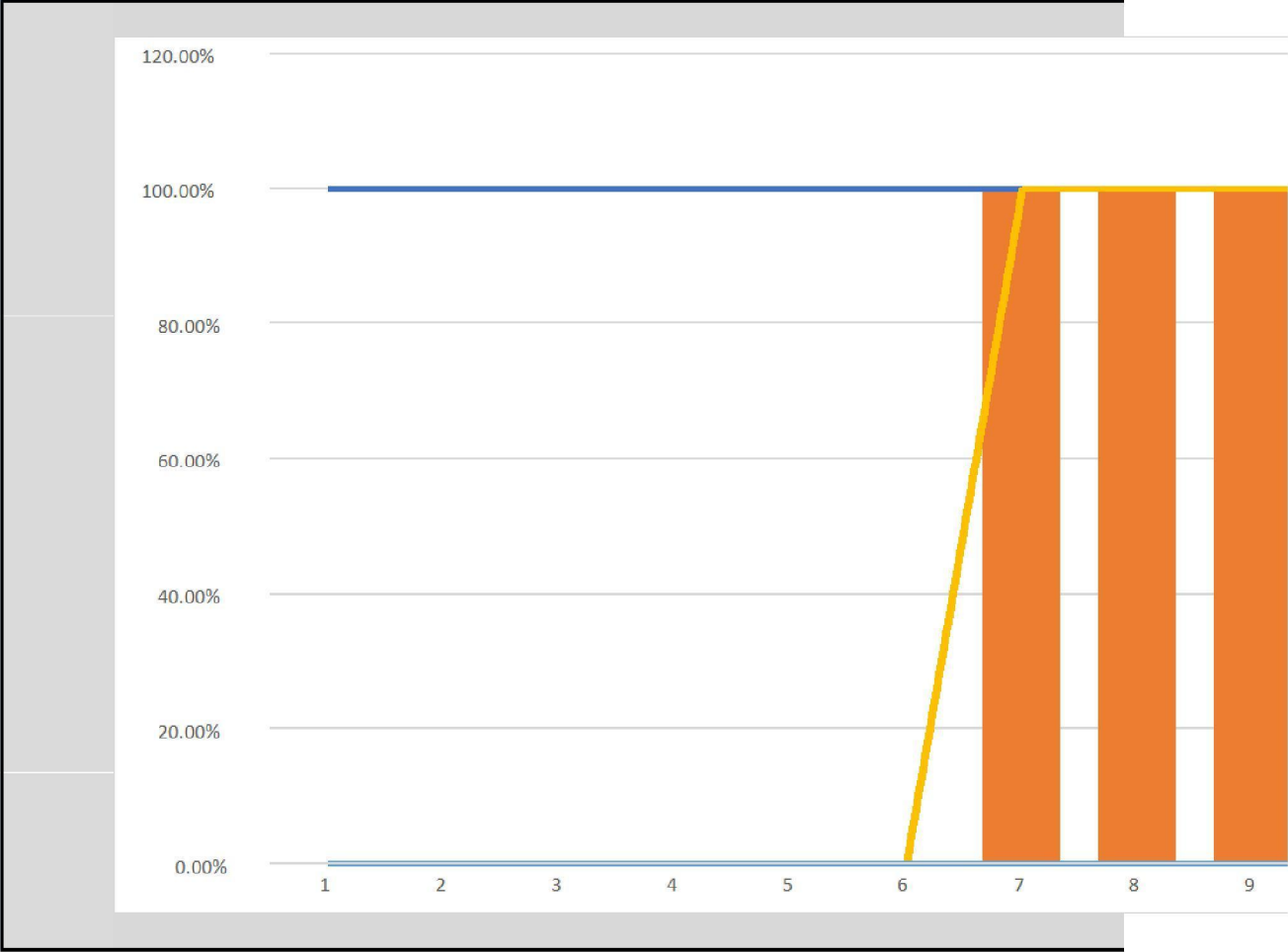
Jun

Feb

Jul

Mar

Apr



0.00%

1

2

3

4

5

6

7

8

9

1940153

1st level pareto Gap to BNL tgt per modality

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will

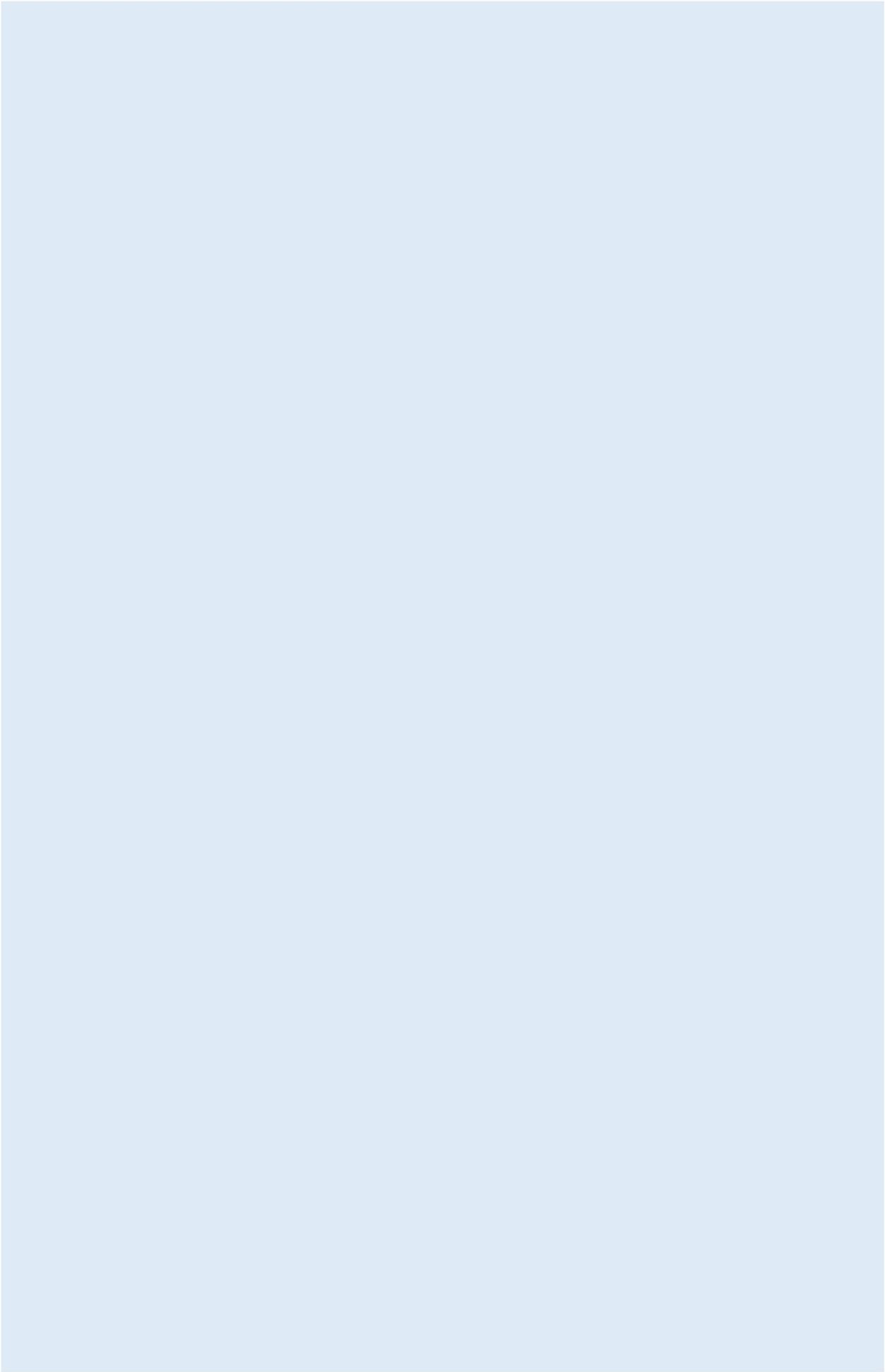
2nd level pareto Mat norm per part type

This chart isn't available in your version of Excel.

Editing this shape or saving this workbook into a different file format will









M

Monthly

Jun

Aug

Sep

Jul

Oct

Nov

Dec

KPI

KPI Name:



KPI Owner:

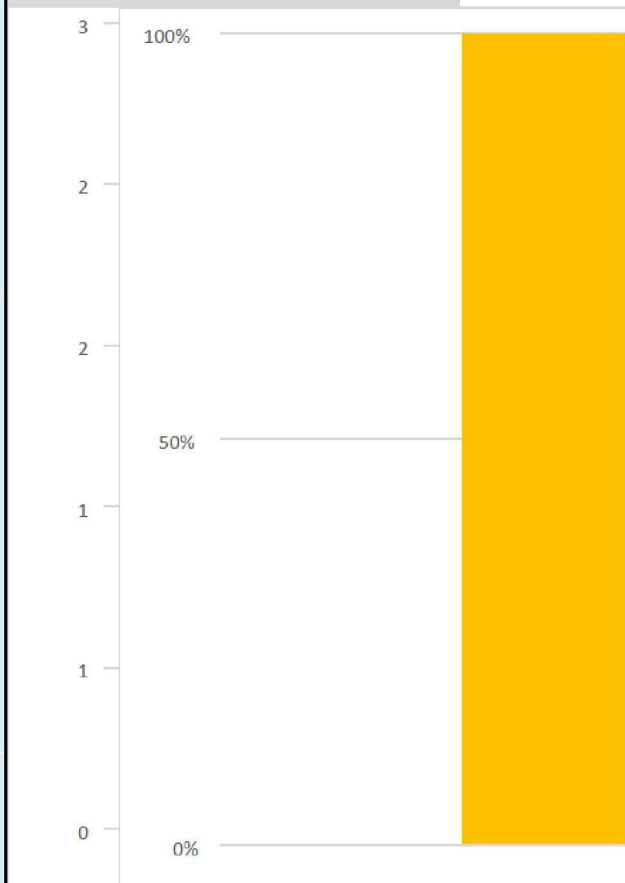
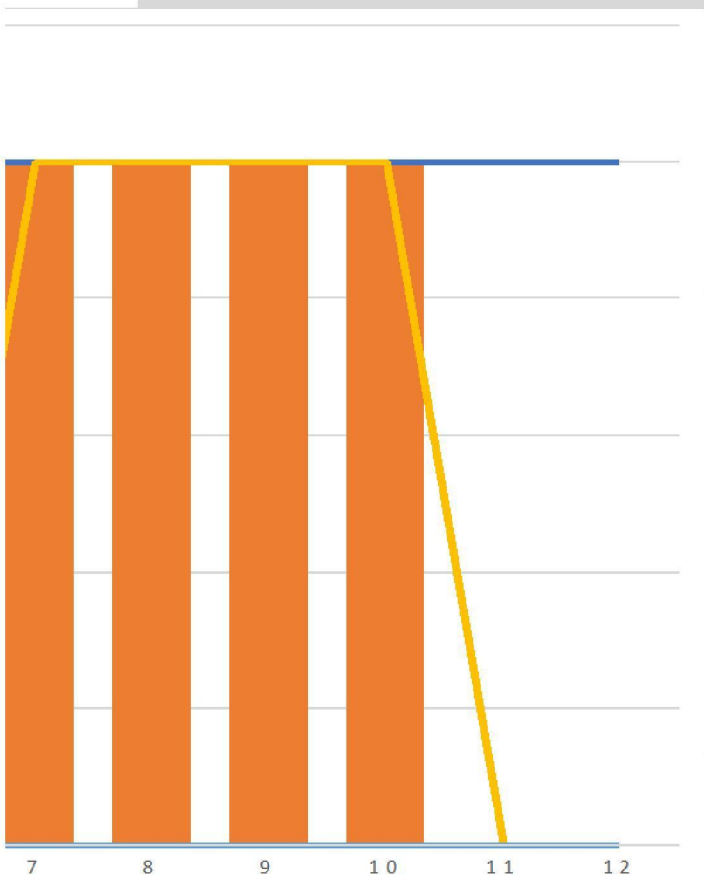
KPI Defn:

KPI Frequency:

Market-Modality:

Data Source:

 = On or better
 = Worse than t





eto
modality

ent file format will permanently break the chart.

level
paret
o

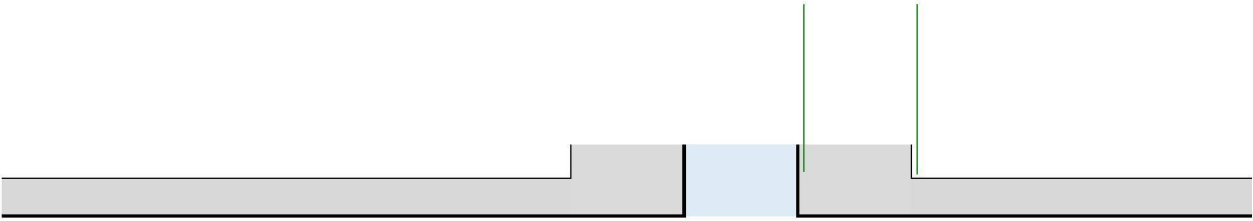
This chart contains data available in your version of the software. Editing this chart will permanently break the chart.

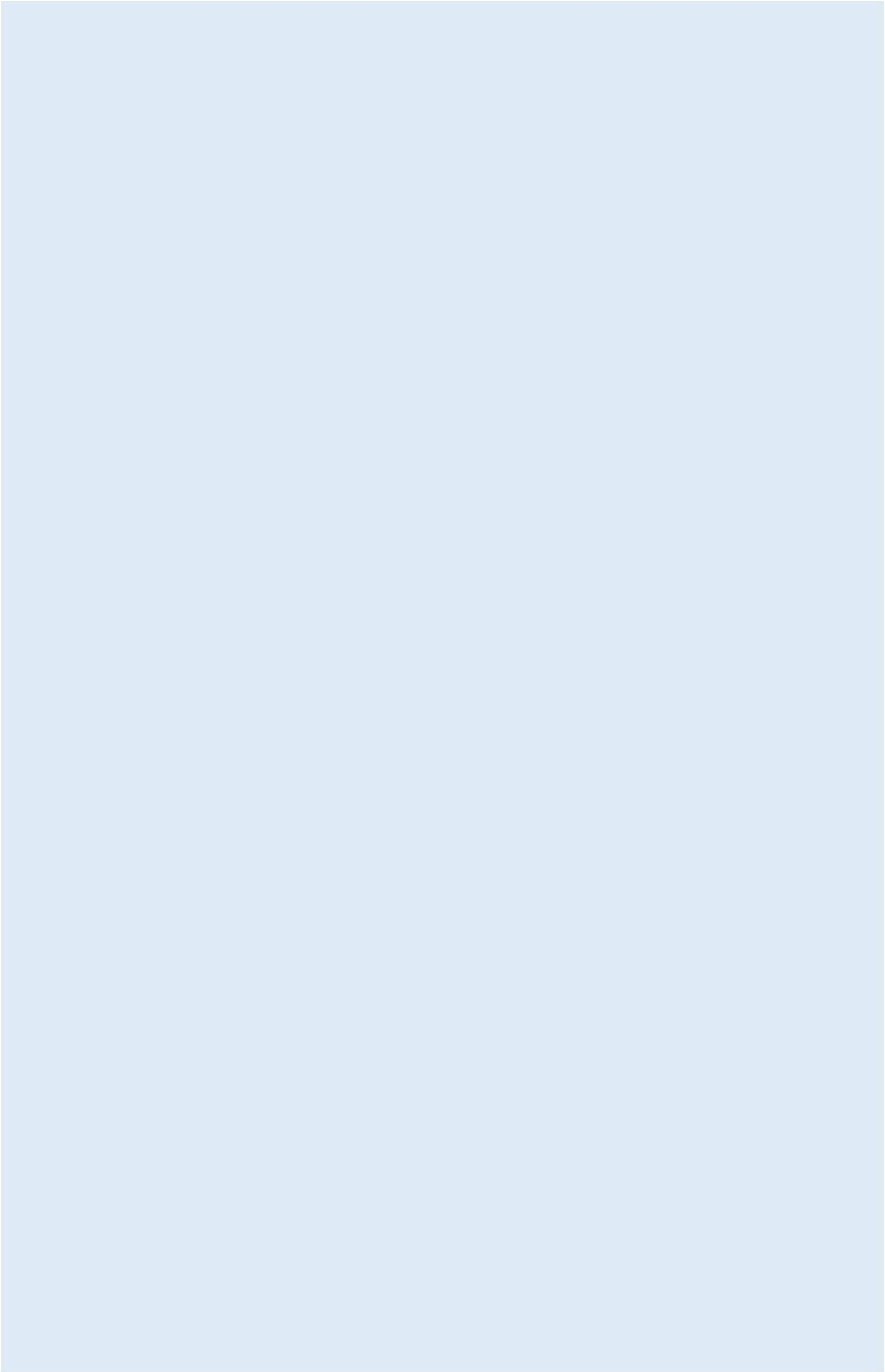
eto
rt type

ent file format will permanently break the chart.

paret
o
#

This chart contains data available in your version of the software. Editing this chart will permanently break the chart.





Monthly

Monthly
BNL
Manual

Jan	Jun	Aug	Oct
Feb			Nov
Mar	July	Sep	Nov
Apr			
May			

1st level pareto
Red

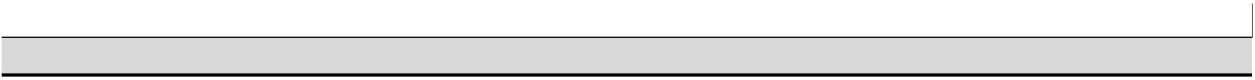
is available in version of Excel.

opening this workbook will identify different files for impact with priority break at the chart.

2nd level pareto
Yellow

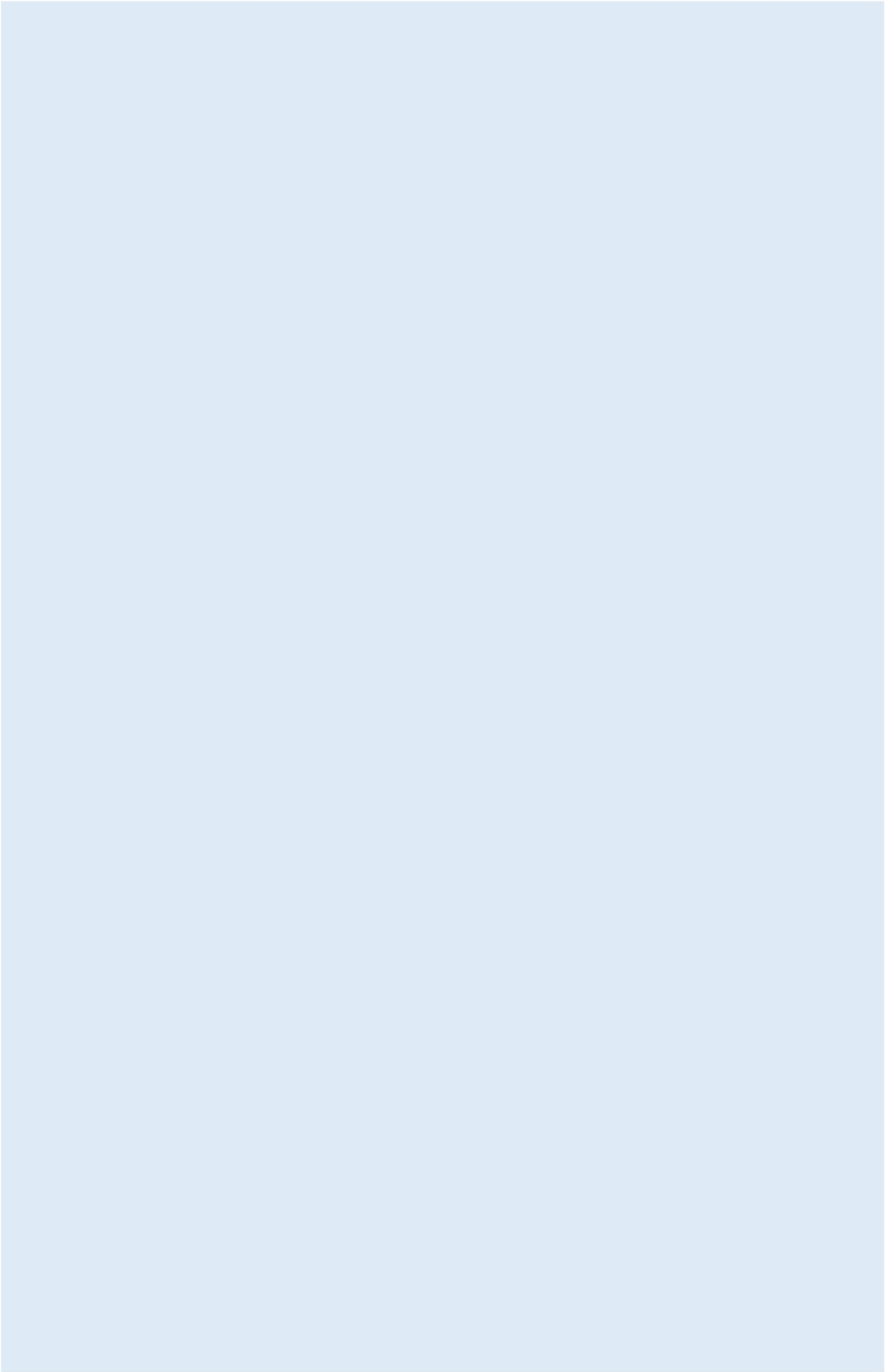
is available in version of Excel.

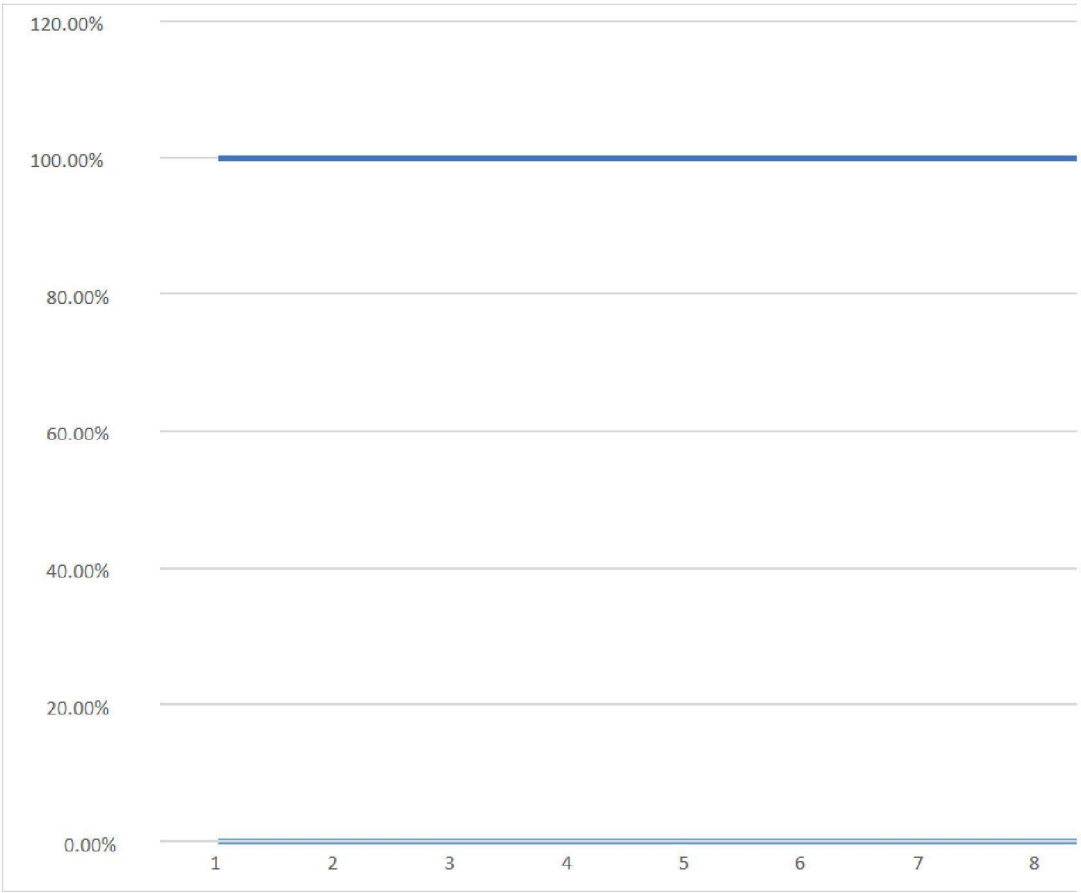
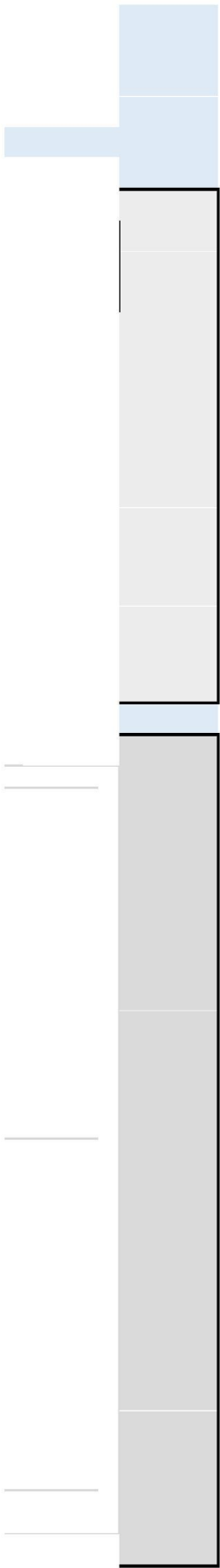
opening this workbook will identify different files for impact with priority break at the chart.



Countermeasures

Cause	Countermeasures	Who?	Due date	Status
				0
				0
				0
				0
				0





0.00%

1

2

3

4

5

6

7

8

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file form

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file form







KPI

KPI Name:

0

KPI Owner:

KPI Defn:

KPI Frequency:

Monthly

Market-Modality:

BNL

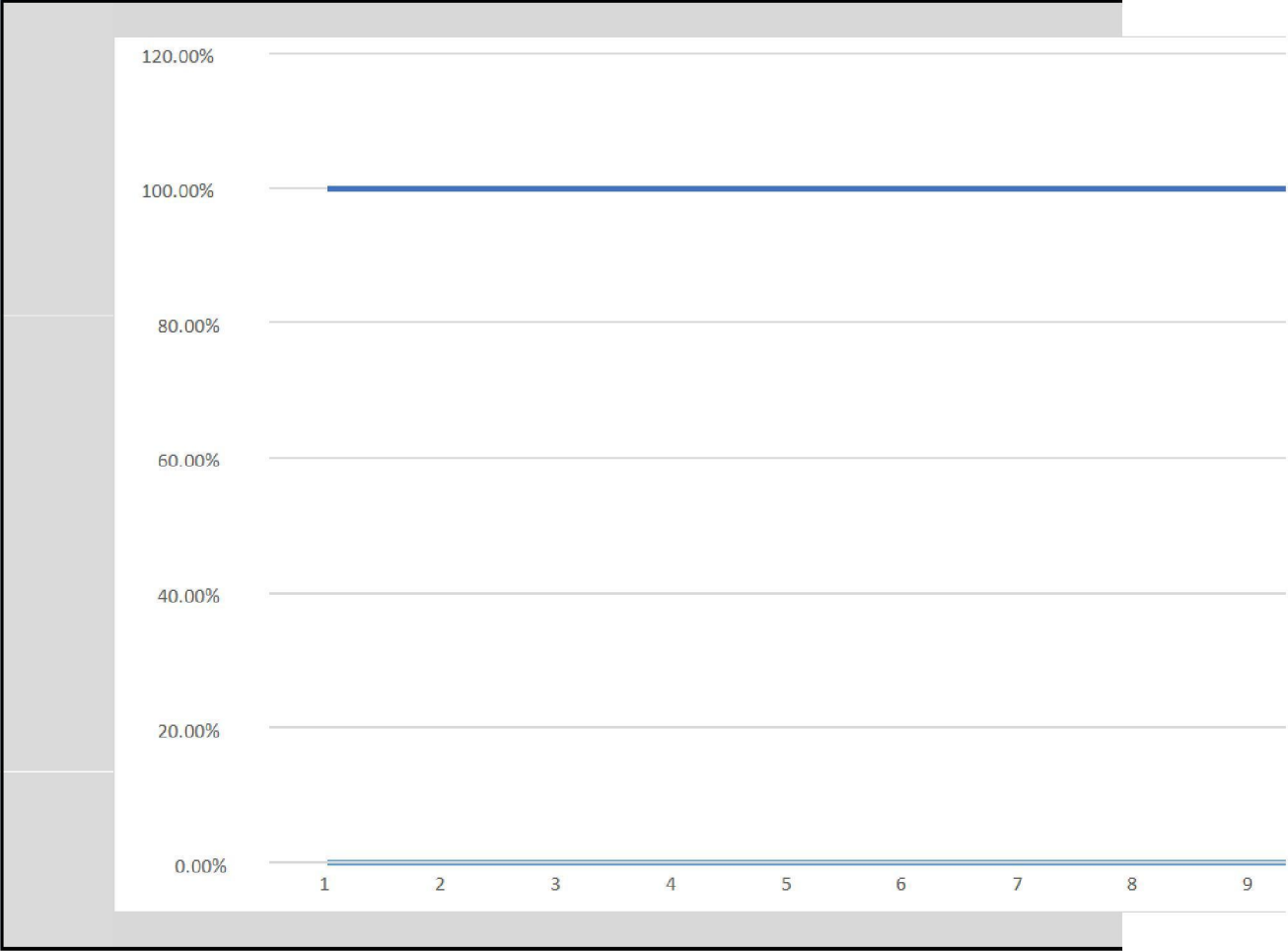
Data Source:

Manual

= On or better than target

= Worse than target

Jan	May	Jun	
Feb		Jul	
Mar			
Apr			



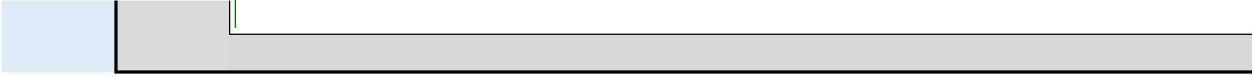


1st level pareto

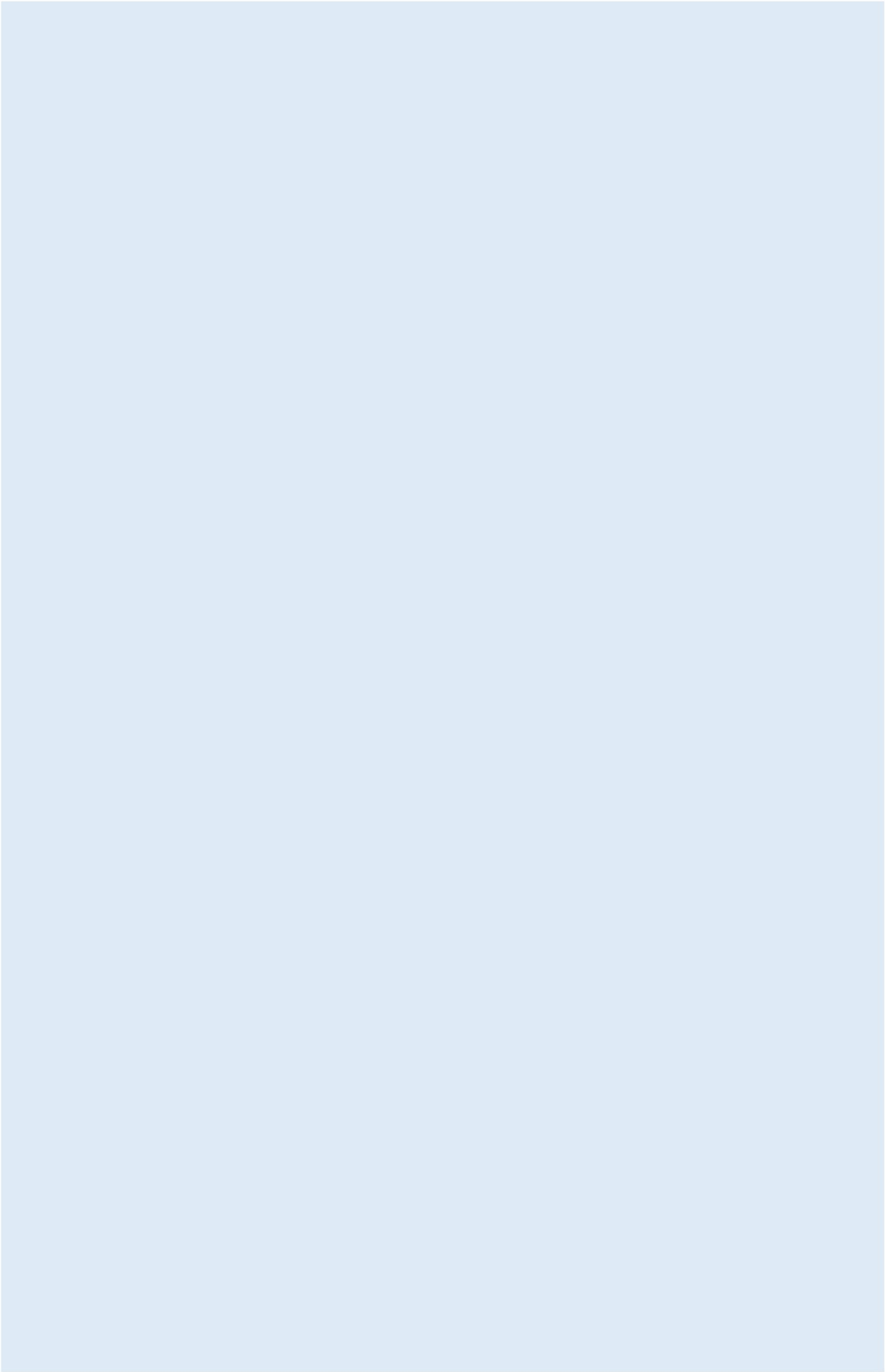
This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will

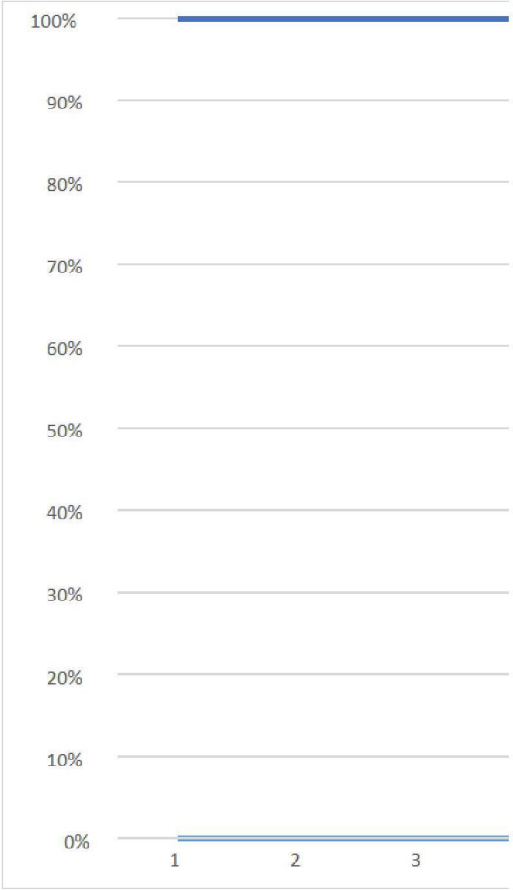
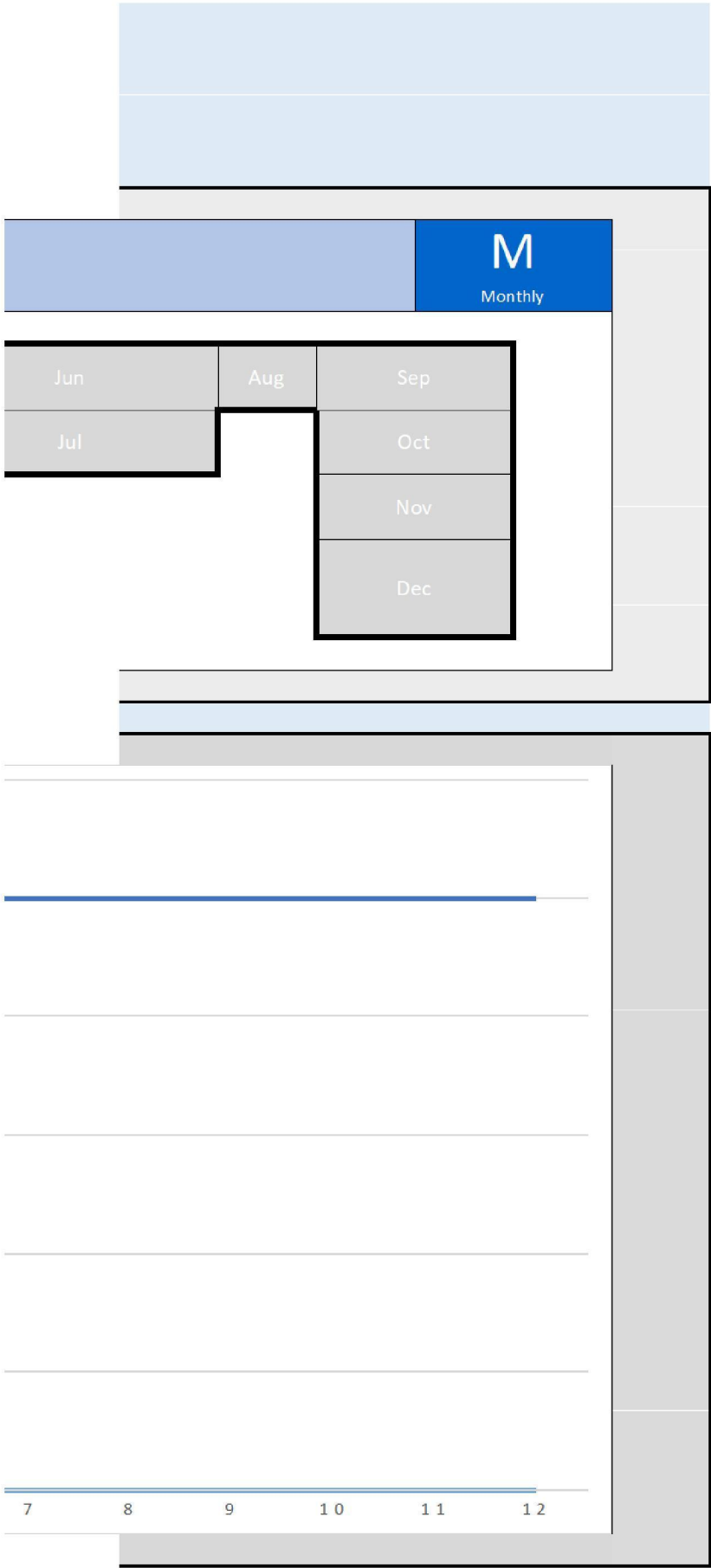
2nd level pareto

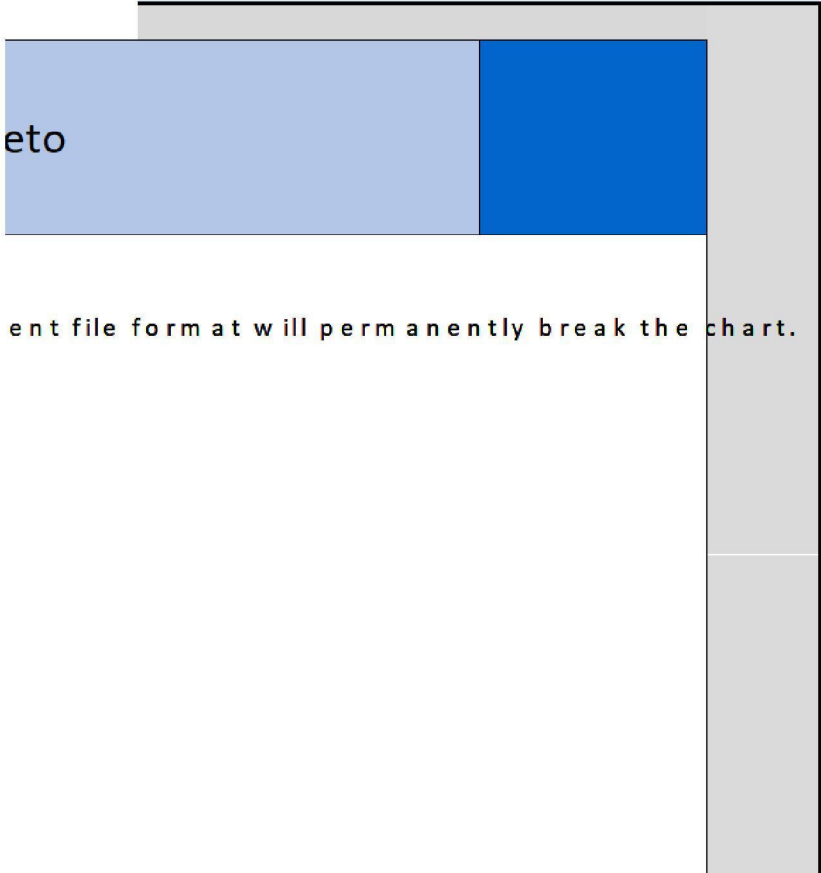
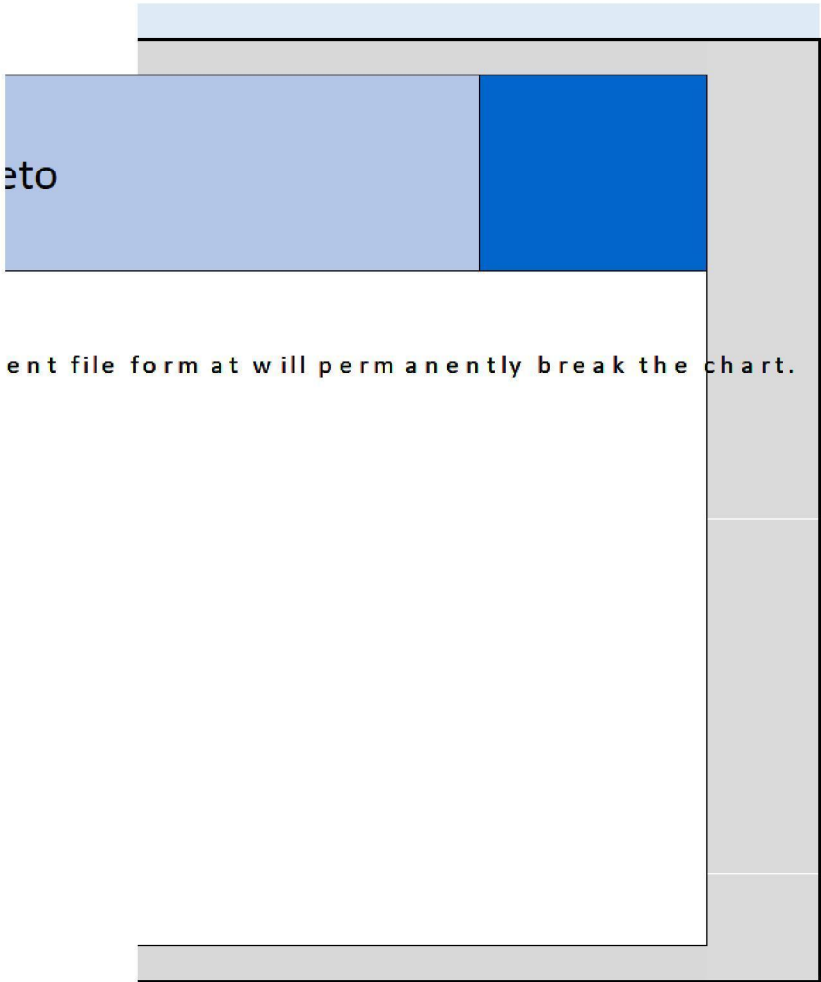
This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will







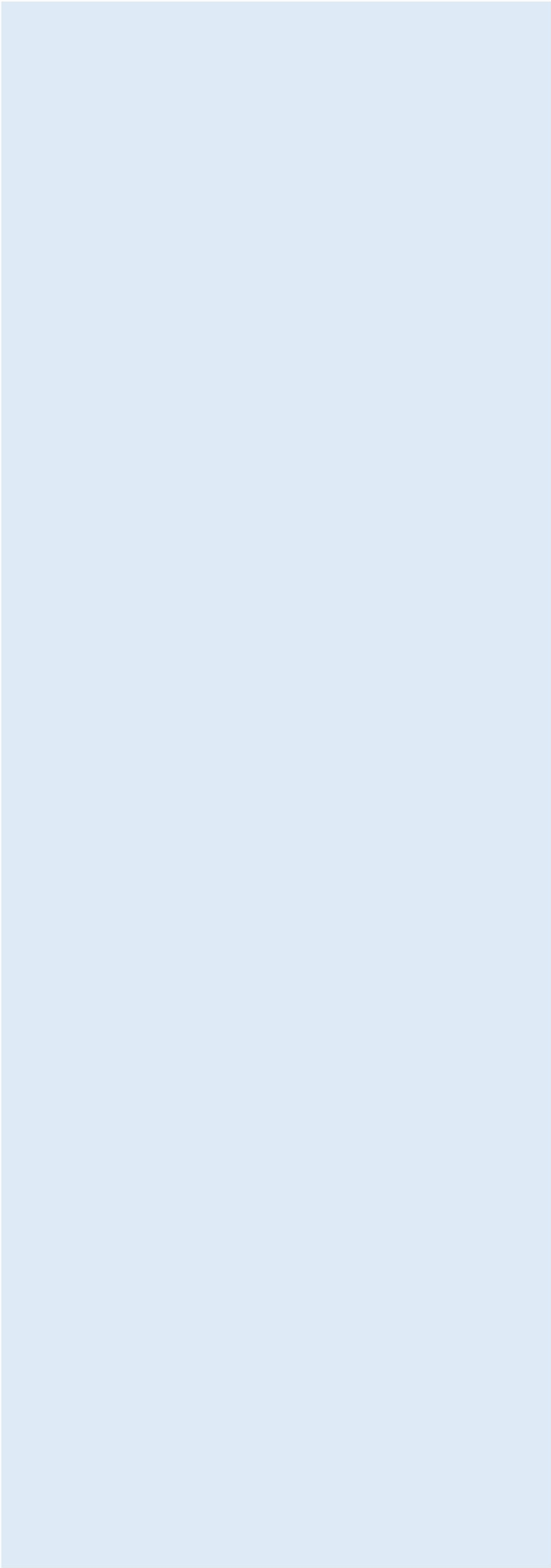




This chart isn't available in your current file format will permanently break the chart. Editing this shape or saving this chart will permanently break the chart.

This chart isn't available in your current file format will permanently break the chart. Editing this shape or saving this chart will permanently break the chart.





KPI

KPI Name:

KPI Owner:

KPI Defn:

KPI Frequency: Monthly

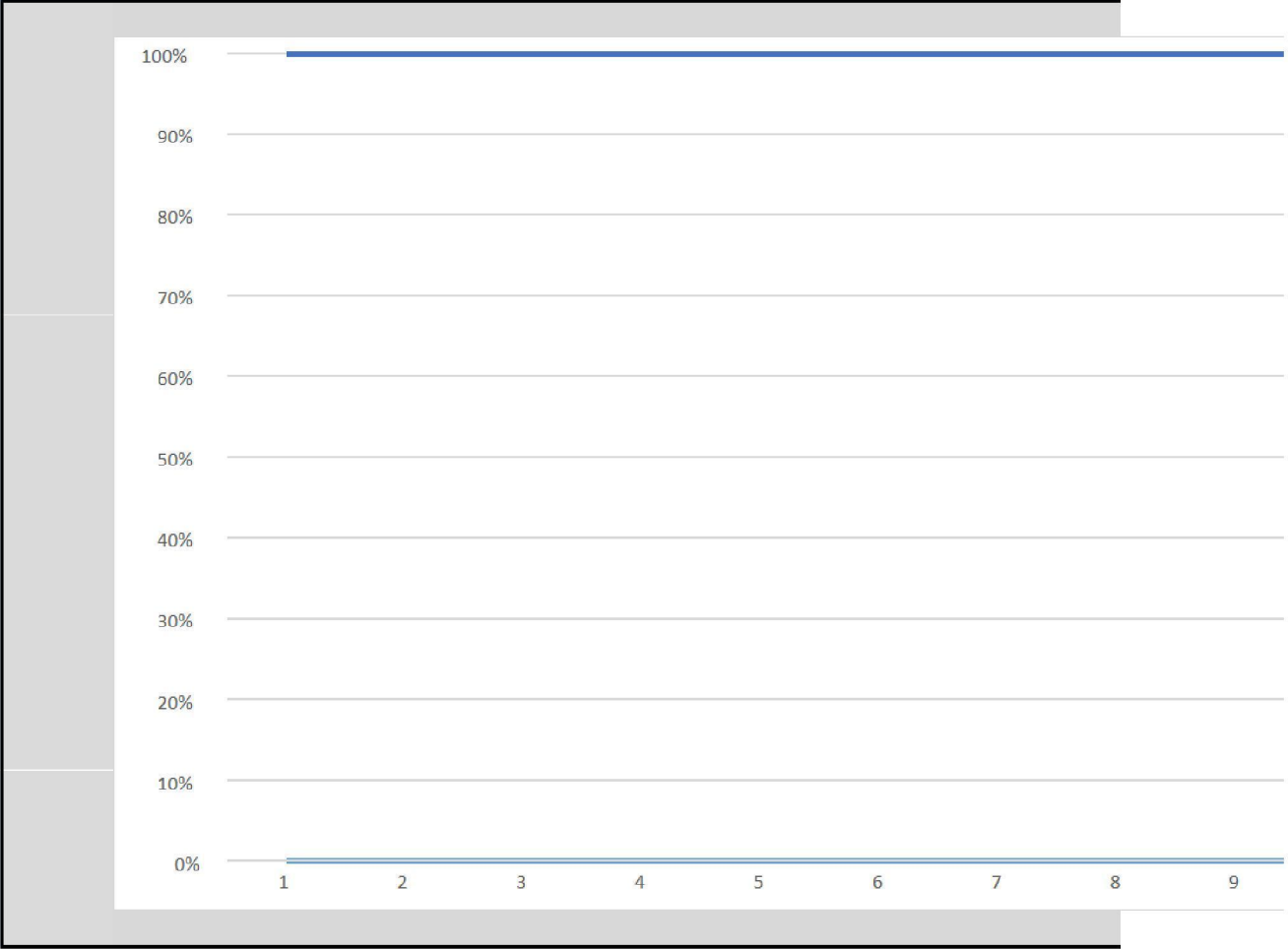
Market-Modality: BNL

Data Source: Manual

= On or better than target

= Worse than target

Jan	May	Jul
Feb		
Mar		
Apr	Jun	Sep
		Aug



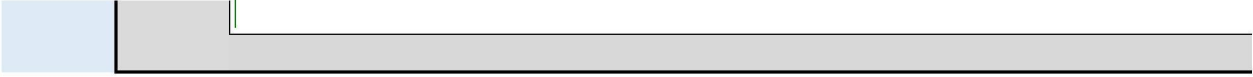


1st level pareto
Gap to target per modality

This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will

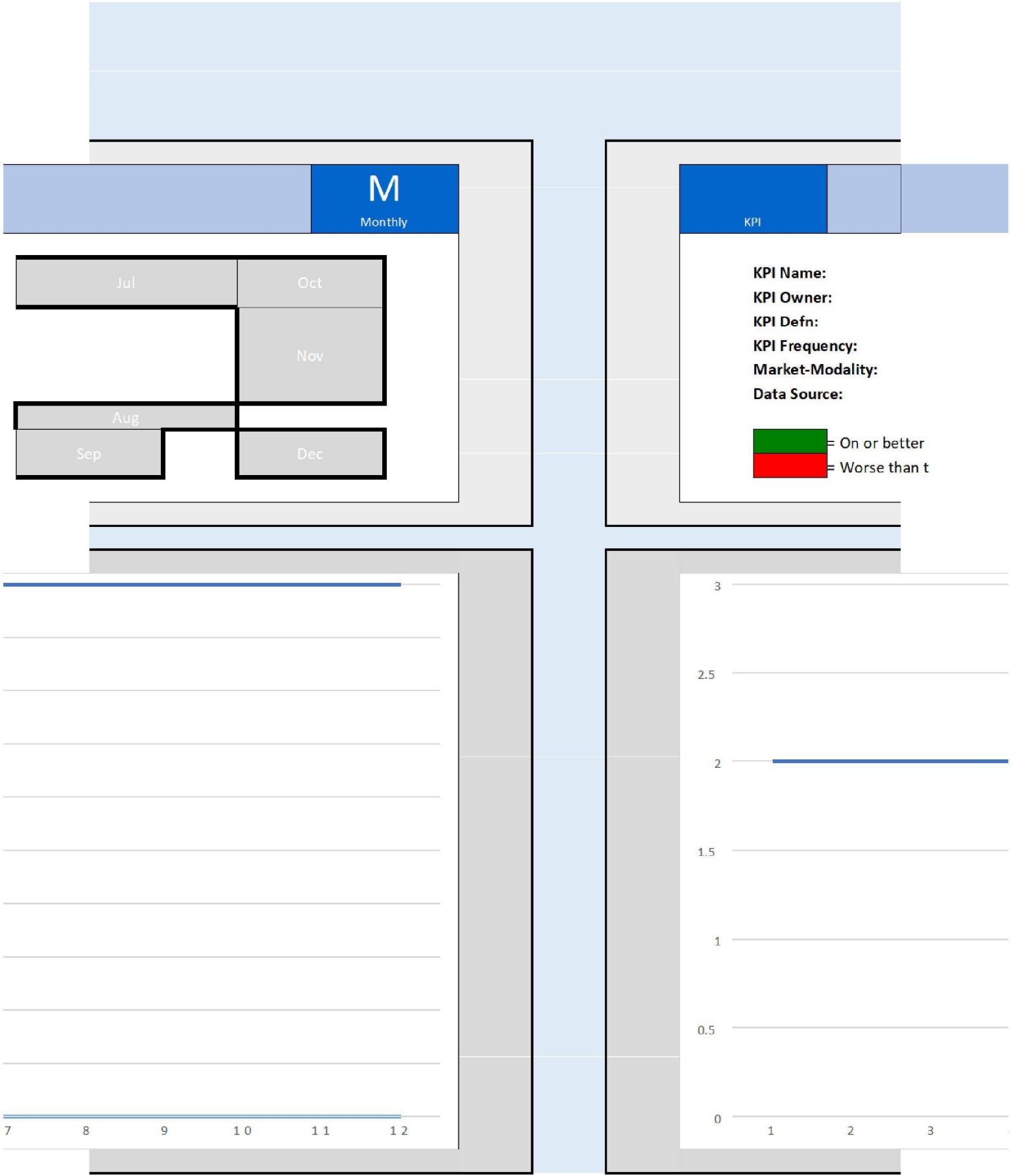
2nd level pareto

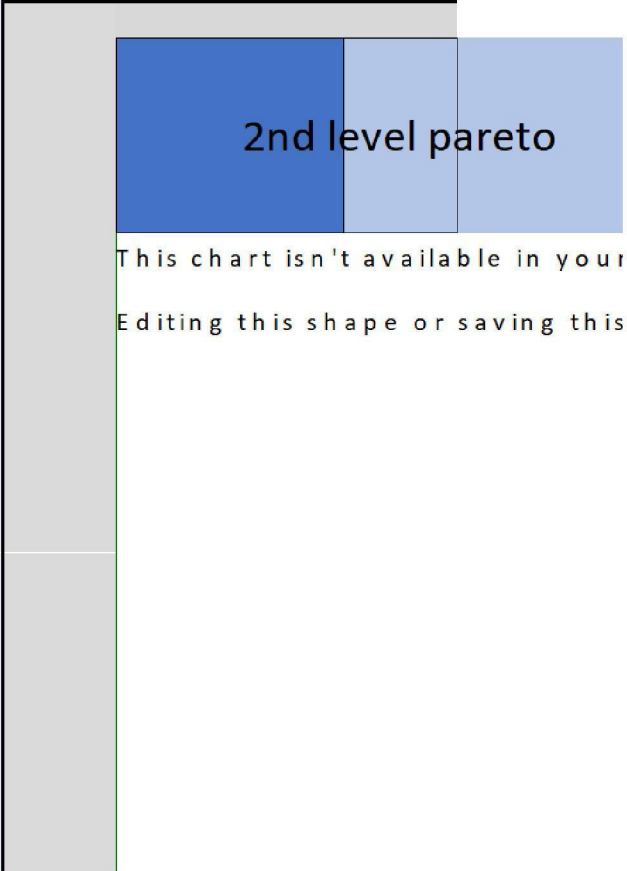
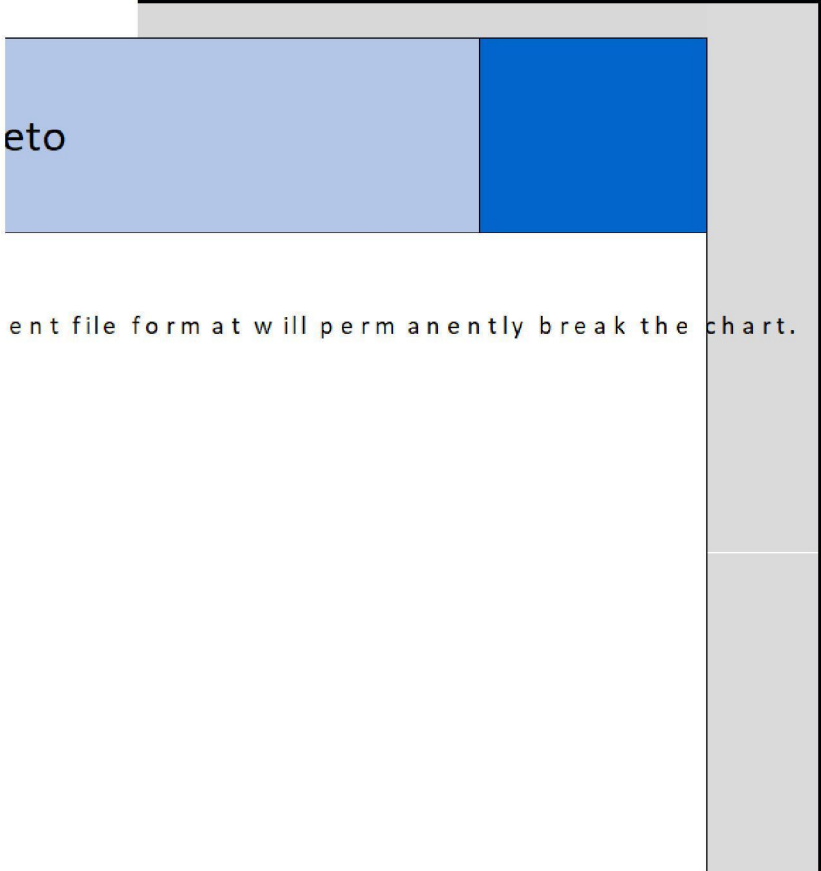
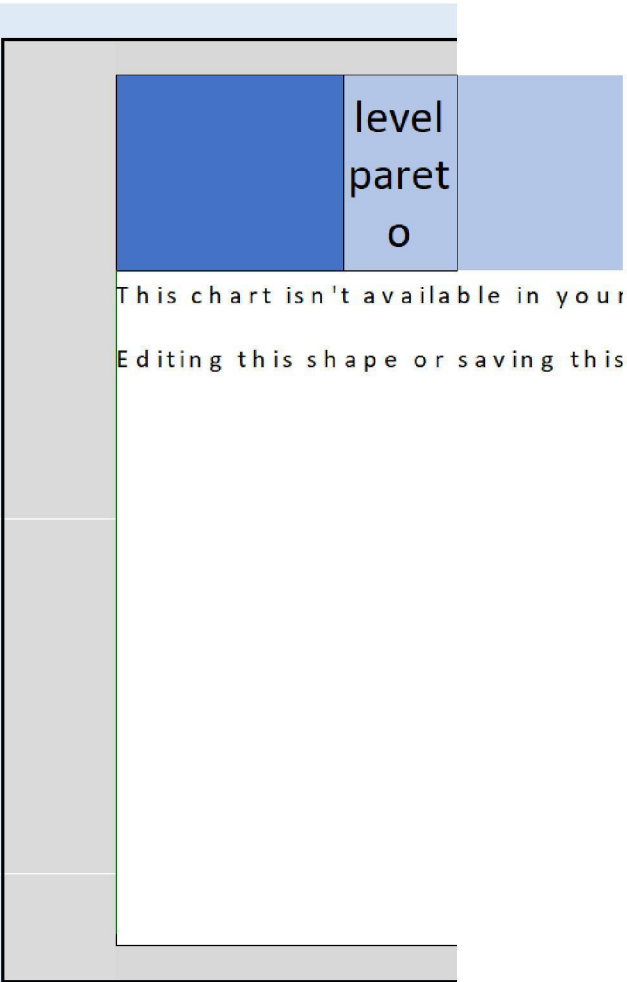
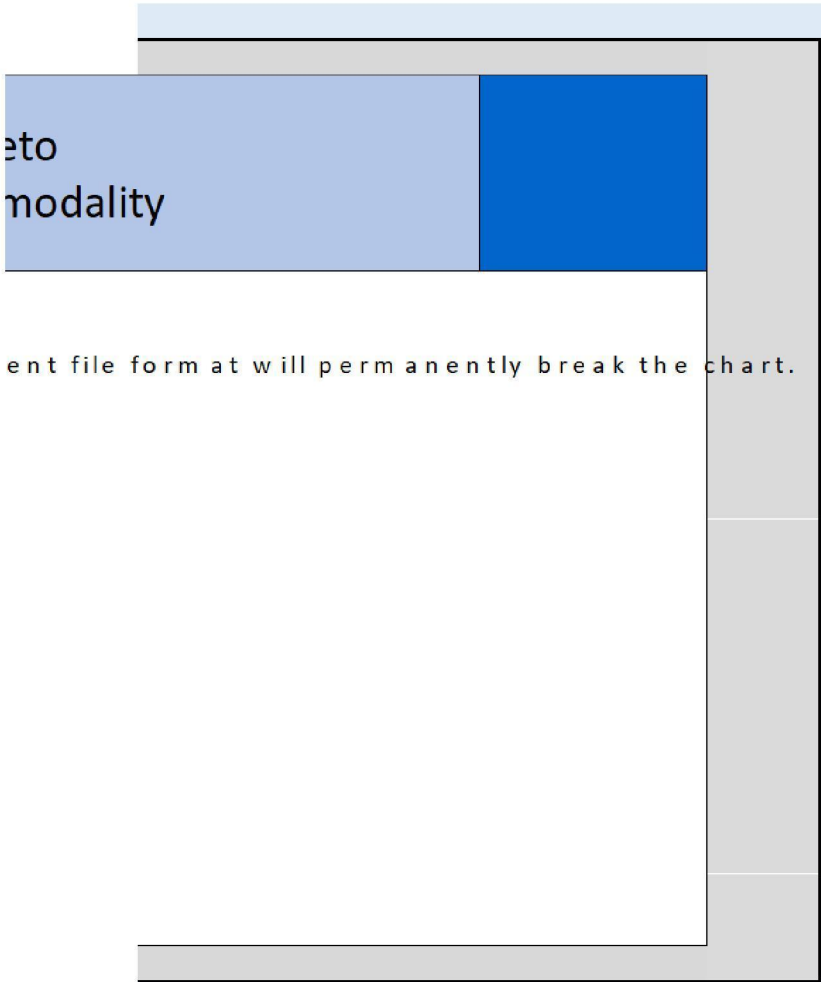
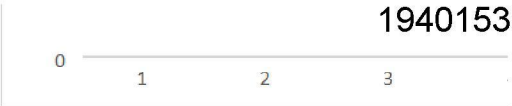
This chart isn't available in your version of Excel.
Editing this shape or saving this workbook into a different file format will

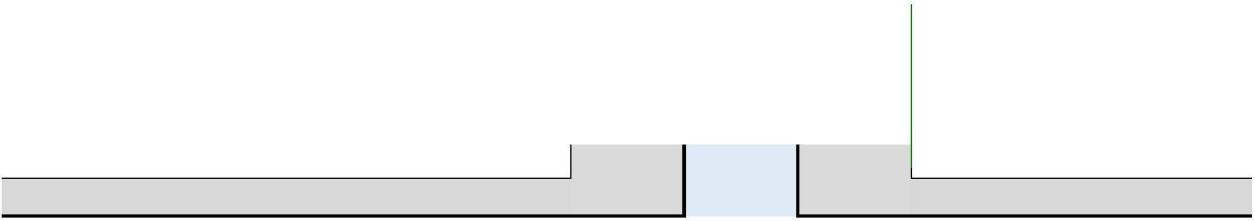


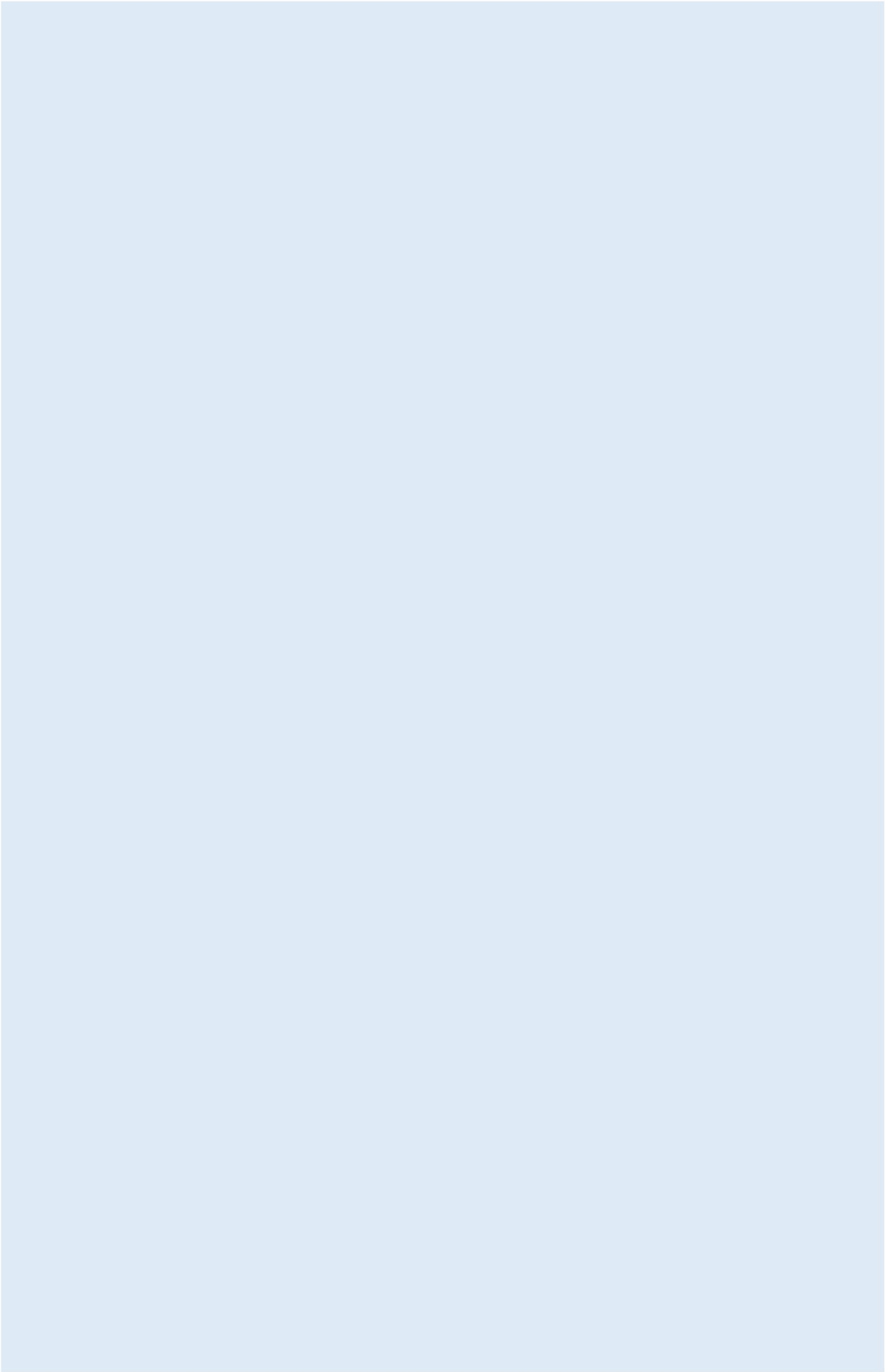










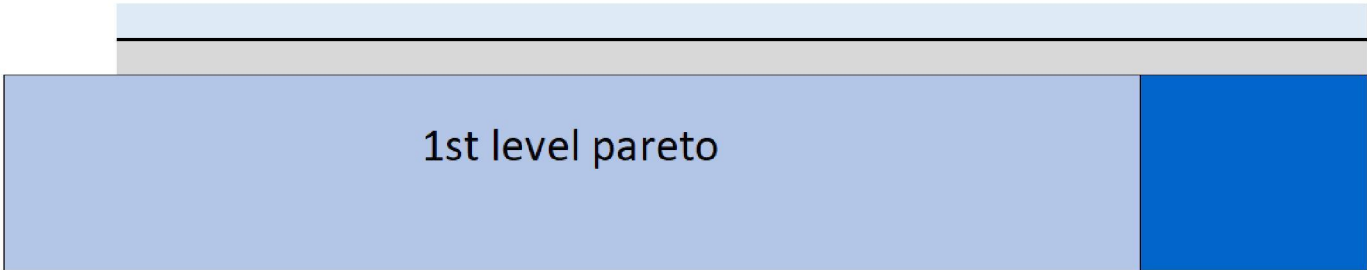


Section	Category	Percentage
M	M	80%
	Monthly	20%
Monthly	Monthly	80%
	M	20%

Monthly BNL Manual	Jan	May	Jul	Oct
	Feb			
	Mar			
	Apr	Jun	Sep	Dec
			Aug	Nov

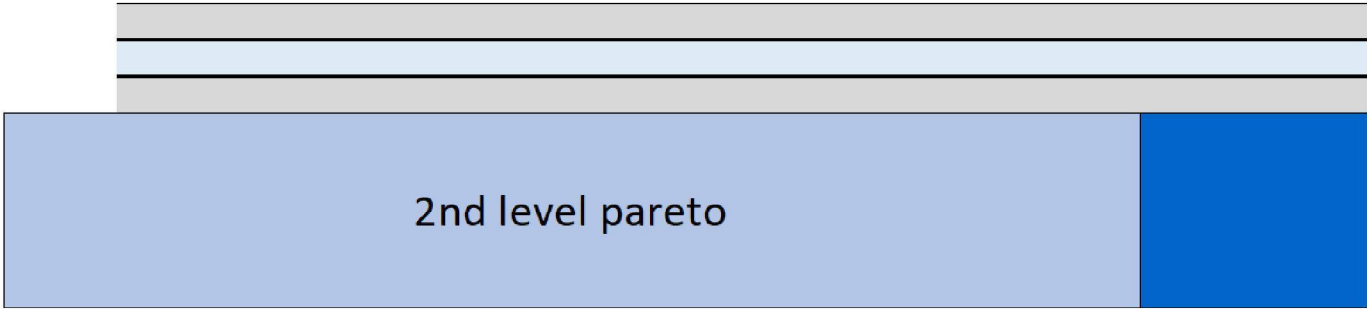
Age Group	Percentage
3	100%
4	100%
5	100%
6	100%
7	100%
8	100%
9	100%
10	100%
11	100%
12	100%

2	3	4	5	6	7	8	9	10	11	12
---	---	---	---	---	---	---	---	----	----	----



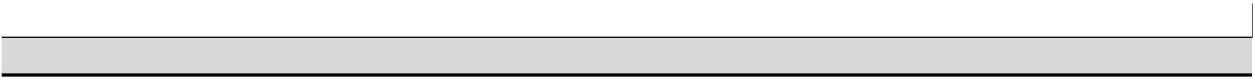
't available in your version of Excel.

hape or saving this workbook into a different file form at will permanently break the chart.



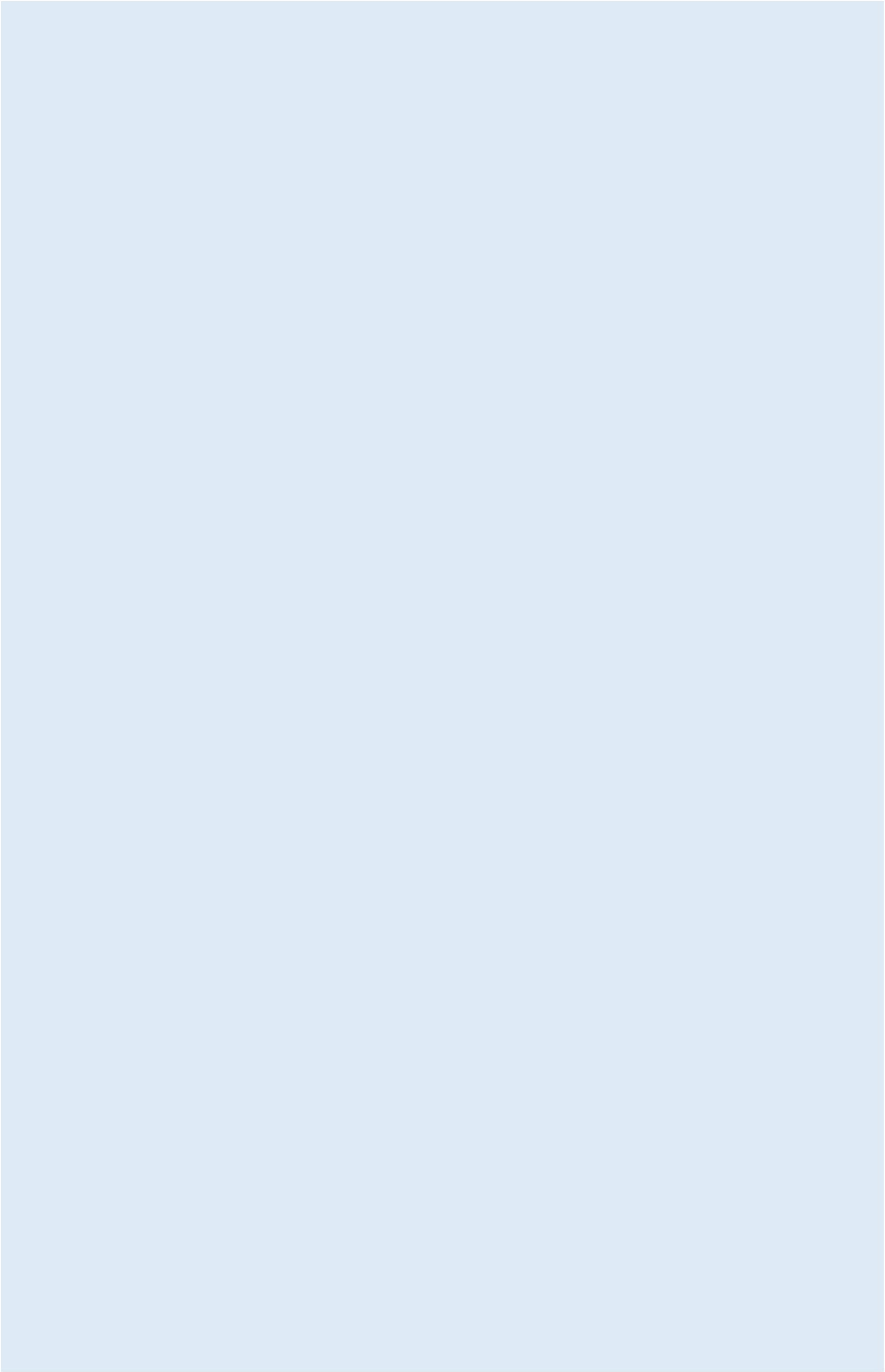
't available in your version of Excel.

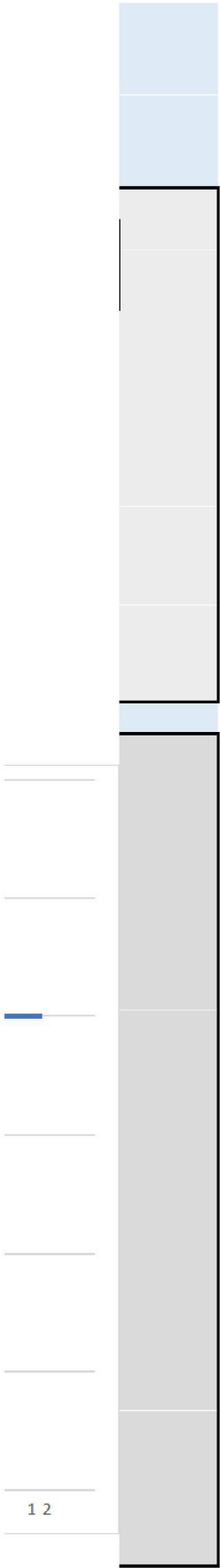
hape or saving this workbook into a different file form at will permanently break the chart.



Countermeasures

[illegible]



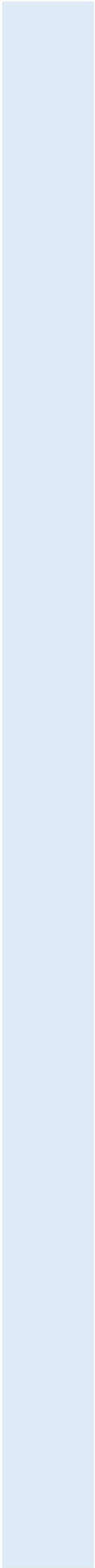


break the chart.

break the chart.







1 Q M KPI Monthly				
Complete And On Time				
KPI 1 - Health & Safety				
	Target	Green	Red	Actual
				last -12
1	100.00%		0.00%	0.00%
2	100.00%		0.00%	0.00%
3	100.00%		0.00%	0.00%
4	100.00%		0.00%	0.00%
5	100.00%		0.00%	0.00%
6	100.00%		0.00%	0.00%
7	100.00%	100.00%		100.00%
8	100.00%	100.00%		100.00%
9	100.00%	100.00%		100.00%
10	100.00%	100.00%		100.00%
11	100.00%		0.00%	0.00%
12	100.00%		0.00%	0.00%
				TRUE

Don`t fill actuals manually as they are
calculated from PI`s

Material Status: KPI 2 - Escalations M		2
		KPI
		Target
		1 100.00%
		2 100.00%
		3 100.00%
		4 100.00%
		5 100.00%
		6 100.00%
		7 100.00%
		8 100.00%
		9 100.00%
		10 100.00%
		11 100.00%
		12 100.00%
from PI`s		

M

M
Monthly

Material Status [M]

KPI 2 - Escalations Managed to Green

Green	Red	Actual	last -12
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
100.00%		100.00%	TRUE
100.00%		100.00%	TRUE
100.00%		100.00%	TRUE
100.00%		100.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE

Don`t fill actuals manually as they are
calculated from PI`s

4

KPI

L

Logistics

KPI 4 - Aging System Downs

	Target	Green
1	100.00%	
2	100.00%	
3	100.00%	
4	100.00%	
5	100.00%	
6	100.00%	
7	100.00%	100.00%
8	100.00%	100.00%
9	100.00%	100.00%
10	100.00%	100.00%
11	100.00%	
12	100.00%	

are calculated
from PI`s

L

M
Monthly

Chart Data'!U4>'Run Chart Data'!R4,
Logistics

I 4 - Aging System Downs

Red	Actual	last -12
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE

II actuals manually as they are
calculated from PI`s

M1	M
PI	

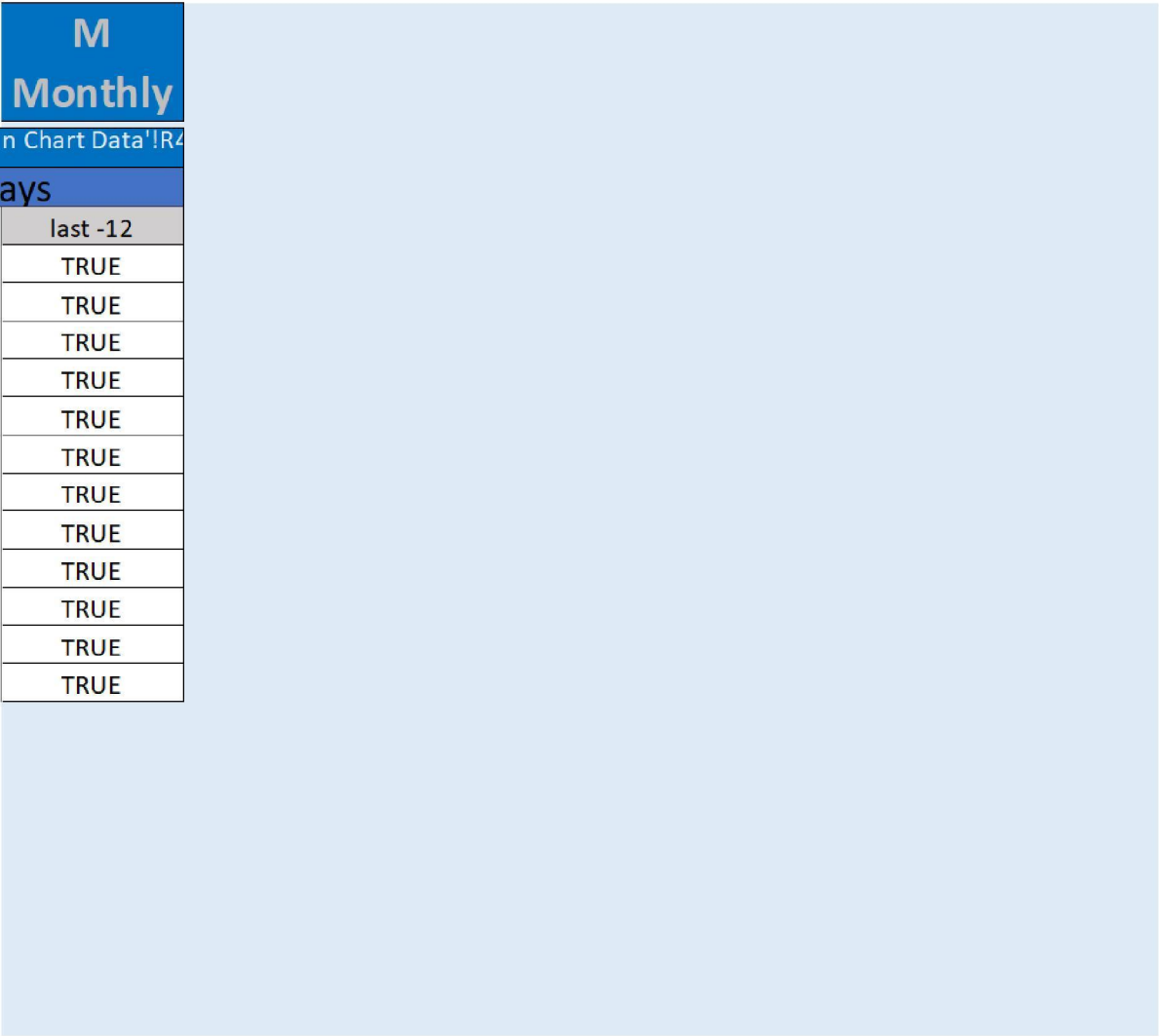
Maintenance Status
FCO's overdue in xx Days

	Target	Green	Red	Actual
1	100.0%		0.00%	0.0%
2	100.0%		0.00%	0.0%
3	100.0%		0.00%	0.0%
4	100.0%		0.00%	0.0%
5	100.0%		0.00%	0.0%
6	100.0%		0.00%	0.0%
7	100.0%	100.00%		100.0%
8	100.0%	100.00%		100.0%
9	100.0%	100.00%		100.0%
10	100.0%	100.00%		100.0%
11	100.0%		0.00%	0.0%
12	100.0%		0.00%	0.0%

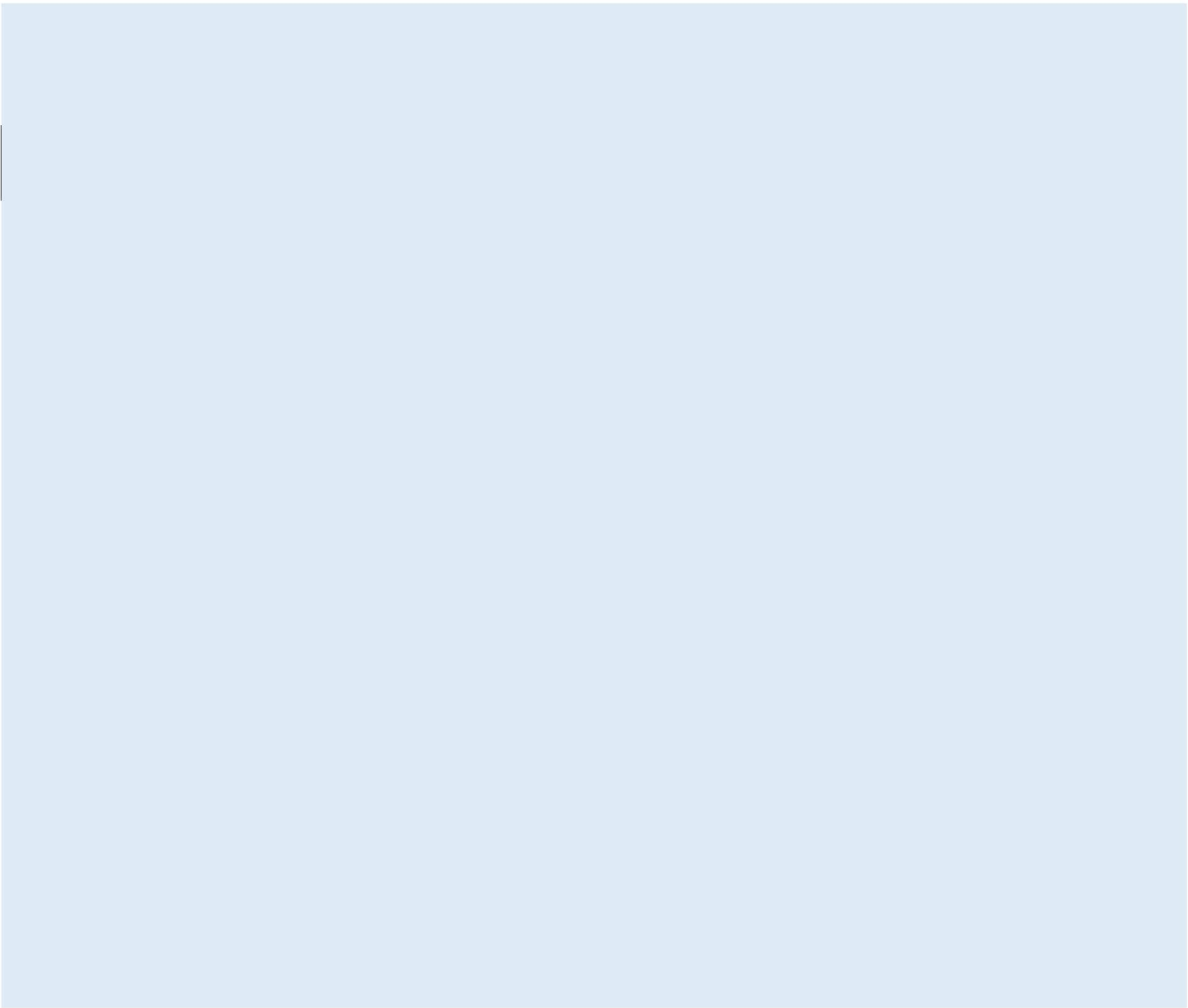
M
Monthly

...e Status ... n Chart Data!R4

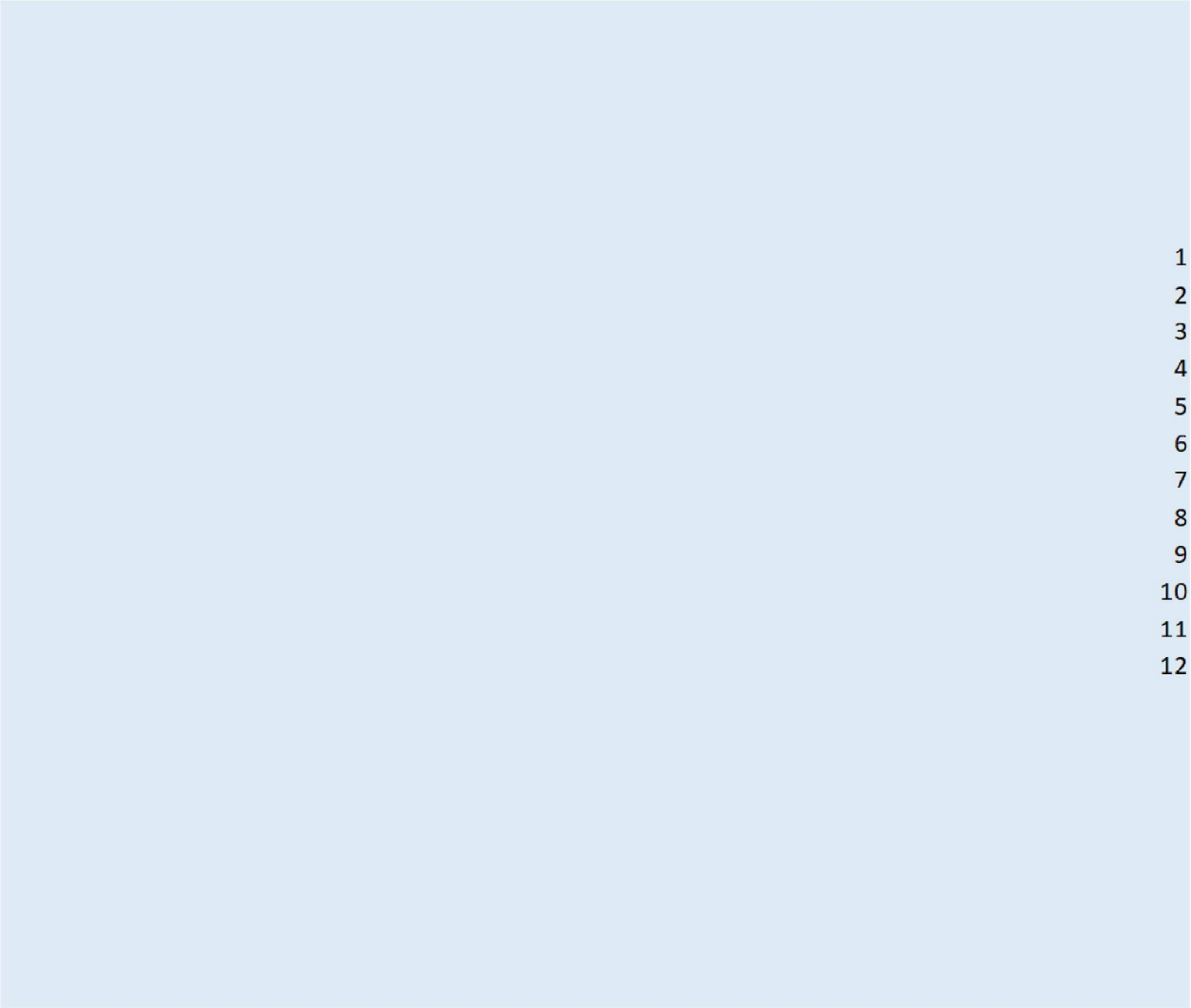
...e in xx Days	
last -12	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	



	M2	M			W
	PI				Monthly
	Disposable status				
	KPI 6 - Technical Training Compliance				
	Target	Green	Red	Actual	last -12
1	100.0%		0.00%	0.0%	TRUE
2	100.0%		0.00%	0.0%	TRUE
3	100.0%		0.00%	0.0%	TRUE
4	100.0%		0.00%	0.0%	TRUE
5	100.0%		0.00%	0.0%	TRUE
6	100.0%		0.00%	0.0%	TRUE
7	100.0%	100.00%		100.0%	TRUE
8	100.0%	100.00%		100.0%	TRUE
9	100.0%	100.00%		100.0%	TRUE
10	100.0%	100.00%		100.0%	TRUE
11	100.0%		0.00%	0.0%	TRUE
12	100.0%		0.00%	0.0%	TRUE



M4 PI					M Monthly				
Cycle Count					KPI 7 - TEDS Training Compliance				
Target					Green				
Red					Actual				
last -12									
1	100.0%		0.00%	0.0%	TRUE				
2	100.0%		0.00%	0.0%	TRUE				
3	100.0%		0.00%	0.0%	TRUE				
4	100.0%		0.00%	0.0%	TRUE				
5	100.0%		0.00%	0.0%	TRUE				
6	100.0%		0.00%	0.0%	TRUE				
7	100.0%	100.00%		100.0%	TRUE				
8	100.0%	100.00%		100.0%	TRUE				
9	100.0%	100.00%		100.0%	TRUE				
10	100.0%	100.00%		100.0%	TRUE				
11	100.0%		0.00%	0.0%	TRUE				
12	100.0%		0.00%	0.0%	TRUE				



1
2
3
4
5
6
7
8
9
10
11
12

L1		L		W
PI				Weekly
Order Received				
Service DEFOA				
Target	Green	Red	Actual	last -12
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE

L2	L
PI	

Delivery Ready for Pick

Gross Margin %

	Target	Green
1	100.0%	
2	100.0%	
3	100.0%	
4	100.0%	
5	100.0%	
6	100.0%	
7	100.0%	100.00%
8	100.0%	100.00%
9	100.0%	100.00%
10	100.0%	100.00%
11	100.0%	
12	100.0%	

L

W
Weekly

Run Chart Data'!U4>Run Chart Data'!R

Delivery Ready for Pick-Up

Gross Margin %

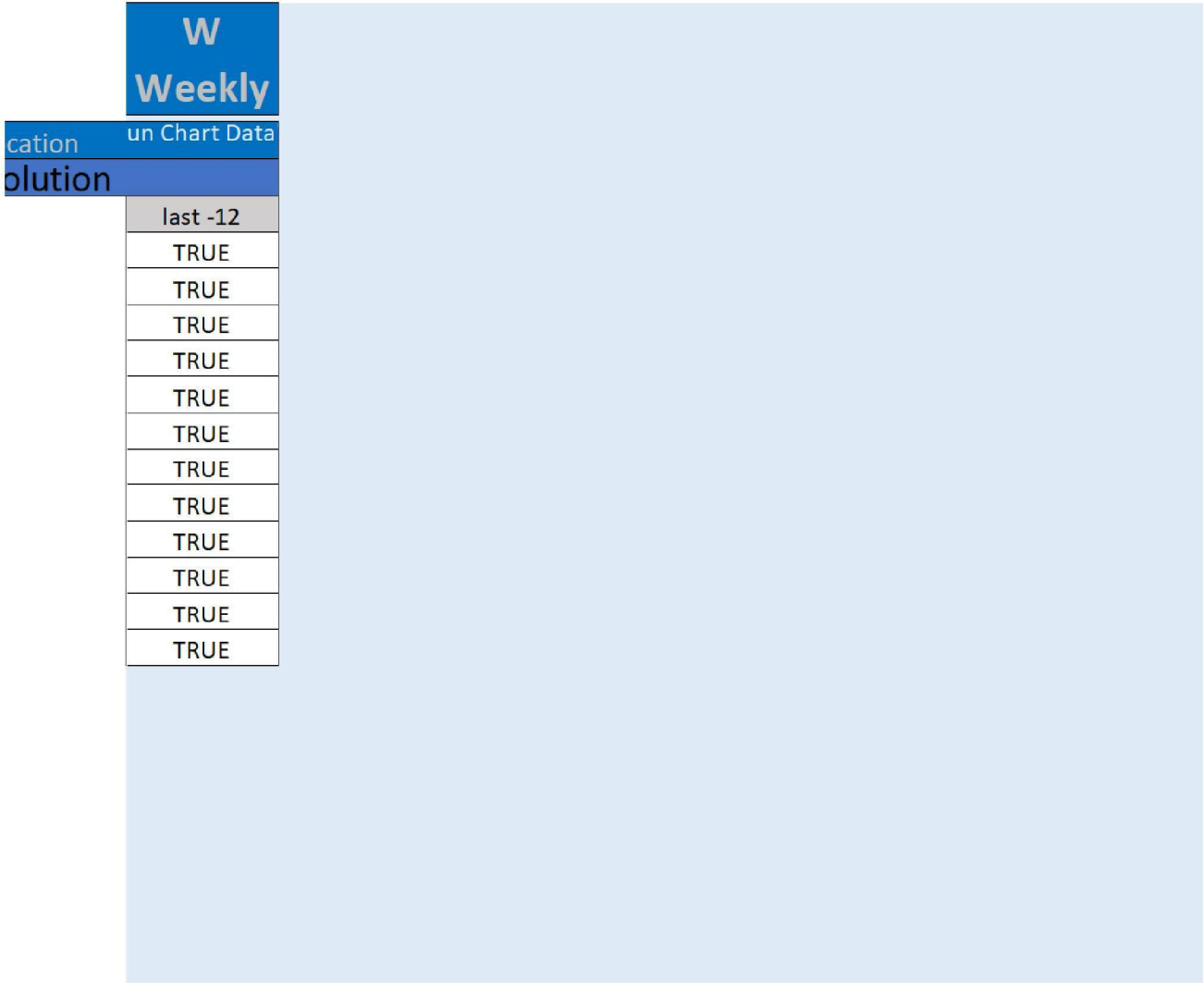
Red	Actual	last -12
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
	100.0%	TRUE
0.00%	0.0%	TRUE
0.00%	0.0%	TRUE

L3	L
PI	

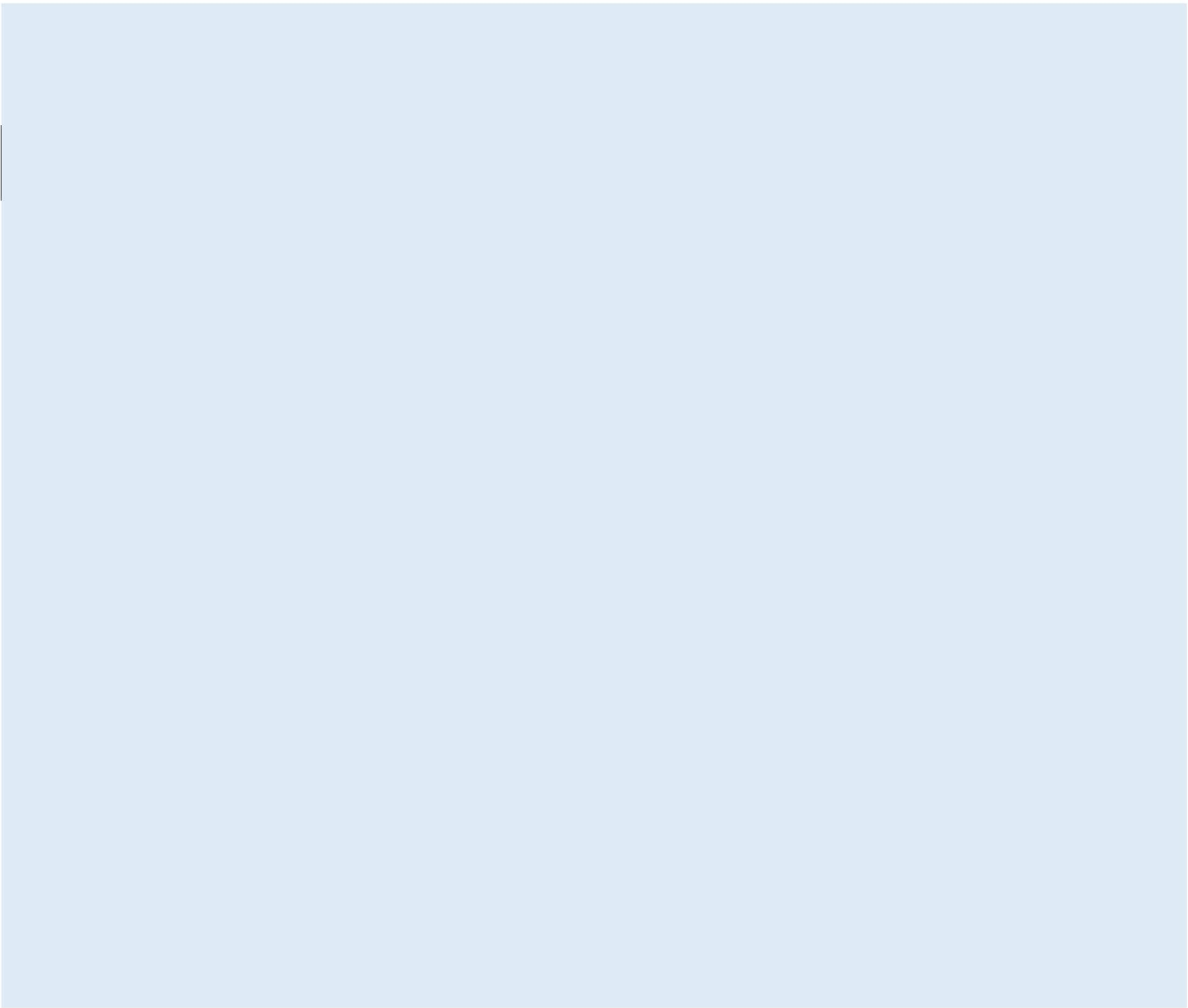
Delivery at Location	
----------------------	--

Remote Resolution	
-------------------	--

	Target	Green	Red	Actual
1	100.0%		0.00%	0.0%
2	100.0%		0.00%	0.0%
3	100.0%		0.00%	0.0%
4	100.0%		0.00%	0.0%
5	100.0%		0.00%	0.0%
6	100.0%		0.00%	0.0%
7	100.0%	100.00%		100.0%
8	100.0%	100.00%		100.0%
9	100.0%	100.00%		100.0%
10	100.0%	100.00%		100.0%
11	100.0%		0.00%	0.0%
12	100.0%		0.00%	0.0%



L4		L		W
PI				Weekly
POD Returned On Time				
One Part Fix				
Target	Green	Red	Actual	last -12
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%	100.00%		100.0%	TRUE
100.0%		0.00%	0.0%	TRUE
100.0%		0.00%	0.0%	TRUE



14

M

KPI

Monthly

Jan

One Part Fix

	Target	Green	Red	Actual	last -12
1	100.0%		0.00%		TRUE
2	100.0%		0.00%		TRUE
3	100.0%		0.00%		TRUE
4	100.0%		0.00%		TRUE
5	100.0%		0.00%		TRUE
6	100.0%		0.00%		TRUE
7	100.0%		0.00%		TRUE
8	100.0%		0.00%		TRUE
9	100.0%		0.00%		TRUE
10	100.0%		0.00%		TRUE
11	100.0%		0.00%		TRUE
12	100.0%		0.00%		TRUE

15 KPI	
	Jan
One Part Fix	Target
1	100.0%
2	100.0%
3	100.0%
4	100.0%
5	100.0%
6	100.0%
7	100.0%
8	100.0%
9	100.0%
10	100.0%
11	100.0%
12	100.0%

M
Monthly

Jan

One Part Fix

[illegible]

16

KPI

Jan

Remote Resolution

	Target	Green	Red	Actual
1	100.0%	0%		
2	100.0%	0%		
3	100.0%	0%		
4	100.0%	0%		
5	100.0%	0%		
6	100.0%	0%		
7	100.0%	0%		
8	100.0%	0%		
9	100.0%	0%		
10	100.0%	0%		
11	100.0%	0%		
12	100.0%	0%		

W

Weekly

n Chart Da

Solution

last -12

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

17

KPI

M

Monthly

Jan				
Remote Resolution				
	Target	Green	Red	Actual
				last -12
1	2.00		0.00	TRUE
2	2.00		0.00	TRUE
3	2.00		0.00	TRUE
4	2.00		0.00	TRUE
5	2.00		0.00	TRUE
6	2.00		0.00	TRUE
7	2.00		0.00	TRUE
8	2.00		0.00	TRUE
9	2.00		0.00	TRUE
10	2.00		0.00	TRUE
11	2.00		0.00	FALSE
12	2.00		0.00	FALSE

0

0

Aug	
KPI 1 - Health & Saf	
	Target
1	100.00%
2	100.00%
3	100.00%
4	100.00%
5	100.00%
6	100.00%
7	100.00%
8	100.00%
9	100.00%
10	100.00%
11	100.00%
12	100.00%

L	00
---	----

Aug			
KPI 1 - Health & Safety			
Green	Red	Actual	last -12
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
100.00%		100.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE
	0.00%	0.00%	TRUE

0
0 L

Oct

	Target	Green	Red	Actual
1	100.00%		55.0%	55.00%
2	100.00%	100.0%		100.00%
3	100.00%	100.0%		100.00%
4	100.00%	100.0%		100.00%
5	100.00%	100.0%		100.00%
6	100.00%	100.0%		100.00%
7	100.00%	100.0%		100.00%
8	100.00%	100.0%		100.00%
9	100.00%	100.0%		100.00%
10	100.00%	100.0%		100.00%
11	100.00%	100.0%		100.00%
12	100.00%	100.0%		100.00%

0

0

n Chart Da

naged to Green

last -12

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

0	L	0
0		0

0

KPI 3 - Aging Escalations

	Target	Green	Red	Actual	last -12
1	100.00%		10.0%	10.0%	TRUE
2	100.00%		10.0%	10.0%	TRUE
3	100.00%		10.0%	10.0%	TRUE
4	100.00%		10.0%	10.0%	TRUE
5	100.00%		10.0%	10.0%	TRUE
6	100.00%		10.0%	10.0%	TRUE
7	100.00%		10.0%	10.0%	TRUE
8	100.00%		10.0%	10.0%	TRUE
9	100.00%		10.0%	10.0%	TRUE
10	100.00%		10.0%	10.0%	TRUE
11	100.00%		10.0%	10.0%	TRUE
12	100.00%		10.0%	10.0%	TRUE

1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12

0
0 L

0

FCO's overdue in xx Days

	Target	Green	Red
1	100.0%		0.0%
2	100.0%		0.0%
3	100.0%		0.0%
4	100.0%		0.0%
5	100.0%		0.0%
6	100.0%		0.0%
7	100.0%		0.0%
8	100.0%		0.0%
9	100.0%		0.0%
10	100.0%		0.0%
11	100.0%		0.0%
12	100.0%		0.0%

L	0
	0

0 ta'!U4>'Run Chart Data

erdue in xx Days

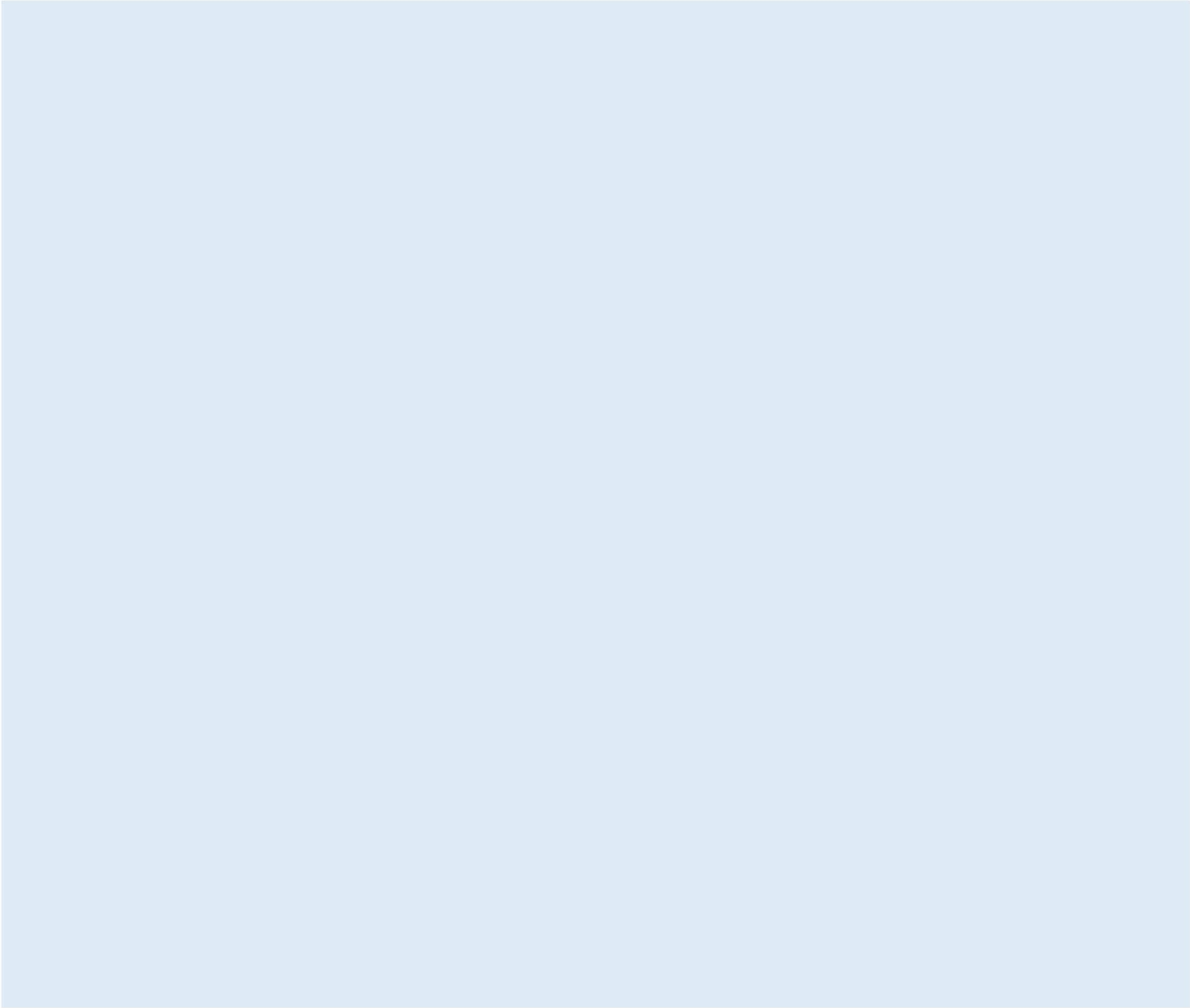
[illegible]

0	0
0	0

0

KPI 6 - Technical Training Compliance

	Target	Green	Red	Actual	last -12
1	100.0%		0.0%		TRUE
2	100.0%		0.0%		TRUE
3	100.0%		0.0%		TRUE
4	100.0%		0.0%		TRUE
5	100.0%		0.0%		TRUE
6	100.0%		0.0%		TRUE
7	100.0%		0.0%		TRUE
8	100.0%		0.0%		TRUE
9	100.0%		0.0%		TRUE
10	100.0%		0.0%		TRUE
11	100.0%		0.0%		TRUE
12	100.0%		0.0%		TRUE



0	M	0
0		0

0

KPI 7 - TEDS Training Compliance

	Target	Green	Red	Actual	last -12
1	100.0%		0.0%		TRUE
2	100.0%		0.0%		TRUE
3	100.0%		0.0%		TRUE
4	100.0%		0.0%		TRUE
5	100.0%		0.0%		TRUE
6	100.0%		0.0%		TRUE
7	100.0%		0.0%		TRUE
8	100.0%		0.0%		TRUE
9	100.0%		0.0%		TRUE
10	100.0%		0.0%		TRUE
11	100.0%		0.0%		TRUE
12	100.0%		0.0%		TRUE

0
0 M

0

KPI 7 - TEDS Training Compliance

	Target	Green
1	100.0%	0%
2	100.0%	0%
3	100.0%	0%
4	100.0%	0%
5	100.0%	0%
6	100.0%	0%
7	100.0%	0%
8	100.0%	0%
9	100.0%	0%
10	100.0%	0%
11	100.0%	0%
12	100.0%	0%

M

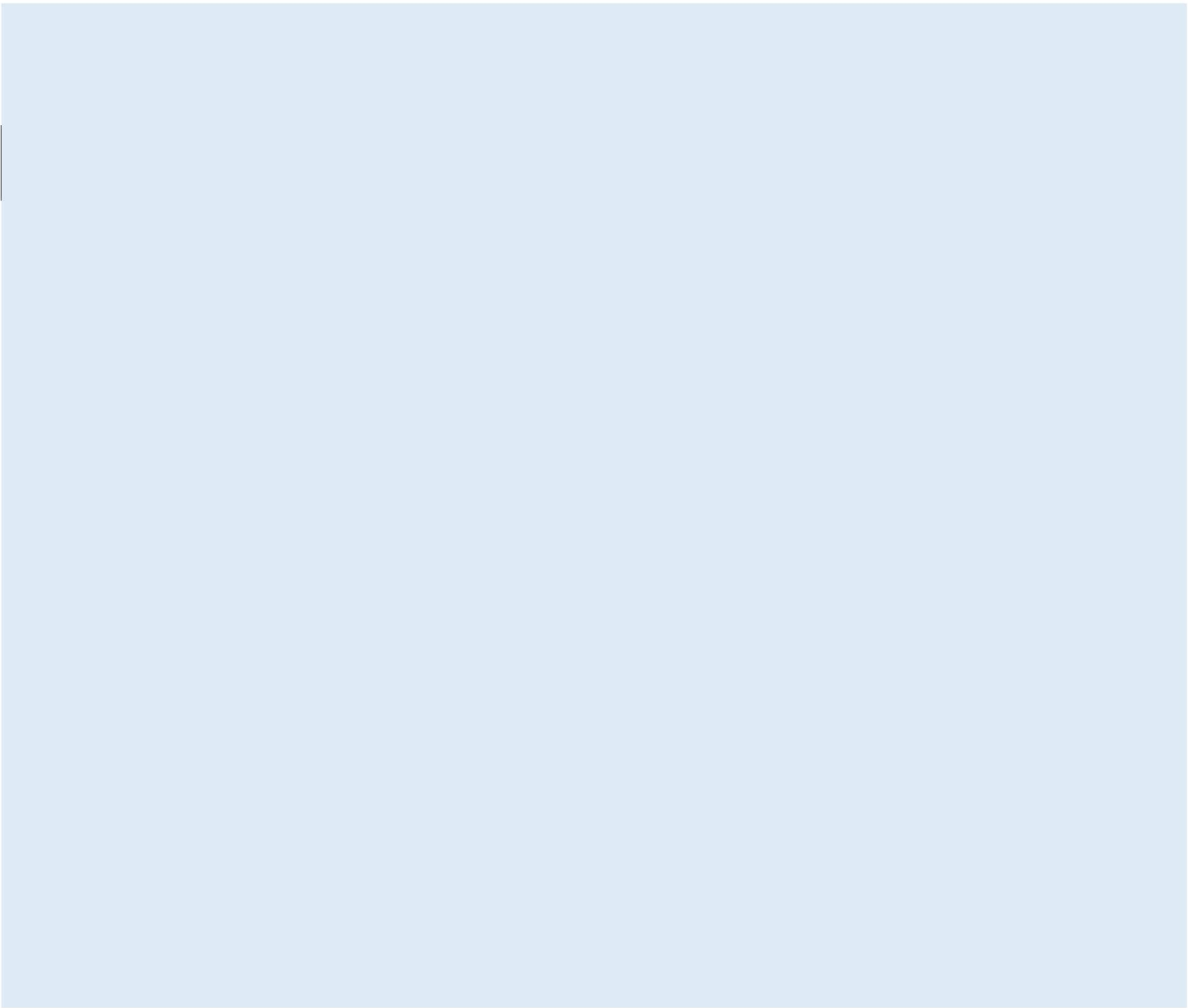
00

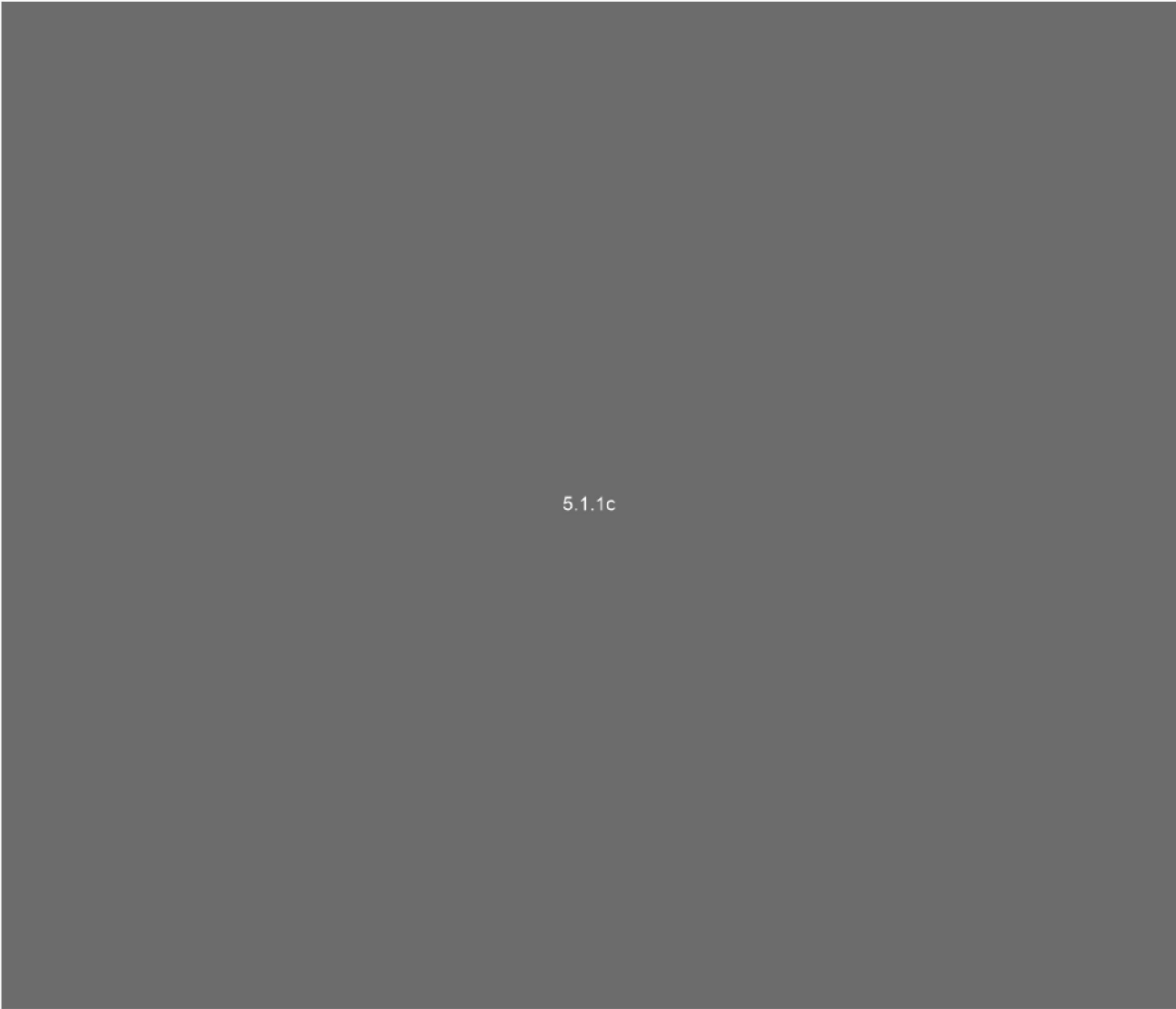
Run Chart Data

- TEDS Training Compliance

[illegible]

P10PWeekly				
0				
Material Norm Consumption				
	Target	Green	Red	Actual last -12
1	100.0%			TRUE
2	100.0%			TRUE
3	100.0%			TRUE
4	100.0%			TRUE
5	100.0%			TRUE
6	100.0%			TRUE
7	100.0%			TRUE
8	100.0%			TRUE
9	100.0%			TRUE
10	100.0%			TRUE
11	100.0%			FALSE
12	100.0%			FALSE





5.1.1c

10 KPI		IGM%	
		Service DEFOA	
		Target	
		1	50.2%
		2	53.0%
		3	50.9%
		4	50.0%
		5	49.4%
		6	49.4%
		7	49.7%
		8	49.9%
		9	50.3%
		10	50.1%
		11	49.9%
		12	49.8%

F M Monthly			
IGM%			
Service DEFOA			
Green	Red	Actual	last -12
57.97%		58.0%	TRUE
56.28%		56.3%	TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		TRUE
	0.00%		FALSE
	0.00%		FALSE

11 KPI F				
MCSCOB				
Gross Margin %				
	Target	Green	Red	Actual
1	3.7%		0.0%	
2	3.7%		0.0%	
3	3.7%		0.0%	
4	2.3%		0.0%	
5	2.3%		0.0%	
6	2.3%		0.0%	
7	2.9%		0.0%	
8	2.9%		0.0%	
9	2.9%		0.0%	
10	3.1%		0.0%	
11	3.1%		0.0%	
12	3.1%		0.0%	

M

Monthly

n Chart Da

in %

last -12

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

TRUE

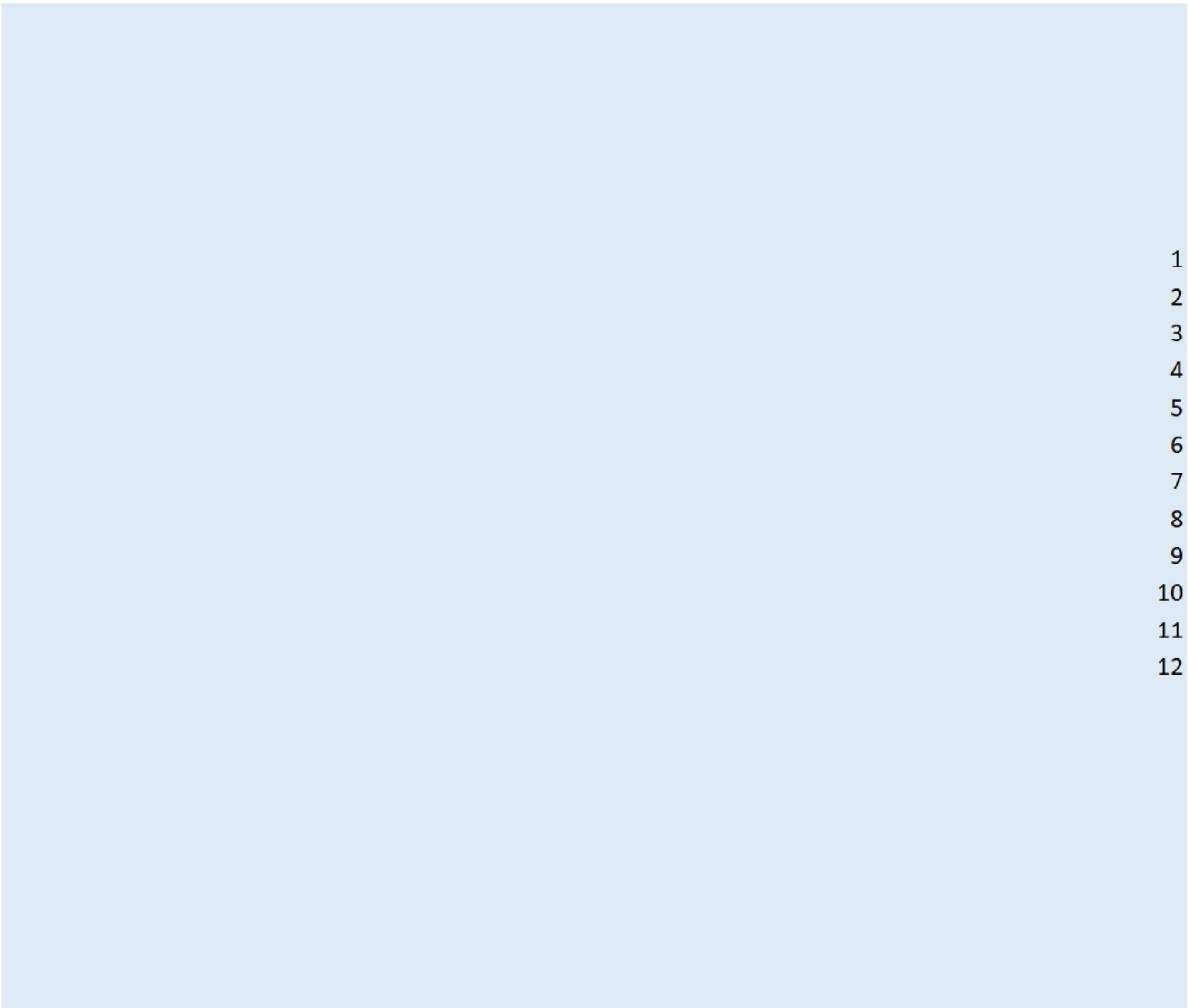
TRUE

TRUE

FALSE

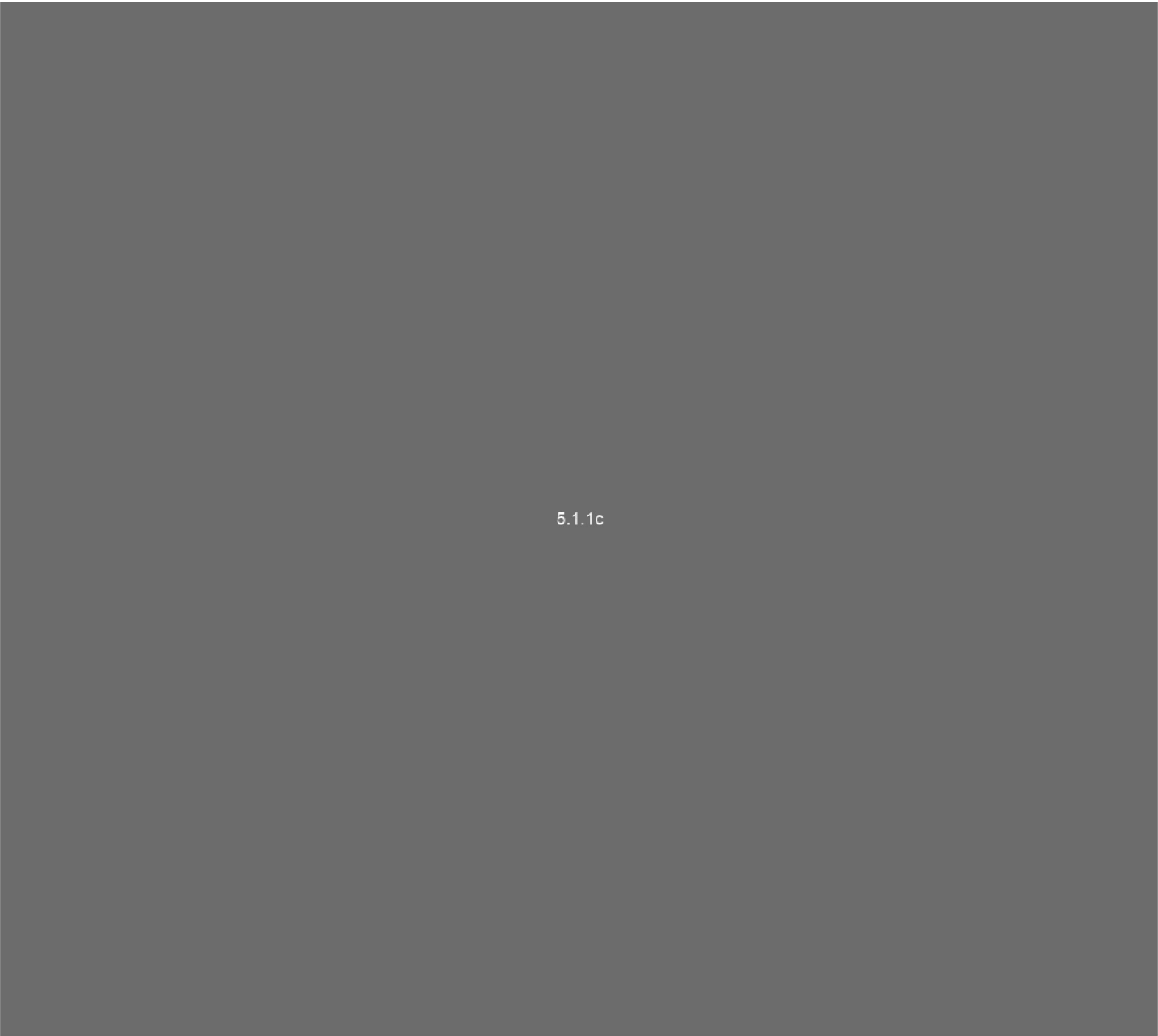
FALSE

	12 KPI	C	W Weekly		
	Time to System Up				
	Remote Resolution				
	Target	Green	Red	Actual	last -12
1	89.2%		78.7%	78.7%	TRUE
2	89.5%	93.0%		93.0%	TRUE
3	89.8%		0.0%		TRUE
4	90.1%		0.0%		TRUE
5	90.3%		0.0%		TRUE
6	90.6%		0.0%		TRUE
7	90.9%		0.0%		TRUE
8	91.1%		0.0%		TRUE
9	91.4%		0.0%		TRUE
10	91.7%		0.0%		TRUE
11	92.0%		0.0%		FALSE
12	92.2%		0.0%		FALSE



1
2
3
4
5
6
7
8
9
10
11
12

13 I M KPI Monthly				
Material norm consumption				
One Part Fix				
Target	Green	Red	Actual	last -12
106.5%	56.3%		56.27%	TRUE
105.9%	89.1%		89.10%	TRUE
105.2%	0.0%			TRUE
104.6%	0.0%			TRUE
104.0%	0.0%			TRUE
103.4%	0.0%			TRUE
102.8%	0.0%			TRUE
102.2%	0.0%			TRUE
101.6%	0.0%			TRUE
101.0%	0.0%			TRUE
100.4%	0.0%			FALSE
99.8%	0.0%			FALSE

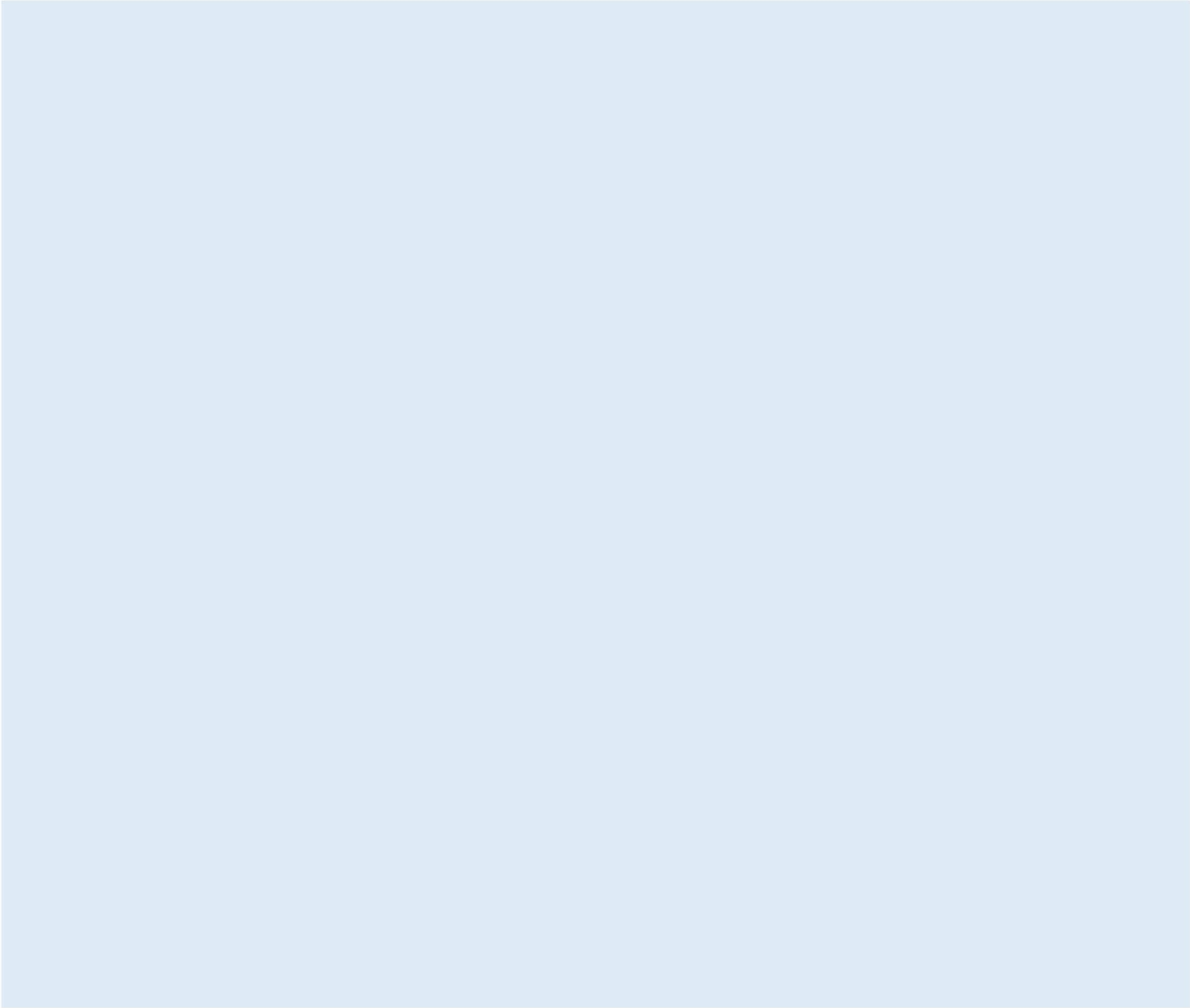


5.1.1c

5.1.1c

	15 KPI	M	M	Monthl	
	Labor norm realization (CM)				
	One Part Fix				
	Target	Green	Red	Actual	last -12
1	84.4%		95.6%	95.6%	TRUE
2	83.7%	75.1%		75.1%	TRUE
3	83.1%	0.0%			TRUE
4	82.4%	0.0%			TRUE
5	81.8%	0.0%			TRUE
6	81.1%	0.0%			TRUE
7	80.5%	0.0%			TRUE
8	79.9%	0.0%			TRUE
9	79.2%	0.0%			TRUE
10	78.6%	0.0%			TRUE
11	77.9%	0.0%			FALSE
12	77.3%	0.0%			FALSE

CM	75.5%
OT	64.3%
PM	76.8%
average	72.2%



16

KPI

Q

W

Weekly

First Time Right				
Remote Resolution				
Target	Green	Red	Actual	last -12
90.57%		90.20%	90.20%	TRUE
90.69%		89.70%	89.70%	TRUE
90.80%		0.00%		TRUE
90.92%		0.00%		TRUE
91.03%		0.00%		TRUE
91.14%		0.00%		TRUE
91.26%		0.00%		TRUE
91.37%		0.00%		TRUE
91.49%		0.00%		TRUE
91.60%		0.00%		TRUE
91.71%		0.00%		FALSE
91.83%		0.00%		FALSE

Source service360

17
KPI

D

DM maturity

Remote Resolution

	Target	Green
1	2.00	
2	2.00	
3	2.00	
4	2.00	
5	2.00	
6	2.00	
7	2.00	
8	2.00	
9	2.00	
10	2.00	
11	2.00	
12	2.00	

D

M

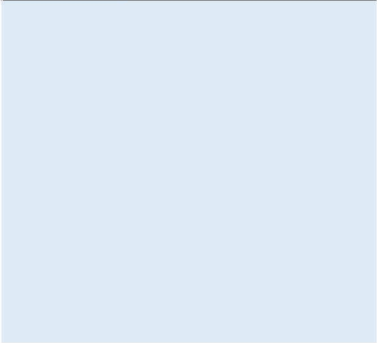
Month

Run Chart Data'!U4>'Run Chart Data'!R4,1,0),0)

DM maturity

Remote Resolution

Red	Actual	last -12
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		TRUE
0.00		FALSE
0.00		FALSE



KPI 1		KPI 2	
Level 1	# incidents	Level 1	# incidents

KPI 3		KPI 4		KPI M1
Level 1	# incidents	Level 2	# incidents	Level 1

KPI M1		KPI M2		KPI M3	
	# incidents	Level 1	# incidents	Level 1	# incidents

KPI M4		KPI P1		KPI L1
Level 1	# incidents	Level 1	# incidents	Level 1

KPI L1		KPI L2		KPI L3	
	# incidents	Level 1	# incidents	Level 1	# incidents

KPI L4		KPI L5		KPI 14	
Level 1	# incidents	Level 1	# incidents	Level 1	# incidents

KPI 15		KPI 16		KPI 17	
Level 1	Gap to tgt	Level 1	# incidents	Level 1	# incidents

KPI 1		KPI 2		KPI 3
Level 1	# incidents	Level 1	# incidents	Level 1

KPI 3		KPI 4		KPI M1	
	# incidents	Level 2	# incidents	Level 1	# incidents

KPI M2		KPI M3		KPI M4
Level 1	# incidents	Level 1	# incidents	Level 1

KPI M4		KPI P1		KPI L1	
	# incidents	Level 1	# incidents	Level 1	# incidents

KPI L2		KPI L3		KPI L4
Level 1	# incidents	Level 1	# incidents	Level 1

KPI L4		KPI L5		KPI 14		KPI 15	
	# incidents	Level 1	# incidents	Level 1	# incidents	Level 1	Gap to tgt

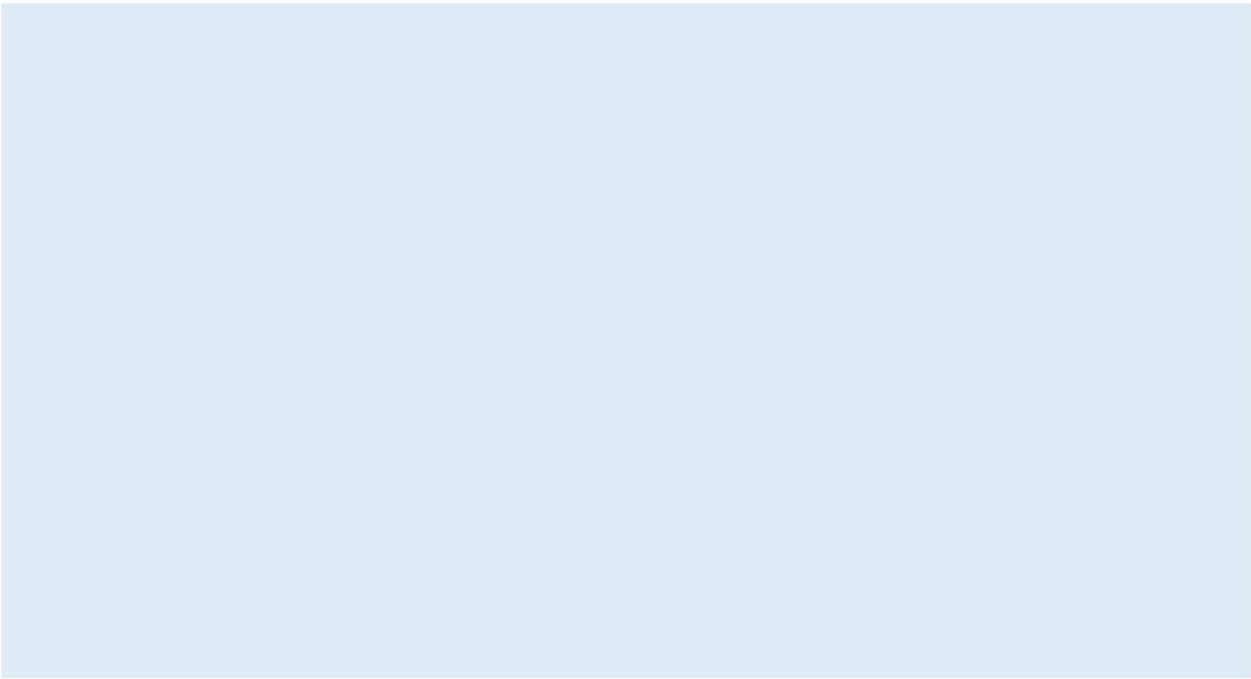
KPI 16		KPI 17	
Level 1	# incidents	Level 1	# incidents

	1 P M KPI Monthly		
	Complete And On Time		
	Target	Green	last -12
1	0	0	TRUE
2	0	0	TRUE
3	0	0	TRUE
4	0	0	TRUE
5	0	0	TRUE
6	0	0	TRUE
7	1	1	TRUE
8	1	1	TRUE
9	1	1	TRUE
10	1	1	TRUE
11	0	0	FALSE
12	0		FALSE

2 KPI	P	
	Material Status [M]	
	Target	Green
	1	0
	2	0
	3	0
	4	0
	5	0
	6	0
	7	1
	8	1
	9	1
	10	1
	11	0
	12	0

M	
Monthly	
Material Status [M]	Material Status [M]
last -12	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
TRUE	
FALSE	
FALSE	

4 KPI C M Monthly			
Logistics			
	Target	Green	last -12
1	0	0	TRUE
2	0	0	TRUE
3	0	0	TRUE
4	0	0	TRUE
5	0	0	TRUE
6	0	0	TRUE
7	1	1	TRUE
8	1	1	TRUE
9	1	1	TRUE
10	1	1	TRUE
11	0	0	FALSE
12	0	0	FALSE



M1 Q M PI Monthly			
Maintenance Status			
	Target	Green	last -12
1	0	0	TRUE
2	0	0	TRUE
3	0	0	TRUE
4	0	0	TRUE
5	0	0	TRUE
6	0	0	TRUE
7	1	1	TRUE
8	1	1	TRUE
9	1	1	TRUE
10	1	1	TRUE
11	0	0	FALSE
12	0	0	FALSE

M2 Q W PI Monthly		
Disposable status		
Target	Green	last -12
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
1	1	TRUE
1	1	TRUE
1	1	TRUE
1	1	TRUE
0	0	FALSE
0	0	FALSE

			M4	Q
			PI	
			Cycle Count	
			Target	Green
1			0	0
2			0	0
3			0	0
4			0	0
5			0	0
6			0	0
7			1	1
8			1	1
9			1	1
10			1	1
11			0	0
12			0	0

M

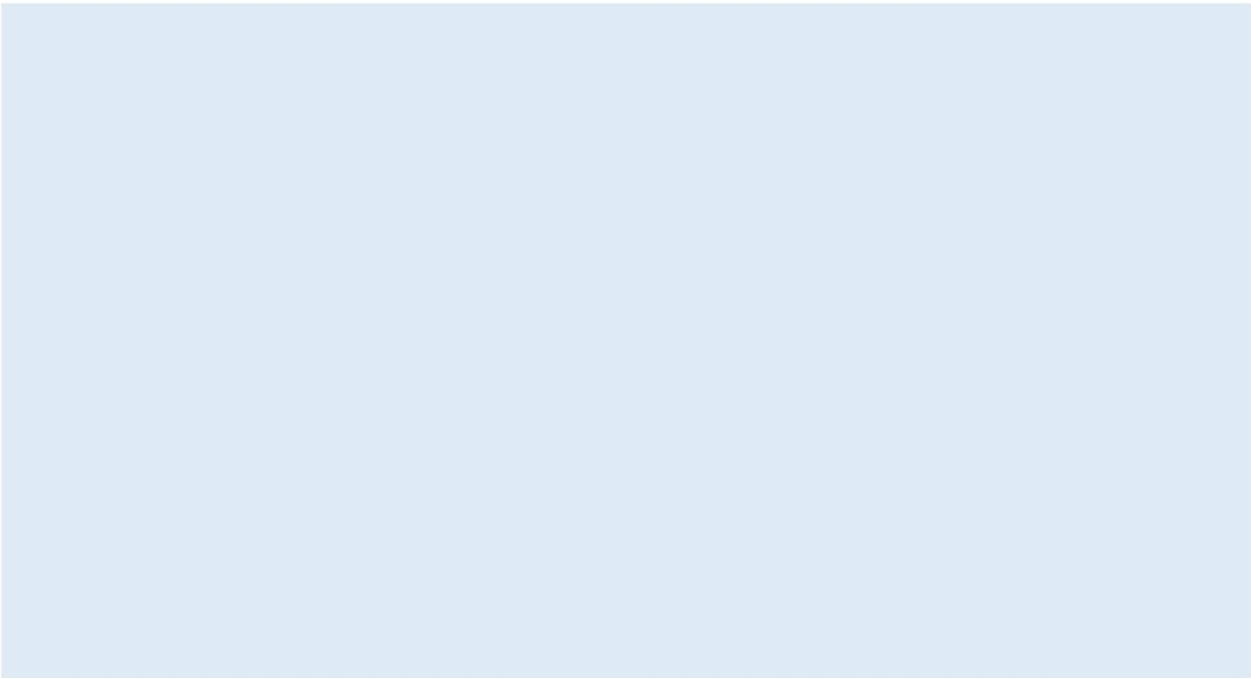
Monthly

Cycle Count

rtData"!U4>'R

last -12
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
FALSE
FALSE

L1 L M PI Monthly			
Order Received			
	Target	Green	last -12
1	0	0	TRUE
2	0	0	TRUE
3	0	0	TRUE
4	0	0	TRUE
5	0	0	TRUE
6	0	0	TRUE
7	1	1	TRUE
8	1	1	TRUE
9	1	1	TRUE
10	1	1	TRUE
11	0	0	FALSE
12	0	0	FALSE



L2 L M PI Monthly			
Delivery Ready for Pick-Up			
	Target	Green	last -12
1	0	0	TRUE
2	0	0	TRUE
3	0	0	TRUE
4	0	0	TRUE
5	0	0	TRUE
6	0	0	TRUE
7	1	1	TRUE
8	1	1	TRUE
9	1	1	TRUE
10	1	1	TRUE
11	0	0	FALSE
12	0	0	FALSE

L3 L M PI Monthly		
Delivery at Location		
Target	Green	last -12
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
1	1	TRUE
1	1	TRUE
1	1	TRUE
1	1	TRUE
0	0	FALSE
0	0	FALSE

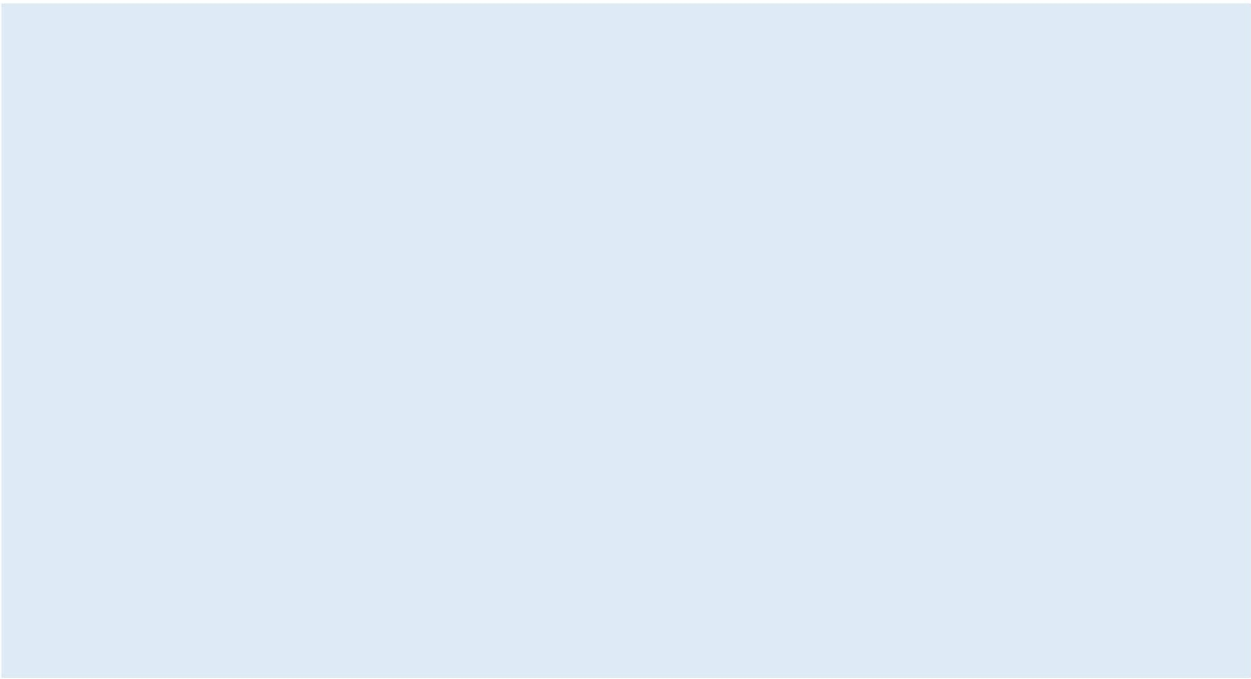
			L4		L	
			PI			
			PDD Returned On Time			
			Target	Green		
	1		0	0		
	2		0	0		
	3		0	0		
	4		0	0		
	5		0	0		
	6		0	0		
	7		1	1		
	8		1	1		
	9		1	1		
	10		1	1		
	11		0	0		
	12		0	0		

M
Monthly

Returned On Time

last -12
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
TRUE
FALSE
FALSE

		0		M
		KPI		Monthly
		Material Consumption		
		Target	Green	last -12
1		0	0	TRUE
2		0	0	TRUE
3		0	0	TRUE
4		0	0	TRUE
5		0	0	TRUE
6		0	0	TRUE
7		0	0	TRUE
8		0	0	TRUE
9		0	0	TRUE
10		0	0	TRUE
11		0	0	FALSE
12		0	0	FALSE



		15 M M KPI Monthly		
		Labor norm realization		
		Target	Green	last -12
	1	0	0	TRUE
	2	0	0	TRUE
	3	0	0	TRUE
	4	0	0	TRUE
	5	0	0	TRUE
	6	0	0	TRUE
	7	0	0	TRUE
	8	0	0	TRUE
	9	0	0	TRUE
	10	0	0	TRUE
	11	0	0	FALSE
	12	0	0	FALSE

1
2
3
4
5
6
7
8
9
10
11
12

16 KPI Q M Monthly		
FTR		
Target	Green	last -12
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	TRUE
0	0	FALSE
0	0	FALSE

				17 KPI	D	M Month
				DM maturity		
				Target	Green	last -12
	1			0	0	TRUE
	2			0	0	TRUE
	3			0	0	TRUE
	4			0	0	TRUE
	5			0	0	TRUE
	6			0	0	TRUE
	7			0	0	TRUE
	8			0	0	TRUE
	9			0	0	TRUE
	10			0	0	TRUE
	11			0	0	FALSE
	12			0	0	FALSE

ta'IU4>'Run Chart Data'(R4,1,0),0)

**Monthly – Quarter 4 – Half Year 2 - Yearly
Progress Report
January 07th,2022**

**RescEU physical medical stockpile of medical
equipment'**

with reference

**201850033.131.023
3057-27522**

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the reporting periods. A separate template be used to inform for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

Next to this report, there will be an Annual Progress Report in line with Requirement 49 (Annex 1), in the form of template Annex A, that will be provided no later than January 7th.

Timeline:

Date	Deliverable	Template
26/Jul/2021	Contract signed	
29/Jul/2021	Stockpile handover	
13/Aug/2021	Monthly progress report	This document
16/Sep/2021	Monthly progress report	This document
14/Oct/2021	Monthly – Quarter 3 Progress Report	This document
16/Nov/2021	Monthly progress report	This document
13/Dec/2021	Monthly progress report	This document
07/Jan/2022	Monthly – Quarter 4 – Half Year 2 - Yearly Progress Report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27/Jul/2021
5.1.2e	Additional info added	9/Aug/2021
5.1.2e	Additional info added	11/Aug/2021
5.1.2e	Additional info added	16/Sep/2021
5.1.2e	Additional info added	13/Oct/2021
5.1.2e	Additional info added	16/Nov/2021
5.1.2e	Additional info added	13/Dec/2021
5.1.2e	Additional info added	07/Jan/2022

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment over the past couple months. All equipment listed in table 1 is delivered into the stockpile.

On July 29th, VWS visited the warehouse location. Both VWS and Philips signed for the handover of ownership from Philips to VWS of the equipment listed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	2.300
A2	Central overview stations and necessary accessories.	125
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside and 400 high-end transport).	240
A2	Central overview stations and necessary accessories.	20
A3	Ultrasound machines and necessary accessories.	220
A4	Oxygen concentrators and necessary accessories.	550

Table 2. Equipment deployed per Dec 31th, 2021.

Action	Description	Due date / status
1	Philips to deliver detailed list of stock with serial numbers of the equipment to VWS	Completed July 30 th , 2021
2	Control/audit based on the serial number list against the equipment in the stockpile by VWS	Completed September 14 th , 2021

Table 3. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to handle the RescEU requestst with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g. to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.

From: 5.1.2e @bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e @philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	5.1.2e
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e @generalhospitalohrid.mk
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e

5.1.1c

5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-		

Table 3. Required corrective actions

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance will be scheduled in ServiceMax
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:
 - KPI's;
 1. Complete and On Time (Average of all PI's)
 2. Material Status (Average of all Material PI's)
 4. Logistics (Average of all Logistic PI's)
 - PI's;
 - M1. Maintenance Status (100% maintenance track record on stockpile)
 - M2. Disposable Status (100% Shelf life not expired)
 - M4. Cycle Count
 - L2. Order Received (within 2 hours of Order Received)
 - L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
 - L4. Delivery at Location (approximately 60 hours from Order Received)
 - L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management I

1.6 Proof of adequate monitoring system of remaining shelf life of materials/consumables and their timely removal and replenishment, as well as on execution of the first in, first out concept for all equipment and materials

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged.

Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site



Service Planning
Gant Chart V03.pdf



Service Planning
Gant Chart V03.mpp

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU Outbound Order Picking_V004.zip

Shelf Life Materials

5.1.1c	Oldest Expiration date	Replenishment		Quantity in KIT's
		done	Planned	
	Mar-2023	No	Apr-2022	1725
	Aug-2023	No	Apr-2022	1150
	Apr-2023	No	Apr-2022	1150
	Feb-2026	No	Jan-2025	220

Table 4. Materials with amounts and expiration dates **all** KIT's

Deployed Shelf Life Materials

5.1.1c	Quantity	Location
	180	Latvia (end loan 01-May-2022)
	120	Latvia (end loan 01-May-2022)
	120	Latvia (end loan 01-May-2022)
	20	Latvia (end loan 01-May-2022)

Table 5. Materials with amounts and location **deployed** KIT's

Replenished Shelf Life Materials destination

5.1.1c	Quantity	Location
	-	-

5.1.1c	-	-
	-	-

Table 6. Replenished materials and location

1.7 Status of development of the required training tools (virtual and/or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPfp](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	5.1.1c	Due date / status
1		Completed
2		Completed
3		Scheduled biannual
4		To be scheduled at initiation of deployment

Table 7 Training tools implementation.

1.8 Status update on the creation of the emergency preparedness plan

Standard operating procedures are completed for:

- Visiting the warehouse location 'Visit registration'
- Requesting equipment from the stockpile
- Outbound order picking
- Updating the installed base after equipment is send to an EU member state

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings will be scheduled with the local services leads. During these calls, the emergency readiness including the local availability of protective materials will be discussed.

1.9 Overview of invoiced amounts and invoices to be expected

Expected invoices next 6 months:

- Warehouse costs 2021-Q3
- Warehouse costs 2021-Q4
- Logistic & project management costs deployment Romania 1
- Logistic & project management costs deployment Romania 2
- Logistic & project management costs deployment Latvia 1
- Costs EU-Label (material)
- Costs adding EU-label to stockpile (Labor)
- Warehouse costs 2022-Q1
- Warehouse costs 2022-Q2

Invoiced amounts:

- August 2021
- Materials Stock pile



942184838.pdf



Debetnota

Documentnummer: 942184838
Documentdatum: 06.08.2021

Factuur naar 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Onze referentie: 18141396

Uw referentie: 201850033.131.023 / RescEU stockpile
Totaalbedrag incl. btw 5.1.1c
Uw btw-nummer: NL006756402621

Ons btw-nummer: NL001786519801

Onze contactgegevens
E-Mail: 5.1.2e @philips.com

Inoeterns: CIP
Vervaldatum: 05.09.2021

Verkocht aan 5.1.2e
Ministerie van Volksgezondheid
Welzijn en Sport
Parnassusplein 5
2511 VX 'S-GRAVENHAGE
NETHERLANDS

Leveringsadres 5.1.2e
Rhenus Contract Logistics
whse Son2
Ekkersrijt 2066
5692 BA SON EN BREUGEL
NETHERLANDS

Item	Product en omschrijving	Aantal EH	Eenheidsprijs	Bedrag Valuta: EUR
10	Premium bedsides multiparametric patient	1.900 PCE	Nettobedrag btw (21%)	5.1.1c
20	High-end transport multiparametric patie	400 PCE	Nettobedrag btw (21%)	
30	Central overview stations	125 PCE	Nettobedrag btw (21%)	
40	Ultrasound machines	220 PCE	Nettobedrag btw (21%)	
50	Oxygen concentrators	4.000 PCE	Nettobedrag btw (21%)	

Premium bedsides multiparametric patient monitoring devices including necessary accessories
High-end transport multiparametric patient monitoring devices including necessary accessories
Central overview stations and necessary accessories
Ultrasound machines including necessary accessories
Oxygen concentrators and necessary accessories

Totaalbedrag excl. btw
Totaalbedrag btw
Totaalbedrag incl. btw 5.1.1c

5.1.1c

To: 5.1.2e 5.1.2e @rijksoverheid.nl]; 5.1.2e 5.1.2e @philips.com]
Cc: 5.1.2e 5.1.2e @minvws.nl]
From: 5.1.2e
Sent: Tue 1/17/2023 3:21:54 PM
Subject: RE: Voortgangrapportage 2022 - RescEU
Received: Tue 1/17/2023 3:22:50 PM
[Progress report HY2-2022 RescEU stockpiling 20230117.docx](#)

Beste 5.1.2e

In de bijlage de update van het gevraagde "Progress Report HJ2-2022" naar aanleiding van onze meeting dd 12-Jan-2023. Credit factuurnummers zijn tevens toegevoegd.

Met vriendelijke groeten,

5.1.2e

5.1.2e

Health Systems Zone Benelux, Service Operations

Philips

High Tech Campus 52, 1st Floor North, 5656 AE Eindhoven,
Mobile: 5.1.2e, Email: 5.1.2e @philips.com

Simply switch to printing double-sided and printing less



Connect with Philips



From: 5.1.2e
Sent: 03 January 2023 10:55
To: 5.1.2e 5.1.2e @rijksoverheid.nl]; 5.1.2e <5.1.2e @philips.com>
Cc: 5.1.2e) <5.1.2e @minvws.nl>
Subject: RE: Voortgangrapportage 2022 - RescEU

Beste 5.1.2e,

In de bijlage het gevraagde "Progress Report HJ2-2022"

Met vriendelijke groeten,

5.1.2e

5.1.2e

Health Systems Zone Benelux, Service Operations

Philips

High Tech Campus 52, 1st Floor North, 5656 AE Eindhoven,
Mobile: 5.1.2e, Email: 5.1.2e @philips.com

Simply switch to printing double-sided and printing less



Connect with Philips

From: 5.1.2e <5.1.2e@rijksoverheid.nl>
Sent: 16 December 2022 14:45
To: 5.1.2e <5.1.2e@philips.com>
Cc: 5.1.2e <5.1.2e@minvws.nl>; 5.1.2e <5.1.2e@philips.com>
Subject: Voortgangrapportage 2022 - RescEU

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Beste 5.1.2e,

Zoals afgelopen dinsdag kort besproken.

Aanleveren voortgangsrapportage 2022

Graag ontvang ik van jou/jullie vóór 7 januari 2023 de jaarlijkse voortgangsrapportage van 2022.

Evaluatie voortgangsrapportage 2022

We zijn voornemens om op donderdag 12 januari 2023 om 11:00 en 12:00 te evalueren op het voortgangsrapportage, zie uitnodiging. Hopelijk schikt de datum en het tijdstip jullie ook. Zo niet, hoor ik dit graag.

Wat mij betreft zijn jullie welkom in Den Haag, maar voor de zekerheid heb ik ook een webex-meeting toegevoegd.

Welke informatie bevat de voortgangsrapportage?

- Status van de voorraad;
- Hoeveelheden en soorten materialen met een korte houdbaarheid die tijdens de rapportageperiode uit voorraad zijn gehaald en aangevuld, inclusief hun bestemming;
- Hoeveelheden en soorten materialen met een korte houdbaarheid die in de komende 6 maanden uit de voorraad zullen worden gehaald, ervan uitgaande dat er geen inzet plaatsvindt;
- Update over de uitvoering van het onderhoudsplan;
- In geval van inzet (en): daadwerkelijke prestatie op de doorlooptijd tussen ontvangst van de afroep en daadwerkelijke verzending (KPI 2), en op de doorlooptijd tot levering op bestemming.
- Overzicht van gefactureerde bedragen in de afgelopen rapportageperiode, evenals sinds de start van het contract.

Vragen?

Bel of mail mij

Met vriendelijke groet,

5.1.2e

5.1.2e

UBR|HIS

Uitvoeringsorganisatie Bedrijfsvoering Rijk

Ministerie van BZK

Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag | Geel, 5e etage

Postbus 20011 | 2500 EA | Den Haag

M 5.1.2e
T 5.1.2e (Contact UBR|HIS)
5.1.2e@rijksoverheid.nl
www.UBRijk.nl/HIS

Werkdagen: maandag t/m donderdag & vrijdagochtend tot 12.00

Help save paper - do you really need to print this email?

Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

This message may contain information that is not intended for you. If you are not the addressee or if this message was sent to you by mistake, you are requested to inform the sender and delete the message. The State accepts no liability for damage of any kind resulting from the risks inherent in the electronic transmission of messages.

The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.

Half Year – Year 2022 Progress Report

January 17th, 2023

RescEU physical medical stockpile of medical equipment'

with reference

201850033.131.023
3057-27522

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the monthly reporting periods as well as for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

In line with Requirement 49 (Annex 1) the Annual Progress Report will be provided no later than January 7th in the form of template Annex A.

Timeline:

Date	Deliverable	Template
26-Jul-2021	Contract signed	
29-Jul-2021	Stockpile handover	
13-Aug-2021	Monthly progress report	This document
16-Sep-2021	Monthly progress report	This document
14-Oct-2021	Monthly – Quarter 3 Progress Report	This document
16-Nov-2021	Monthly progress report	This document
13-Dec-2021	Monthly progress report	This document
07-Jan-2022	Monthly – Quarter 4 – Half Year 2 - Annual progress report	This document
13-Jun-2022	Half Year 1 - progress report	This document
22-Jul-2022	Half Year 1 - progress report	This document
03-Jan-2023	Half Year 2 - Annual progress report	This document
17-Jan-2023	Half Year 2 - Annual progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27-Jul-2021
5.1.2e	Additional info added	9-Aug-2021
5.1.2e	Additional info added	11-Aug-2021
5.1.2e	Additional info added	16-Sep-2021
5.1.2e	Additional info added	13-Oct-2021
5.1.2e	Additional info added	16-Nov-2021
5.1.2e	Additional info added	13-Dec-2021
5.1.2e	Additional info added	07-Jan-2022
5.1.2e	Additional info added	13-Jun-2022
5.1.2e	Additional info added derived from meeting 21-Jul-2022	22-Jul-2022
5.1.2e	Additional info added	03-Jan-2023
5.1.2e	Additional info added derived from meeting 12-Jan-2023	17-Jan-2023

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment from March 2021 up to July 2021. All equipment listed in table 1 was delivered into the stockpile.

29 July 2021 VWS visited the warehouse location and handover of ownership from Philips to VWS of the equipment listed in table 1 was signed. Two open actions were identified, as listed in table 5.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	2.300
A2	Central overview stations and necessary accessories	125
A3	Ultrasound machines and necessary accessories	220
A4	Oxygen concentrators and necessary accessories	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	240 (Premium Bedside)
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	70
A4	Oxygen concentrators and necessary accessories	1800

Table 2. Equipment deployed per Dec 31st, 2022.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	240 (Premium Bedside)
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	21
A4	Oxygen concentrators and necessary accessories	0

Table 3. Equipment returned from deployment but blocked for re-kitting per Dec 31st, 2022.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	0
A2	Central overview stations and necessary accessories	0
A3	Ultrasound machines and necessary accessories	1
A4	Oxygen concentrators and necessary accessories	0

Table 4. Equipment to be kitted per Dec 31st, 2022.

Action	Description	Due date - status
1	Philips to deliver detailed list of stock with equipment serial numbers to VWS	Completed 30-Jul-2021
2	Control-audit based on the serial number list against the equipment in the stockpile by VWS	Completed 14-Sep-2021

Table 5. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to manage the RescEU requests with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g., to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.

From: 5.1.2e@bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e@philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

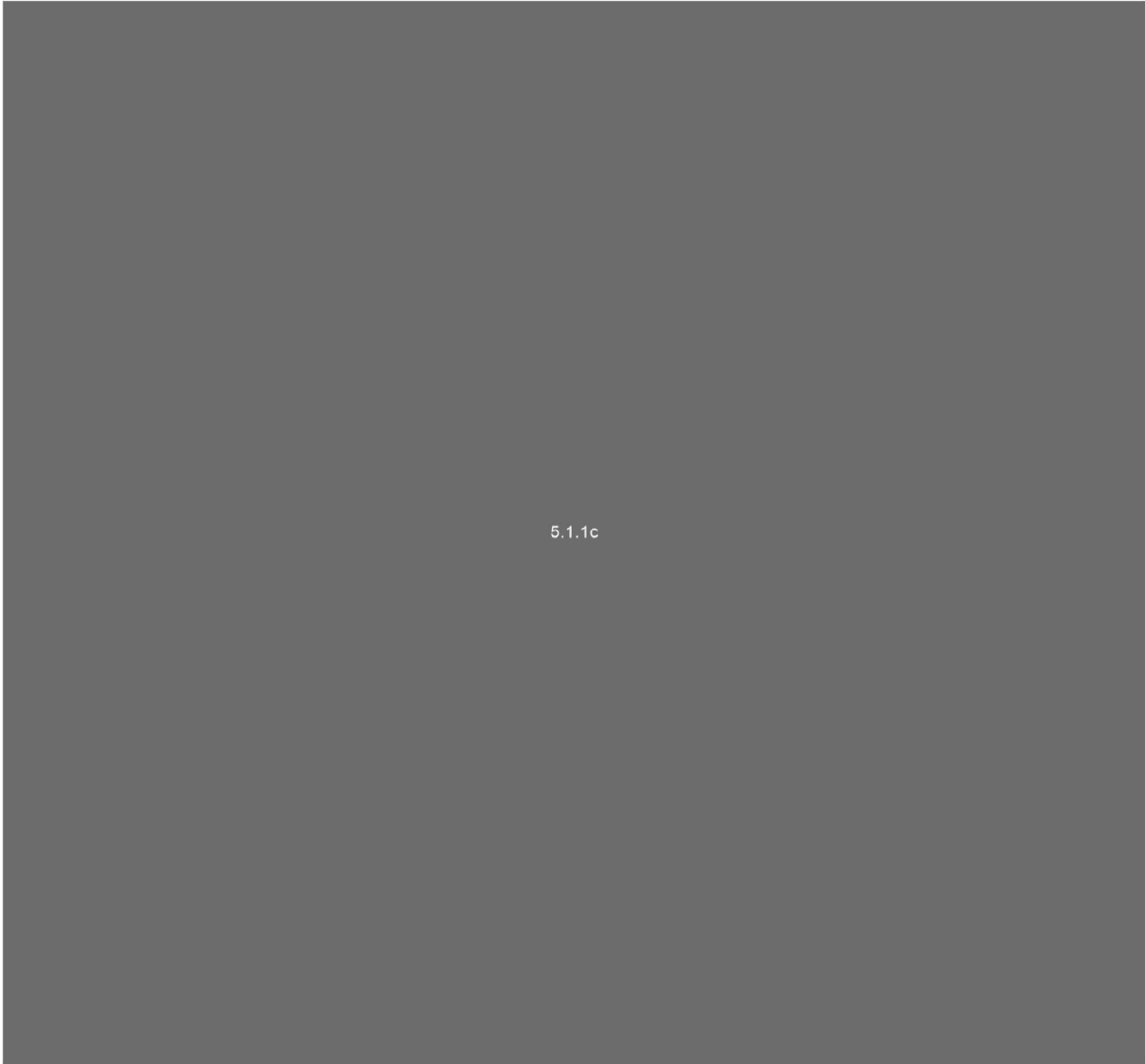
Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	5.1.2e
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e@generalhospitalohrid.mk
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e



5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-	-	-
-	-	-
-	-	-
-	-	-

Table 9. Required corrective actions

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance will be scheduled in ServiceMax
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:

KPI's;

- Complete and On Time (Average of all PI's)
- Material Status (Average of all Material PI's)
- Logistics (Average of all Logistic PI's)

PI's;

- M1. Maintenance Status (100% maintenance track record on stockpile)
- M2. Disposable Status (100% Shelf life not expired)
- M4. Cycle Count
- L2. Order Received (within 2 hours of Order Received)
- L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
- L4. Delivery at Location (approximately 60 hours from Order Received)
- L5. POD Returned on Time (within 48 hours after delivery)



1.6 Proof on execution of the first in, first out concept for all equipment and materials

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU Outbound Order Picking_V007.zip

1.7 Proof of adequate monitoring system of remaining shelf life of materials- consumables, their timely removal and replenishment

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged. Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site.



1.7.1 Shelf-Life Consumable Materials

5.1.1c	Oldest	Replenishment		
	Expiration date	Executed	Planned	Quantity
	Dec-2023	No	Mar-2023	1725
	Apr-2025	No	Apr-2024	1150
	Dec-2023	No	Mar-2023	1150
	Feb-2026	No	Jan-2025	220

1.7.2 Shelf-Life Consumable Materials in blocked stock

5.1.1c	Quantity	Location
	180	Moldova
	120	Moldova
	120	Moldova
	20	Moldova

1.7.3 Shelf-Life Consumable Materials deployed as loan

5.1.1c	Quantity	Location
	0	-
	0	-
	0	-
	0	-

Table 12. Materials with amounts and location deployed KIT's

1.7.4 Shelf-Life Consumable Materials possibly returned from deployment in blocked stock

5.1.1c	Quantity	Location
	180	Warehouse (Blocked-Stock)
	120	Warehouse (Blocked-Stock)
	120	Warehouse (Blocked-Stock)
	21	Warehouse (Blocked-Stock)

Table 13. Materials with amounts and location KIT's returned from deployment (unknown if returned)

1.7.5 Shelf-Life Batteries

5.1.1c	Oldest	Replenishment		
	Expiration date	Executed	Planned	Quantity
	Mar-2024	No	Mar-2023	400
	Mar-2024	No	Mar-2023	125
	Mar-2024	No	Mar-2023	1900

Table 14. Materials with amounts and expiration dates all KIT's

1.7.6 Shelf-Life Batteries deployed as gift

5.1.1c	Quantity	Location
	0	-
	20	Moldova
	240	Moldova

Table 15. Materials with amounts and location KIT's deployed as gift

1.7.7 Shelf-Life Batteries deployed as loan

5.1.1c	Quantity	Location
	0	-
	0	-
	0	-

Table 16. Materials with amounts and location KIT's deployed as loan

1.7.8 Shelf-Life Batteries possibly returned from deployment in blocked stock

5.1.1c	Quantity	Location
	0	-
	20	Warehouse (Blocked-Stock)
	240	Warehouse (Blocked-Stock)

Table 17. Materials with amounts and location KIT's returned from deployment

1.8 Status execution of supplying shelf life materials-consumables exchanged during maintenance to NL hospitals

1.8.1 Shelf-Life Consumable Materials exchanged in 2022 at warehouse

5.1.1c	Executed	Reason	Quantity
	No	No info from MOH where to send materials	1365
	No	No info from MOH where to send materials	910
	No	No info from MOH where to send materials	910

Table 18. Exchanged materials with amounts location warehouse

1.8.2 Shelf-Life Consumable Materials exchanged in 2022 at hospital

5.1.1c	Executed	Location	Quantity
	No	-	0
	No	-	0
	No	-	0

Table 19. Exchanged materials with amounts location hospital

1.9 Status of development of the required training tools (virtual and-or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPFP](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date - status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the Sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	Scheduled biannual
4	Follow up meeting sessions for Q&A at deployment	To be scheduled at initiation of deployment

Table 20. Training tools implementation.

1.10 Status update on the creation of the emergency preparedness plan

Standard operating procedures [SOP`s] are completed and if required improved for:

- Visiting the warehouse location 'Visit registration'
- Deployment SOP`s;
 - Request for Deployment (to initiate a deployment)
 - Outbound order picking (to ensure correct picking of equipment)
- Return from Deployment SOP`s
 - Request for Return for Re-Deployment (at the end of the loan period of a deployment)
 - ✓ Logistic Requirements (to ensure end customer is correctly informed)
 - ✓ Disinfecting and Packing Requirements (to ensure end customer is correctly informed)
 - ✓ Re-Kitting instructions (to ensure Philips engineer is correctly informed)
- Updating the installed base (at start and end of deployment period)
- Updating the warranty contract (at start and end of deployment period)
- Maintenance of RescEU stockpile
 - Battery charging and unpacking KIT1
 - Battery charging and unpacking KIT2
 - Battery charging and unpacking KIT3
 - Maintenance KIT1
 - Maintenance KIT2
 - Maintenance KIT3
 - Maintenance LUMIFY
 - Supplies Maintenance KIT1
 - Supplies Maintenance KIT2
 - Supplies Maintenance KIT3
 - EU Labeling

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings have taken place with the local services leads in which the emergency readiness including the local availability of protective materials are discussed.

1.11 Overview invoices to be expected and invoiced amounts



Betaalschema VWS
RescEU_PJA_VWS_VI

1.11.1 Expected invoices next 6 months [ex VAT]

Month	Description	Invoice	Amount
Jan-2023	Q4-2022 Insurances fees	-	5.1.1c
Jan-2023	Q4-2022 Maintenance costs	-	
Jan-2023	Q4-2022 Warehousing	-	
Jan-2023	Material & Labor costs EU-Label	-	
Apr-2023	Q1-2023 Insurances fees	-	
Apr-2023	Q1-2023 Maintenance costs	-	
Apr-2023	Q1-2023 Warehousing	-	
May-2023	Re-kitting return from Latvia	-	
Jul-2023	Q2-2022 Insurances fees	-	
Jul-2023	Q2-2022 Maintenance costs	-	
Jul-2023	Q2-2022 Warehousing	-	

Table 21. Expected invoices next 6 months.

* Depending on actual equipment on stock

Payment at end of the contract

& quote dating 02-Jun-22 not approved yet

&& quote dating 02-Aug-22 not approved yet

1.11.2 Expected credits on invoices next month [ex VAT]

Month	Description	Reference to Debit	Invoice	Amount
Jan-2023	Q1-2022 Insurances fees	942199110a	942211034	5.1.1c
Jan-2023	Q1-2022 Warehousing	942199114a	942211044	
Jan-2023	Q2-2022 Insurances fees	942203609a	942211038	
Jan-2023	Q2-2022 Warehousing	942203610a	942211112	
Jan-2023	Q3-2022 Insurances fees	942206422a	942211042	
Jan-2023	Q3-2022 Warehousing	942206424a	942211114	

Table 22. Expected credits on invoices next month.

1.11.3 Invoiced amounts [ex VAT]

Month	Description	Invoice	Amount
Aug-2021	Materials Stock pile	942184838a	5.1.1c
Jun-2022	Q3-2021 Insurances fees	942199107	
Jun-2022	Q3-2021 Maintenance costs	942199112	
Jun-2022	Q3-2021 Warehousing	942199076	
Jun-2022	Q4-2021 Insurances fees	942199109	
Jun-2022	Q4-2021 Maintenance costs	942199113	
Jun-2022	Q4-2021 Warehousing	942199115	
Jun-2022	Q1-2022 Insurances fees	942199110	
Jun-2022	Q1-2022 Maintenance costs	942199114	
Jun-2022	Q1-2022 Warehousing	942199116	
Aug-2022	Q2-2022 Insurances fees	942203609	
Aug-2022	Q2-2022 Maintenance costs	942203610	
Aug-2022	Q2-2022 Warehousing	942203614	
Sep-2022	Logistic & project management Romania 1	942204295	
Sep-2022	Logistic & project management Romania 2	942204298	
Sep-2022	Logistic & project management Ukraine 1	942204293	
Sep-2022	Logistic & project management Moldova 1	942204297	
Sep-2022	Logistic & project management return from deployment Latvia 1	942204294	
Oct-2022	Q3-2022 Insurances fees	942206422	
Oct-2022	Q3-2022 Maintenance costs	942206424	
Oct-2022	Q3-2022 Warehousing	942206425	
Oct-2022	Logistic & project management Latvia 1	942204296	

Table 23. Invoiced amounts.

1st Half Year – 2023 Progress Report
September 19th, 2023

**RescEU physical medical stockpile of medical
equipment'**

with reference

201850033.131.023
3057-27522

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the monthly reporting periods as well as for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

In line with Requirement 49 (Annex 1) the Annual Progress Report will be provided no later than January 7th in the form of template Annex A.

Timeline:

Date	Deliverable	Template
26-Jul-2021	Contract signed	
29-Jul-2021	Stockpile handover	
13-Aug-2021	Monthly progress report	This document
16-Sep-2021	Monthly progress report	This document
14-Oct-2021	Monthly – Quarter 3 Progress Report	This document
16-Nov-2021	Monthly progress report	This document
13-Dec-2021	Monthly progress report	This document
07-Jan-2022	Monthly – Quarter 4 – Half Year 2 - Annual progress report	This document
13-Jun-2022	Half Year 1 - progress report	This document
22-Jul-2022	Half Year 1 - progress report	This document
03-Jan-2023	Half Year 2 - Annual progress report	This document
17-Jan-2023	Half Year 2 - Annual progress report	This document
13-Jul-2023	Half Year 1 - progress report	This document
19-Sep-2023	Half Year 1 - progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27-Jul-2021
5.1.2e	Additional info added	9-Aug-2021
5.1.2e	Additional info added	11-Aug-2021
5.1.2e	Additional info added	16-Sep-2021
5.1.2e	Additional info added	13-Oct-2021
5.1.2e	Additional info added	16-Nov-2021
5.1.2e	Additional info added	13-Dec-2021
5.1.2e	Additional info added	07-Jan-2022
5.1.2e	Additional info added	13-Jun-2022
5.1.2e	Additional info added derived from meeting 21-Jul-2022	22-Jul-2022
5.1.2e	Additional info added	03-Jan-2023
5.1.2e	Additional info added derived from meeting 12-Jan-2023	17-Jan-2023
5.1.2e	Additional info added	13-Jul-2023
5.1.2e	Additional info added derived from meeting 14-Sep-2023	15-Sep-2023

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment from March 2021 up to July 2021. All equipment listed in table 1 was delivered into the stockpile.

29 July 2021 VWS visited the warehouse location and handover of ownership from Philips to VWS of the equipment listed in table 1 was signed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	2.300
A2	Central overview stations and necessary accessories	125
A3	Ultrasound machines and necessary accessories	220
A4	Oxygen concentrators and necessary accessories	4.000

Table 1. Equipment as delivered into the stockpile per 29-Jul-2021.

Action	Description	Due date - status
1	Philips to deliver detailed list of stock with equipment serial numbers to VWS	Completed 30-Jul-2021
2	Control-audit based on the serial number list against the equipment in the stockpile by VWS	Completed 14-Sep 2021

Table 2. Open actions with due date identified during handover of the equipment at 29-Jul-2021.

1.1.1 Detailed status of stock numbers during contract

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	640 (Premium Bedside) 20 (High-end Transport)
A2	Central overview stations and necessary accessories	33
A3	Ultrasound machines and necessary accessories	93
A4	Oxygen concentrators and necessary accessories	2150

Table 3. Equipment deployed per 30-Jun-2023.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	240 (Premium Bedside)
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	21
A4	Oxygen concentrators and necessary accessories	0

Table 4. Equipment returned from deployment but blocked for re-kitting per 30-Jun-2023.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	0
A2	Central overview stations and necessary accessories	0
A3	Ultrasound machines and necessary accessories	0
A4	Oxygen concentrators and necessary accessories	2

Table 5. Equipment found missing during stock count and not added to stock between 31-Dec-2022 and 30-Jun-2023

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	0
A2	Central overview stations and necessary accessories	0
A3	Ultrasound machines and necessary accessories	1
A4	Oxygen concentrators and necessary accessories	0

Table 6. Equipment added to stock between 31-Dec-2022 and 30-Jun-2023

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to manage the RescEU requests with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g., to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.

From: 5.1.2e @bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e @philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details	
Materials	Language MK
	Amount KIT1 1
	Amount KIT2 0
	Amount KIT3 0
	Amount Lumify 0
	Amount Everflo 0
Customer Details	Name 5.1.2e
	Delivery Address 5.1.2e
	Postal Code 5.1.2e
	Country North-Macedonia
	Operating Hours 08:00 – 16:00
Contact Details	Name 5.1.2e
	Telephone Number 5.1.2e
	Email address 5.1.2e generalhospitalohrid.mk
	Back-up Name 5.1.2e
	Telephone Number 5.1.2e

5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-	-	-
-	-	-
-	-	-
-	-	-

Table 10. Required corrective actions

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance will be scheduled in ServiceMax
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:

KPI's;

- Complete and On Time (Average of all PI's)
- Material Status (Average of all Material PI's)
- Logistics (Average of all Logistic PI's)

PI's;

- M1. Maintenance Status (100% maintenance track record on stockpile)
- M2. Disposable Status (100% Shelf life not expired)
- M4. Cycle Count
- L2. Order Received (within 2 hours of Order Received)
- L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)
- L4. Delivery at Location (approximately 60 hours from Order Received)
- L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management E

1.6 Proof on execution of the first in, first out concept for all equipment and materials

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU Outbound Order Picking_V007.zip

1.7 Proof of adequate monitoring system of remaining shelf life of materials-consumables, their timely removal and replenishment

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged. Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site.



Service Planning Service Planning
Gant Chart V06.mpp Gant Chart V06.pdf

1.7.1 Shelf-Life Consumable Materials & Batteries

5.1.1c	Oldest	Replenishment		
	Expiration date	Executed	Planned	Quantity
	Feb-2024	Ongoing	May-2023	1050 [#]
	Feb-2025	No	May-2024	700 ^{##}
	Dec-2023	Ongoing	Mar-2023	700 ^{##}
	Mar-2024	No	Aug-2023	380
	Mar-2024	Ongoing	Jul-2023	1020
	Feb-2026	No	Jan-2025	128

Table 11. Materials with amounts and expiration dates all KIT's

[#] boxes of 300pcs.

^{##} boxes of 20pcs.

* replaced for re-usable during 2023 maintenance cycle

1.7.2 Shelf-Life Consumable Materials & Batteries deployed as gift

5.1.1c	Oldest	Quantity	Location	Deployment date
	Expiration date			
	Mar-2023	180 [#]	Moldova	22-Mar-2022
	Aug-2023	120 ^{##}		
	Apr-2023	120 ^{##}		
	Mar-2024	240		
	Feb-2026	20		
	Feb-2024	150 [#]	Türkiye	21-Feb-2023
	Feb-2025	100 ^{##}		
	Dec-2023	100 ^{##}		
	Mar-2024	200		
	Feb-2026	22		
	Feb-2024	165 [#]	Ukraine	06-Jun-2023
	May-2025	110 ^{##}		
	Feb-2024	110 ^{##}		
	Mar-2024	20		
	Mar-2024	200		

Table 12. Materials with amounts and location deployed KIT's

[#] boxes of 300pcs.

^{##} boxes of 20pcs.

1.7.3 Shelf-Life Consumable Materials & Batteries deployed as loan

5.1.1c	Oldest Expiration date	Quantity	Location	Deployment date
	-	-	-	-
	-	-		
	-	-		
	-	-		
	-	-		
	-	-		

Table 13. Materials with amounts and location deployed KIT's

boxes of 300pcs.

boxes of 20pcs.

1.7.4 Shelf-Life Consumable Materials & Batteries supposedly returned from deployment

5.1.1c	Oldest Expiration date	Quantity	Location	Deployment date
	Mar-2023	180#	Warehouse (Blocked-Stock)	-
	Aug-2023	120##		
	Apr-2023	120##		
	Mar-2024	240		
	Feb-2026	21		

Table 14. Materials with amounts and location returned from deployment
(unknown if returned)

boxes of 300pcs.

boxes of 20pcs.

1.7.5 Progress on preventive maintenance plan incl. exchanging Shelf-Life Consumable Materials & Charged Batteries*

KIT	Date assessment	Preventive Maintenance executed	Batteries charged	Batteries exchanged	Shelf life consumables exchanged
KIT1	22-Jun-2023	Done	Y	Done	Done
KIT2	22-Jun-2023	Ongoing (26 of 37 executed)	Y	Done	Done
KIT3	22-Jun-2023	No (0 of 95 executed)	Y	No (0 of 95 executed)	No (0 of 95 executed)
Lumify	18-Apr-2023	n/a	Y	n/a	n/a
Everflo	n/a	n/a	n/a	n/a	n/a

Table 15. Progress of Preventive Maintenance cycle 2023

* Maintenance cycle between Mar and Sep-2023

1.8 Status execution of supplying shelf-life materials-consumables exchanged during maintenance to hospitals

1.8.1 Shelf-Life Consumable Materials exchanged in 2022 to be send to hospitals*

5.1.1c	Quantity	Executed	Reason	Remark
	1365 [#]	No	No info from MOH where to send materials	Jun-2023; All materials are out of expiration date. Scrap to be executed
	910 ^{##}	No		
	910 ^{##}	No		

Table 16. Exchanged materials with amounts exchanged from KIT's

* exchange date between Mar and Sep-2022

boxes of 300pcs.

boxes of 20pcs.

1.8.2 Location of Shelf-Life Consumable Materials exchanged in 2022

5.1.1c	Quantity	Executed	Location	Remark
	0	No	Warehouse (blocked stock)	Jun-2023; All materials are out of expiration date. Scrap to be executed
	0	No		
	0	No		

Table 17. Exchanged materials with amounts location hospital

boxes of 300pcs.

boxes of 20pcs.

1.8.3 Shelf-Life Consumable Materials exchanged in 2023 to be send to hospitals*

5.1.1c	Quantity	Executed	Reason	Remark
	1050 [#]	No	No info from MOH where to send materials	Preventive maintenance cycle 2023 ongoing
	700 ^{##}	No		
	380	No		
	1020	No		

Table 18. Exchanged materials with amounts exchanged from KIT's

* exchange date between Mar and Sep-2023

boxes of 300pcs.

boxes of 20pcs.

1.8.4 Location of Shelf-Life Consumable Materials exchanged in 2023

5.1.1c	Quantity	Executed	Location	Remark
	0	No	Warehouse (Maintenance area)	
	0	No		
	0	No		
	0	No		

Table 19. Exchanged materials with amounts location hospital

boxes of 300pcs.

boxes of 20pcs.

1.9 Status of development of the required training tools (virtual and-or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPfP](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date - status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the Sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	Scheduled biannual
4	Follow up meeting sessions for Q&A at deployment	To be scheduled at initiation of deployment

Table 20. Training tools implementation.

1.10 Status update on the creation of the emergency preparedness plan

Standard operating procedures [SOP`s] are completed and if required improved for:

- Visiting the warehouse location 'Visit registration'
- Deployment SOP`s;
 - Request for Deployment (to initiate a deployment)
 - Outbound order picking (to ensure correct picking of equipment)
- Return from Deployment SOP`s
 - Request for Return for Re-Deployment (at the end of the loan period of a deployment)
 - ✓ Logistic Requirements (to ensure end customer is correctly informed)
 - ✓ Disinfecting and Packing Requirements (to ensure end customer is correctly informed)
 - ✓ Re-Kitting instructions (to ensure Philips engineer is correctly informed)
- Updating the installed base (at start and end of deployment period)
- Updating the warranty contract (at start and end of deployment period)
- Maintenance of RescEU stockpile
 - Battery charging and unpacking KIT1
 - Battery charging and unpacking KIT2
 - Battery charging and unpacking KIT3
 - Maintenance KIT1
 - Maintenance KIT2
 - Maintenance KIT3
 - Maintenance LUMIFY
 - Supplies Maintenance KIT1
 - Supplies Maintenance KIT2
 - Supplies Maintenance KIT3
 - EU Labeling

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings have taken place with the local services leads in which the emergency readiness including the local availability of protective materials are discussed.

1.11 Overview invoices to be expected and invoiced amounts



Betaalschema VWS
RescEU_PJA_MOH_V

1.11.1 Expected invoices next 6 months [ex VAT]

Month	Description	Invoice	Amount
Jul-2023	Q2-2023 Insurances fees	-	5.1.1c
Jul-2023	Q2-2023 Maintenance costs	-	
Jul-2023	Q2-2023 Warehousing	-	
Nov-2023	Q3-2023 Insurances fees	-	
Nov-2023	Q3-2023 Maintenance costs	-	
Nov-2023	Q3-2023 Warehousing	-	
Dec-2023	Re-kitting return from Latvia	-	

Table 21. Expected invoices next 6 months.

* Depending on actual equipment on stock
Due date invoice 31-Dec-2023
(invoice not to be uploaded in the Tradeinterop portal but send via email)
& after approval from MOH

1.11.2 Invoiced amounts [ex VAT]

Month	Description	Invoice	Amount
Aug-2021	Materials Stock pile	942184838a	5.1.1c
Jun-2022	Q3-2021 Insurances fees	942199107	
Jun-2022	Q3-2021 Maintenance costs	942199112	
Jun-2022	Q3-2021 Warehousing	942199076	
Jun-2022	Q4-2021 Insurances fees	942199109	
Jun-2022	Q4-2021 Maintenance costs	942199113	
Jun-2022	Q4-2021 Warehousing	942199115	
Jun-2022	Q1-2022 Insurances fees	942199110	
Jun-2022	Q1-2022 Maintenance costs	942199114	
Jun-2022	Q1-2022 Warehousing	942199116	
Aug-2022	Q2-2022 Insurances fees	942203609	
Aug-2022	Q2-2022 Maintenance costs	942203610	
Aug-2022	Q2-2022 Warehousing	942203614	
Sep-2022	Logistic & project management Romania 1	942204295	
Sep-2022	Logistic & project management Romania 2	942204298	
Sep-2022	Logistic & project management Ukraine 1	942204293	
Sep-2022	Logistic & project management Moldova 1	942204297	
Sep-2022	Logistic & project management return from deployment Latvia 1	942204294	
Sep-2022	Logistic & project management Latvia 1	942204296	
Sep-2022	Material & Labor costs EU-Label	942204294	
Oct-2022	Q3-2022 Insurances fees	942206422	
Oct-2022	Q3-2022 Maintenance costs	942206424	
Oct-2022	Q3-2022 Warehousing	942206425	
Feb-2023	Q4-2022 Insurances fees	942212031	
Feb-2023	Q4-2022 Warehousing	942212032	
Mar-2023	Logistic & project management Turkey-1	942214292	
Jun-2023	Q4-2022 Maintenance costs	942218160	
Jun-2023	Logistic & project management Ukraine 1	942218403	
Jun-2023	Q1-2023 Insurances fees	942218501	
Jun-2023	Q1-2023 Maintenance costs	942218498	
Jun-2023	Q1-2023 Warehousing	942218505	

Table 23. Invoiced amounts.

Due date invoice 31-Dec-2026

(Invoice not to be uploaded in the Tradeinterop portal but send via email)

Month	Description	Reference to Debit	Invoice	Amount
Jan-2023	Q1-2022 Insurances fees	942199110a	942211034	5.1.1c
Jan-2023	Q1-2022 Warehousing	942199114a	942211044	
Jan-2023	Q2-2022 Insurances fees	942203609a	942211038	
Jan-2023	Q2-2022 Warehousing	942203610a	942211112	
Jan-2023	Q3-2022 Insurances fees	942206422a	942211042	
Jan-2023	Q3-2022 Warehousing	942206424a	942211114	

Table 27. Issued credits.

To: 5.1.2e 5.1.2e @rijksoverheid.nl]; 5.1.2e 5.1.2e @minvws.nl]
Cc: 5.1.2e 5.1.2e @philips.com]; 5.1.2e 5.1.2e @philips.com]; 5.1.2e
 5.1.2e 5.1.2e @philips.com]
From: 5.1.2e
Sent: Thur 9/14/2023 2:10:29 PM
Subject: RE: Evaluatie halfjaarlijkse voortgangsrapportage 2023
Received: Thur 9/14/2023 2:10:38 PM

Beste allen,

Dank jullie wel voor het constructieve gesprek van zojuist. Zoals afgesproken som ik hieronder de belangrijke punten en acties op:

- **WOO.** WOO jurist van VWS neemt contact op met 5.1.2e over een WOO verzoek m.b.t. hoe KPI's van RescEU worden gemeten
- **Correctie rapportage.** 5.1.2e past het jaartal aan op p2 (correctie: 2022 => 2023)
- **Scenario's bij aflopen levensduur.** Philips formuleert een aantal scenario's tbv de materialen waarbij het einde van de levensduur nadert, bijv. (a) refurbishment (b) veiling (c) op de markt brengen als overbruggen wachttijd (geldt voor batterijen)
- **Letland.** Streven is om voor het einde van het jaar (uiterlijk 15 december) duidelijkheid te hebben over het terugontvangen transport uit Letland. 5.1.2e en 5.1.2e zijn hiervoor afhankelijk van de repliek van de EU, maar er wordt wel naar gestreefd om hierover duidelijkheid te geven.
- **Report.** 5.1.2e stuurt het formulier tbv Technical Implementation Report naar 5.1.2e, die dit formulier zal invullen.
- **Everflo.** Twee Everflo's zijn niet teruggevonden tijdens de audit van de stock. Voor nu kiezen we ervoor dat Philips vooralsnog geen creditfactuur hiervoor stuurt, maar bij eventuele aanvulling van de stockpile deze twee additioneel bestelt. Binnen de Philips context is de omvang van 2 te beperkt om los te bestellen in Engeland. Dat kan wel bij een grotere omvang.
- **Aanvulling stockpile.** 5.1.2e geeft aan dat vanuit de Europese Commissie nog 5.1.1c beschikbaar is, maar dat VWS hierover 21% BTW moet betalen. Dat bedrag komt ten laste van de budgettaire ruimte van VWS. 5.1.2e gaat na of die mogelijkheid er is. 5.1.2e onderzoekt of het contract voldoende ruimte biedt om binnen het nog beschikbare budget 5.1.1c de huidige stockpile aan te vullen.
- **Voorstel aanvulling.** Philips levert, op basis van wat er nu ontbreekt in de stockpile en het meeste beroep op is gedaan, een voorstel/offerte aan bij 5.1.2e wat er aangeschaft moet worden 5.1.1c om de stockpile weer enigszins op niveau te krijgen. Op die manier kan bij een positief besluit snel gehandeld worden, zodat uiterlijk 15 december 2023 de stockpile kan worden aangevuld. Levertijd is circa 6 weken.
- **Scenario's bij einde contract.** We achten de kans klein gezien de huidige vraag, maar mochten er bij het einde van het contract (2026) nog restanten in de stockpile zitten, dan zal Philips daarop vooruitlopend een aantal scenario's maken wat de mogelijke bestemming zou kunnen zijn van deze restanten. Deze scenario's worden voor het einde van dit jaar besproken met 5.1.2e en 5.1.2e.

Hebben jullie nog aanvullingen of aanscherpingen?

Telefoonnummer 5.1.2e : 5.1.2e

Veel dank. En ook heel veel dank voor de fijne samenwerking en het prettige contact. Het was mij een genoegen!

En schroom niet om te bellen als er nog iets is. Ik ben er zeker tot en met 29 september.

Groeten 5.1.2e

From: 5.1.2e 5.1.2e @philips.com>
Sent: Thursday, 13 July, 2023 9:12 AM
To: 5.1.2e <5.1.2e @rijksoverheid.nl>; 5.1.2e <5.1.2e @minvws.nl>
Cc: 5.1.2e <5.1.2e @philips.com>; 5.1.2e <5.1.2e @philips.com>
Subject: RE: Evaluatie halfjaarlijkse voortgangsrapportage 2023

Goedemorgen 5.1.2e en 5.1.2e,

In de bijlage de gevraagde voortgangsrapportage van H1-2023 als voorbereiding van ons gesprek op 14-Sep-2023 tussen 13:30 en 14:30.

Met vriendelijke groeten,

5.1.2e

5.1.2e

Health Systems Zone Benelux, Service Operations

Philips

High Tech Campus 52, 1st Floor North, 5656 AE Eindhoven,

Mobile: 5.1.2e, Email: 5.1.2e @philips.com

Simply switch to printing double-sided and printing less



Connect with Philips

**From:** 5.1.2e <5.1.2e @rijksoverheid.nl>**Sent:** Tuesday, June 20, 2023 1:41 PM**To:** 5.1.2e <5.1.2e @philips.com>; 5.1.2e <5.1.2e @philips.com>**Cc:** 5.1.2e <5.1.2e @minvws.nl>**Subject:** Evaluatie halfjaarlijkse voortgangsrapportage 2023**Caution:** This e-mail originated from outside of Philips, be careful for phishing.

Goedemiddag 5.1.2e en 5.1.2e,

Hopelijk gaat alles goed met jullie.

Verzoek om halfjaarlijkse voortgangsrapportage 2023Ik wil jullie vriendelijk verzoeken om vóór 14 juli 2023 de halfjaarlijkse voortgangsrapportage van 2023 aan te leveren.**Evaluatie van de voortgangsrapportage 2023**

We zouden graag samen met jullie de rapportage doornemen. Hieronder staan een aantal suggesties voor mogelijke afspraakmomenten waarop 5.1.2e en ik beschikbaar zijn:

1. Maandag 17 juli tussen 9:00 en 11:30 uur
2. Dinsdag 18 juli tussen 10:00 en 13:00 uur
3. Donderdag 20 juli tussen 10:00 en 15:00 uur

Graag hoor ik van jullie wanneer het jullie uitkomt, zodat ik een uitnodiging kan sturen.

Welke informatie bevat de voortgangsrapportage?

- Status van de voorraad;
- Hoeveelheden en soorten materialen met een korte houdbaarheid die tijdens de rapportageperiode uit voorraad zijn gehaald en aangevuld, inclusief hun bestemming;
- Hoeveelheden en soorten materialen met een korte houdbaarheid die in de komende 6 maanden uit de voorraad zullen worden gehaald, ervan uitgaande dat er geen inzet plaatsvindt;
- Update over de uitvoering van het onderhoudsplan;
- In geval van inzet (en): daadwerkelijke prestatie op de doorlooptijd tussen ontvangst van de afroep en daadwerkelijke verzending (KPI 2), en op de doorlooptijd tot levering op bestemming.
- Overzicht van gefactureerde bedragen in de afgelopen rapportageperiode, evenals sinds de start van het contract.

Vragen?

Bel of mail mij.

Alvast bedankt!

Met vriendelijke groet,

5.1.2e

5.1.2e

Rijksinkoop samenwerking

Ministerie van Binnenlandse Zaken en Koninkrijksrelaties

Beatrixpark, Wilhelmina van Pruisenweg 52 | 2595 AN | Den Haag

Postbus 20011 | 2500 EA | Den Haag

Elke werkdag bereikbaar via:

M 5.1.2e of 5.1.2e

E 5.1.2e [@rijksoverheid.nl](mailto:5.1.2e@rijksoverheid.nl)

I www.rijksinkoop samenwerking.nl

Linked in

Contactcentrum RIS

T 5.1.2e

5.1.2e [@rijksoverheid.nl](mailto:5.1.2e@rijksoverheid.nl)

Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

This message may contain information that is not intended for you. If you are not the addressee or if this message was sent to you by mistake, you are requested to inform the sender and delete the message. The State accepts no liability for damage of any kind resulting from the risks inherent in the electronic transmission of messages.

The information contained in this message may be confidential and legally protected under applicable law. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, forwarding, dissemination, or reproduction of this message is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.

Half Year 1-2022 Progress Report

June 13th, 2022

**RescEU physical medical stockpile of medical
equipment'**

with reference

201850033.131.023
3057-27522

About this report

In line with Requirement 47 (Annex 1), the Contractor Philips will provide a progress report for each of the first 3 monthly meetings. This report will be provided no later than 10 working days after the end of the reporting periods. A separate template be used to inform for the quarterly and bi-annual evaluation (Requirement 48, Annex 1).

Next to this report, there will be an Annual Progress Report in line with Requirement 49 (Annex 1), in the form of template Annex A, that will be provided no later than January 7th.

Timeline:

Date	Deliverable	Template
26/Jul/2021	Contract signed	
29/Jul/2021	Stockpile handover	
13/Aug/2021	Monthly progress report	This document
16/Sep/2021	Monthly progress report	This document
14/Oct/2021	Monthly – Quarter 3 Progress Report	This document
16/Nov/2021	Monthly progress report	This document
13/Dec/2021	Monthly progress report	This document
07/Jan/2022	Monthly – Quarter 4 – Half Year 2 - Yearly progress report	This document
13/Jun/2022	Monthly, Half Year 1 - progress report	This document

Document history

Actor	Action	Date
5.1.2e	Template creation	27/Jul/2021
5.1.2e	Additional info added	9/Aug/2021
5.1.2e	Additional info added	11/Aug/2021
5.1.2e	Additional info added	16/Sep/2021
5.1.2e	Additional info added	13/Oct/2021
5.1.2e	Additional info added	16/Nov/2021
5.1.2e	Additional info added	13/Dec/2021
5.1.2e	Additional info added	07/Jan/2022
5.1.2e	Additional info added	13/Jun/2022

1.1 Detailed status of build-up of required stock numbers

Philips prepared the ready-to-use equipment over the past couple months. All equipment listed in table 1 is delivered into the stockpile.

On July 29th, VWS visited the warehouse location. Both VWS and Philips signed for the handover of ownership from Philips to VWS of the equipment listed. Two open actions were identified, as listed in table 2.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	2.300
A2	Central overview stations and necessary accessories	125
A3	Ultrasound machines and necessary accessories	220
A4	Oxygen concentrators and necessary accessories	4.000

Table 1. Equipment as delivered into the stockpile per July 29th, 2021.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	240 (Premium Bedside)
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	92
A4	Oxygen concentrators and necessary accessories	1800

Table 2. Equipment deployed per Jun 01th, 2022.

Serial number	Supplies	Number
A1	Multiparametric patient monitoring devices and necessary accessories (1900 Premium bedside & 400 high-end transport)	240 (Premium Bedside)
A2	Central overview stations and necessary accessories	20
A3	Ultrasound machines and necessary accessories	22
A4	Oxygen concentrators and necessary accessories	0

Table 3. Equipment to be returned per Jun 01th, 2022.

Action	Description	Due date / status
1	Philips to deliver detailed list of stock with serial numbers of the equipment to VWS	Completed July 30 th , 2021
2	Control/audit based on the serial number list against the equipment in the stockpile by VWS	Completed September 14 th , 2021

Table 4. Open actions with due date identified during handover of the equipment.

1.2 Status of plans made to ensure delivery within approximately 48 hours to all EU member states and participating countries

- Protocol for placing a request for Outbound shipment is agreed between VWS and Philips
- Two test runs were performed to test the response time (KPI: <12 hours from request to ready for pickup). Both were successful and equipment was on the dock within 1 hour (see screenshot insert for the test run to North Macedonia).
- A contract is signed between Philips and BOMI warehouse in Veghel where the RescEU stock resides. In this contract, BOMI commits to handle the RescEU requestst with the highest priority.
- BOMI was selected for their proven track record in handling urgent shipments of medical devices (e.g. to stock for just in time transplant surgeries across EU).
- BOMI has his own fleet of trucks ready to be deployed. If BOMI will be the carrier for the transport, it is agreed they will depart immediately after loading of the vehicle and no waiting time is charged. BOMI has a large fleet varying from sprinters, motor wagons to trailers. Depending on the weight and size of the shipment, the correct vehicle needs to be selected.
- There are areas within the EU region that will require air freight. Depending on the quantity of the equipment deployed, and the urgency of the case, the optimal approach may vary. We discussed that in such cases open communication is important. Philips will list and discuss the alternatives and its implications on costs and delivery time with VWS, who will make the final transport decision.

From: 5.1.2e <bomigroup.com>
Sent: Thursday, July 22, 2021 7:02:31 PM
To: 5.1.2e <@philips.com>
Subject: FW: Urgent & Important RescEU MOH; Outbound Shipment to Customer

Caution: This e-mail originated from outside of Philips, be careful for phishing.

Dear customer ,

We have received your order.

Start time WH : 18:45

Ready for collection 22-07-2021 at : 18:55

Details		
Materials	Language	MK
	Amount KIT1	1
	Amount KIT2	0
	Amount KIT3	0
	Amount Lumify	0
	Amount Everflo	0
Customer Details	Name	5.1.2e
	Delivery Address	5.1.2e
	Postal Code	5.1.2e
	Country	North-Macedonia
	Operating Hours	08:00 – 16:00
Contact Details	Name	5.1.2e
	Telephone Number	5.1.2e
	Email address	5.1.2e @generalhospitalohrid.mk
	Back-up Name	5.1.2e
	Telephone Number	5.1.2e

5.1.1c

5.1.1c

1.4 Comparison between initially planned and actually implemented activities

Philips committed in Award 1 of the tender process to have a full functional stockpile ready as early as 5 weeks after signing the contract. This commitment has been met with the handover of the functional stockpile (incl. test run) on July 29th, 2021, three days after contract signature.

There are currently no delays or issues identified that require a corrective action.

Corrective action	Description	Due date
-		

Table 8. Required corrective actions

1.5 Status update on implementation of full-service maintenance concept and planning

- All equipment in the stockpile is listed in ServiceMax
- In ServiceMax, the maintenance status incl. the shelf-life of perishable accessories is listed
- Yearly preventative maintenance will be scheduled in ServiceMax
- A Daily Management Board is created to manage the main contract KPI's and PI's, as well as the preventative maintenance status and scheduling. The following items are included:

KPI's;

- Complete and On Time (Average of all PI's)
- Material Status (Average of all Material PI's)

4. Logistics (Average of all Logistic PI's)

PI's;

M1. Maintenance Status (100% maintenance track record on stockpile)

M2. Disposable Status (100% Shelf life not expired)

M4. Cycle Count

L2. Order Received (within 2 hours of Order Received)

L3. Delivery Ready for Pick-Up (within 12 hours of Order Received)

L4. Delivery at Location (approximately 60 hours from Order Received)

L5. POD Returned on Time (within 48 hours after delivery)



RescEU StockPile
Daily Management f

1.6 Proof of adequate monitoring system of remaining shelf life of materials/consumables and their timely removal and replenishment, as well as on execution of the first in, first out concept for all equipment and materials

Via underneath Gant charts, planning is made to have all consumables with expiration data exchanged and batteries charged.

Gant planning is also incorporated in a Microsoft Tasks by Planner and To Do tool which is added to the RescEU Deployment Teams site



Service Planning
Gant Chart V04.pdf



Service Planning
Gant Chart V04.mpp

Via the Outbound Order Picking SOP which is shared with our logistics supplier, it's arranged that the lowest pallet serial must be send in case of a deployment to the customer.



SOP_RescEU Outbound Order Picking_V004.zip

Shelf Life Materials

	Oldest Expiration date	Replenishment		Quantity in KIT's
		done	Planned	
5.1.1c	Dec-2023	No	Dec-2022	1725
	Apr-2025	No	Apr-2024	1150
	Dec-2023	No	Dec-2022	1150
	Feb-2026	No	Jan-2025	220

Table 9. Materials with amounts and expiration dates all KIT's

Deployed Shelf Life Materials

	Quantity	Location
5.1.1c	180	Latvia (end loan 01-May-2022)
	120	Latvia (end loan 01-May-2022)
	120	Latvia (end loan 01-May-2022)
	20	Latvia (end loan 01-May-2022)

Table 10. Materials with amounts and location deployed KIT's

Replenished Shelf Life Materials destination

	Quantity	Location
5.1.1c	-	-
	-	-
	-	-

Table 11. Replenished materials and location

1.7 Status of development of the required training tools (virtual and/or e-learning)

Philips offered three tiers of training to meet the end-user needs en ensure correct usage of the stockpile medical equipment:

- Tier 1: E-learning IFU's
- Tier 2: E-learning videos
- Tier 3: Onsite support by a trained application specialist

The platform 'My Philips for Professionals' for providing the e-learning IFU's and videos is live and can be accessed via: [MyPfp](#)

A communication plan is setup to update local application specialists on the RescEU program, the content of the NL based stockpile, and the ask to them to provide onsite training where needed. The plan includes the following steps:

Step	Description	Due date / status
1	Sharepoint creation with all required training content	Completed
2	Email notification to all stakeholders, incl. link to the sharepoint and the request to confirm identified contact person	Completed
3	Follow up meeting sessions for Q&A	Scheduled biannual
4	Follow up meeting sessions for Q&A at deployment	To be scheduled at initiation of deployment

Table 12. Training tools implementation.

1.8 Status update on the creation of the emergency preparedness plan

Standard operating procedures are completed for:

- Visiting the warehouse location 'Visit registration'
- Requesting equipment from the stockpile
- Outbound order picking
- Updating the installed base after equipment is send to an EU member state

Similar as for the application specialist providing onsite training where needed, communication went out within Philips to update the local EU services teams. Follow up meetings will be scheduled with the local services leads. During these calls, the emergency readiness including the local availability of protective materials will be discussed.

1.9 Overview of invoiced amounts and invoices to be expected

Expected invoices next 6 months:

- Q3-2021
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
- Q4-2021
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
- Q1-2022
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
- Q2-2022
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
 - * depending on actual equipment on stock
- Q3-2022
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
 - * depending on actual equipment on stock
- Q4-2022
 - 2. Insurances fees for equipment while in warehouse 5.1.1c
 - 3. Maintenance costs 5.1.1c
 - 4. Warehousing 5.1.1c
 - * depending on actual equipment on stock
- Material & Labor costs EU-Label 5.1.1c
- Logistic & project management costs deployment Romania 1 5.1.1c
- Logistic & project management costs deployment Romania 2 5.1.1c
- Logistic & project management costs deployment Latvia 1 5.1.1c
- Logistic & project management costs deployment Ukraine 1 5.1.1c
- Logistic & project management costs deployment Moldova 1 5.1.1c
- Logistic & project management costs return from deployment Latvia 1 5.1.1c



Invoiced amounts:

- August 2021
 - Materials Stock pile 5.1.1c



942184838.pdf



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
Ministerie van Binnenlandse Zaken en
Koninkrijksrelaties

> Return address Postbus 20011 2500 EA Den Haag

Philips Nederland BV
Attn. 5.1.2e
High Tech Campus 52
5656 AG EINDHOVEN
The Netherlands

**Uitvoeringsorganisatie
Bedrijfsvoering Rijk**
UBR|HIS

Wilhelmina van Pruisenweg 52
Den Haag
P.O. Box 20011
2500 EA Den Haag
Nederland
www.rijksoverheid.nl

Contact

5.1.2e

T 5.1.2e

5.1.2e rijksoverheid.nl

Reference

201850033.131.023

Your reference

Date 6 april 2021
Subject Award Decision – Rescue physical stockpile of medical equipment

Dear 5.1.2e

In the European accelerated open procedure RescEU physical medical stockpile of medical equipment on behalf of the Ministry of Health, Welfare and Sport (VWS), your organization submitted tender documents.

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

During the submission period we received a total of five tenders via CTM, which we thoroughly studied and carefully assessed.

All tenders satisfied the formal requirements. They were then assessed on the basis of the award sub-criteria as set out in the Descriptive document.

Your tender has ended in the first place and we want to award you the contract for the time being.

In the diagram below, you can see your scores and the maximum points to be achieved per subcriterion.

Sub Award Criteria	Maximum score	Your score
Quality		
1) Time for development	100	100
2) Efficient and sustainable management of the stock	200	200
3) Effective deployment	200	200
4) Medical devices	300	300
5) Sustainability	200	160
Subtotal Quality	1000	960



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Date
 6 april 2021

Reference
 201850033.131.023

Price	100	5.1.1c
Score (P/Q)		39453
Ranking		1

Motivation grounds Award Subcriteria quality

In Appendix 1, you find the motivation for your scores on the Award Subcriteria quality.

Closing the Agreement

We will sign the Agreement if the evidence for verification provided by you is correct and if we do not receive any objections or received objections have been judged unjustified.

In principle, the Contract is awarded to you. However, you cannot derive any rights from this Award Decision and are not entitled to compensation based on the Award Decision if we do not award the Contract. The communication of the Award Decision is therefore not an acceptance of the offer. You are entitled to perform the Contract only once we have signed the Agreement.

Evidence for verification

You are requested to provide the following supporting documents to us no later than 11 april 2021;

- Extract from the trade register of the Chamber of Commerce (including power of attorney, if applicable). The extract must not be more than six months old in reference to the Tender's submission date.
- Certificate of Conduct for Procurement. The Certificate must not be more than two years old, counting from the closing date of the Call for Tenders.
- Statement by the Tenderer's Tax and Customs Administration that the Tenderer has paid its compulsory taxes and social security contributions. The statement must not be more than six months old in reference to the Tender's submission date.

Furthermore, we ask you to provide us with this information:

- The IBAN and BIC code of your bank account into which payments will be made;
- The details of the signatory of the Agreement and the contact person for performing the Contract.

You can provide the supporting documents via the CTM communication platform. We use these supporting documents, among other things, to check the data from your ESPD (UEA).

If all the supporting documents are in good order and we do not change our Award Decision for other reasons, we will proceed to conclude the Agreement with you.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
UBR|HIS

Date
6 april 2021

Reference
201850033.131.023

Further explanation or questions

If you need further explanation or have any questions, please contact 5.1.2e via the CTM communication platform.

In conclusion

We send this letter only via the CTM platform.

I look forward to a pleasant cooperation.

Yours sincerely,

The the Ministry of Health, Welfare and Sport,

5.1.2e

5.1.2e

5.1.2e



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Date
 6 april 2021

Reference
 201850033.131.023

Appendix 1

The assessment of your Tender

1. Time for development, (grade 10 - 100 points)

The proposal meets the required timeline and more. The plan of action provides for establishment of the stockpile in five weeks. The timeline, milestones and corresponding activities are complete, clear, concrete and realistic. The assessment committee believed that the plan of action could have been even more integral. In your tender the core focus is on the supply of the equipment and the accessories. The timeline is clearly explained. The storage is centrally located and meets the necessary storage and security conditions.

2. Efficient and sustainable management of the stock, (grade 10 - 200 points)

Your proposal provides a clear, concrete and realistic approach on all aspects. The full service concept is comprehensive. The explanation of the tracking of all the items during production until warehouse, 5.1.1c is very detailed and good.. Tenderer shows thorough and clear management of the stockpile. Approach is detailed and concrete. Quality is demonstrated by use of trained professionals and software. Tenderer give a clear explanation of the different tests and the technical separated area for preventive maintenance.

3. Effective deployment, (grade 10 - 200 points)

The proposal is extensive and contains well thought-out measures for risk

5.1.1c

5.1.1c

5.1.1c

All steps are well-explained and detailed and demonstrate a swift, efficient and effective approach. It gives a full-service prospect.

4. Medical devices (grade 10 - 300 points)

5.1.1c

5.1.1c

Approach is clear, concrete and realistic.

5. Sustainability, (grade 8 - 160 points)

Tenderer clearly demonstrated that they are highly ranked as sustainable company. Targets are partly concretized with measurable KPI's. The assessment committee valued the use of eco passports for all devices of the stockpile. The approach what to do with the stockpile after five years is elaborate and contains realistic alternative suggestions. The proposal to maximize the chances that used equipment can be redeployed and be made ready for deployment again could have been more concrete and elaborate.



Ministry of the Interior and
Kingdom Relations

Return address P.O. Box 20011 2500 EA The Hague

Dräger Nederland BV

5.1.2e

Huygensstraat 3
2721 LT ZOETERMEER
Nederland

DGOBR
UBR|HIS

Wilhelmina van Pruisenweg 52
The Hague
Postbus 20011
2500 EA The Hague
the Netherlands

Contact
5.1.2e
rijksoverheid.nl

Reference
201850033.131.023
201700266.059

Date 6 April 2021
Subject RescEU physical medical stockpile of medical equipment

Dear 5.1.2e

In the European accelerated open procedure RescEU physical medical stockpile of medical equipment on behalf of the Ministry of Health, Welfare and Sport (VWS), your organization submitted tender documents.

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

During the submission period we received a total of five tenders via CTM, which we thoroughly studied and carefully assessed.

All tenders satisfied the requirements. They were then assessed on the basis of the award sub-criteria as set out in the Descriptive document.

I regret to inform you that your tender does not qualify for the award of the contract.

Assessment

From the assessment of the various tenders it emerged that your bid was not the bid with 'the best price-to-quality-ratio', as explained in the Descriptive document.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Please find below the rating of your Tender and the rating of the winning Tender.

Sub Award Criteria	Maximum score	Your score	Winning score Philips
Quality			
1) Time for development	100	80,00	100
2) Efficient and sustainable management of the stock	200	160,00	200
3) Effective deployment	200	120,00	200
4) Medical devices	300	180,00	300
5) Sustainability	200	80,00	160
Subtotal Quality	1000	620,00	960
Notional tender sum (P)		€ -	5.1.1c
Score (P/Q)		Invalid	39453
Ranking		-	1

The points for quality and price were calculated in accordance with the description in the Descriptive document.

Threshold quality sub-criterion

In the Descriptive document is mentioned that your quality score for the quality awards sub-criterion in total must be at least 70% of the maximum quality score and your quality score for each individual quality awards sub-criterion must be at least 60% of the maximum quality score for the corresponding sub-criterion. And that if your score regarding quality is lower, your tender will be invalid and will no longer be considered for the contract. You must therefore have achieved minimally the following points before we assessed your tender on the aspect price.

Total: 700 points

And through award subcriterion:

Q1: 60 points;

Q2: 120 points;

Q3: 120 points;

Q4: 180 points;

Q5: 120 points.

Your tender is invalid



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Your tender has achieved a total score of 620 points for the total quality. This is less than the required 700 points. Furthermore, your tender has achieved a score of 80 regarding award subcriterion 5 Sustainability. This is less than the requested minimum score of 120 points for this subcriterion. So, your tender unfortunately does not meet the threshold. For this reason your tender has been set aside and is not assessed on price.

We award the Contract to Phillips Nederland B.V.

From the assessment it emerged that, with a total score of 39453, Philips Nederland BV has submitted the tender with 'the best price-to-quality-ratio'. In accordance with the award procedure as set out in the Descriptive document, the ministry of the Ministry of Health, Welfare and Sport intends to award the contract to Philips Nederland BV.

In appendix 1, we comment on your tender, explain our assessment and provide relative distinctive characteristics of the winning tender for the different criteria.

Further information or questions

If you need further information or have any questions, please contact 5.1.2e via CTM message module.

Objections

If you have any objections to this contract award decision, you should institute civil interim injunction proceedings within twenty (20) calendar days of the dispatch date of this notification. If you fail to do so within this timeframe, you will forfeit all your rights in this respect. The period of twenty (20) calendar days will end on **26 April**, which will be the absolute deadline. To ensure the writ of summons reaches me on time, please send a copy of the writ as soon as possible to 5.1.2e via CTM.

If within twenty (20) calendar days of the dispatch date of this notification you have not instituted interim injunction proceedings, I will assume that you do not believe you are entitled to the concession contract award, have no objections to the execution of my decision and have taken cognizance of all the relevant reasons for the decision as contained in this notification. The Ministry of Health, Welfare and Sport will then proceed with the final award of the contract to Philips Nederland BV.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

This letter is dated 6 April 2021 and is sent to you via CTM as well as by regular mail.

I would like to thank you for your efforts in preparing your tender and wish you every success in your future business pursuits.

Yours sincerely,
The the Ministry of Health, Welfare and Sport,

5.1.2e

5.1.2e

5.1.2e



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Appendix 1: Motivation and explanation of assessment RescEU physical medical stockpile of medical equipment,

1. Time for development, (grade 8 – 80 points)

You have provided good answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion.

Your plan of action meets the maximally 8 weeks for establishing the stockpile and provides a possible faster timeline of, according to your plan, 6 to 7 weeks. However, 5.1.1c carefully suggests a turnaround time of at least 7 weeks after contract signing. Due to this discrepancy, it remains for the assessment committee unclear whether fully developing the stockpile in 7 weeks is really guaranteed.

Your plan of action for realizing the deployment time is detailed and addresses the various aspects as requested in a realistic manner. Also positive is your clear explanation about the choice of the location for your warehouse.

Finally, your risk assessment is considered rather limited. In our view more and in a more comprehensive way risks could have been presented. The risk assessment is focused on warehousing whereas also problems with the delivery of equipment, i.e. transport, or problems with the (preparation to be ready for) instalment could occur. The assessment committee had to screen the text intensely for risk and mitigation measures.

Winning Tender (grade 10 - 100 points)

The proposal meets the required timeline and more. The plan of action provides for establishment of the stockpile in five weeks. The timeline, milestones and corresponding activities are complete, clear, concrete and realistic. The timeline is clearly explained. The storage is centrally located and meets the necessary storage and security conditions.

2. Efficient and sustainable management of the stock, (grade 8 – 160 points)

You have provided good answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion.

In general you have a clear and concrete plan of action with regard to this subject. According to the assessment committee you make sufficiently clear what choices you make, why you make these choices and how you know it is effective in maintaining the stock. Furthermore your answers show comprehensiveness of the full-service solution. For example: 5.1.1c

5.1.1c

However, the assessment committee would have expected some more details

5.1.1c



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Winning Tender (grade 10 - 200 points)

The proposal provides a detailed, clear, concrete and realistic approach on all aspects. The full service concept is comprehensive. Good and detailed explanation of the tracking of all the items during production until warehouse, 5.1.1c

5.1.1c Tenderer shows thorough and clear management of the stockpile. Quality is demonstrated by use of trained professionals and software. Tenderer gives a clear explanation of the different tests and the technical separated area for preventive maintenance.

3. Effective deployment, (grade 6 – 120 points)

You have provided satisfactory answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion. It is positive that there is the possibility for local support. The plan for redeployment is rather detailed and concrete.

Although your plan of action describes the complete (deployment) process and addresses the various aspects as requested, the assessment committee still has concerns about the actual execution of the plan, because it is not very detailed and comprehensive. You didn't describe in a clear manner what happens between

5.1.1c Moreover, the plan is particularly unclear in the phase where the equipment arrives at the destination. Education, training, installation and mitigating measures in this phase of the process are averagely described. 5.1.1c

5.1.1c It is however unclear where the Project Manager comes from and how long he will stay. The exact purpose of the Project Manager remains unclear. 5.1.1c

5.1.1c The assessment committee concludes, that the plan does not provide sufficient clearness and thoroughness as wanted and in this way does not contribute to efficiency, speed and effectiveness as can be expected in an emergency situation.

Winning Tender (grade 10 - 200 points)

The proposal is extensive and contains well thought-out measures for risk

5.1.1c
5.1.1c All steps are well-explained and detailed and demonstrate a swift, efficient and effective approach. It gives a full-service prospect.

4. Medical devices, (grade 6 – 180 points)

You have provided satisfactory answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion.

With regard to patient monitoring it is clearly explained why the selected devices are suitable for emergency situations and can be used in case of a broad range of patients. The transport monitor is considered rather big given the goal of the project. Furthermore, the assessment committee considers that the details given

5.1.1c given the



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

goal of the RescEu stockpile.

5.1.1c

5.1.1c

In general, it remains rather unclear to what extent a part of the proposed equipment demonstrates extra quality above the minimal quality demands.

Finally, the assessment committee notes that any reference to market share is missing in your offer, so it is not possible to assess conventionality in Europe. The use of a single probe is however considered as a plus.

Winning Tender (grade 10 - 300 points)

The winning tender provides a detailed explanation of how the equipment contributes to the goal of the stockpile. It was assessed as very good that

5.1.1c

overall approach is clear, concrete and realistic.

5. Sustainability, (grade 4 – 80 points)

Your response on quality award subcriterion 5. Sustainability has been assessed as unsatisfactory.

Your corporate policy to contribute to social and environmental issues is considered as positive and appreciated by the assessment committee. And, unsolicited and so not rated in any way, you address social return and mention your partner in executing your plan on this aspect.

However, your plans and goals mentioned on sustainability are considered as rather general and limited specifically related to this project and what we asked for. You touch upon circularity, but superficially and hardly directly related to the equipment. Where you address climate and GHG emissions you don't demonstrate the exact relation with the equipment you are providing.

Only in a limited way you address circularity in connection to redeployment and address the subject of waste and water policy. You did not mention what you will do to minimize GHG emissions during the management of the stock and during transport and deployment. You neither gave a proposal about what you think that should happen with the equipment after the five years of the program.

Winning Tender (grade 8 - 160 points)

Tenderer clearly demonstrates that they are highly ranked as sustainable company. Targets are predominantly concretized with measurable KPI's. The assessment committee valued the use of eco passports for all devices of the stockpile. The approach what to do with the stockpile after five years is elaborate and contains realistic alternative suggestions. The proposal to maximize the chances that used equipment can be redeployed and be made ready for deployment again could however have been more concrete and elaborate.



Ministry of the Interior and
Kingdom Relations

Return address P.O. Box 20011 2500 EA The Hague

GE Healthcare

5.1.2e

De Wel 18
3871 MV HOEVELAKEN
The Netherlands

DGOBR
UBR|HIS

Wilhelmina van Pruisenweg 52
The Hague
Postbus 20011
2500 EA The Hague
the Netherlands

Contact

5.1.2e

rijksoverheid.nl

Reference

201850033.131.023
201700266.059

Date 6 April 2021
Subject RescEU physical medical stockpile of medical equipment

Dear 5.1.2e

In the European accelerated open procedure RescEU physical medical stockpile of medical equipment on behalf of the Ministry of Health, Welfare and Sport (VWS), your organization submitted tender documents.

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

During the submission period we received a total of five tenders via CTM, which we thoroughly studied and carefully assessed.

All tenders satisfied the requirements. They were then assessed on the basis of the award sub-criteria as set out in the Descriptive document.

I regret to inform you that your tender does not qualify for the award of the contract.

Assessment

From the assessment of the various tenders it emerged that your bid was not the bid with 'the best price-to-quality-ratio', as explained in the Descriptive document.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Please find below the explanation of the rating of your Tender and the rating of the winning Tender.

Sub Award Criteria	Maximum score	Your score	Winning score Philips
Quality			
1) Time for development	100	60,00	100
2) Efficient and sustainable management of the stock	200	120,00	200
3) Effective deployment	200	80,00	200
4) Medical devices	300	180,00	300
5) Sustainability	200	80,00	160
Subtotal Quality	1000	520,00	960
National tender sum (P)		€	5.1.1c
Score (P/Q)		Invalid	39453
Ranking		-	1

The points for quality and price were calculated in accordance with the description in the Descriptive document.

Threshold quality sub-criterion

In the Descriptive document is mentioned that your quality score for the quality awards sub-criterion in total must be at least 70% of the maximum quality score and your quality score for each individual quality awards sub-criterion must be at least 60% of the maximum quality score for the corresponding sub-criterion. And that if your score regarding quality score is lower, your tender will be invalid and you will no longer be considered for the contract. You must therefore have achieved minimally the following points before we assessed your tender on the aspect price.

Total: 700 points

And through award subcriterion:

Q1: 60 points;

Q2: 120 points;

Q3: 120 points;

Q4: 180 points;

Q5: 120 points.

Your tender is invalid

Your tender has achieved a total score of 520 points for the total quality. This is less than the requested 700 points. Furthermore, your tender has achieved a score of 80 points on both award subcriterion 3 and 5. This is less than the



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

requested minimum score of 120 points for these both subcriteria. So, unfortunately your tender does not meet the different thresholds. For this reason your tender has been set aside and is not assessed on price.

We award the Contract to Phillips Nederland B.V.

From the assessment it emerged that, with a total score of 39453 points, Philips Nederland BV has submitted the tender with 'the best price-to-quality-ratio'. In accordance with the award procedure as set out in the Descriptive document, the ministry of the Ministry of Health, Welfare and Sport intends to award the contract to Philips Nederland BV.

Further information or questions

If you need further information or have any questions, please contact mrs. 5.1.2e 5.1.2e via CTM message module.

In appendix 1, we comment on your tender, explain our assessment and provide relative distinctive characteristics of the winning tender for the different criteria.

Objections

If you have any objections to this contract award decision, you should institute civil interim injunction proceedings within twenty (20) calendar days of the dispatch date of this notification. If you fail to do so within this timeframe, you will forfeit all your rights in this respect. The period of twenty (20) calendar days will end on **26 April**, which will be the absolute deadline. To ensure the writ of summons reaches me on time, please send a copy of the writ as soon as possible to Mrs. 5.1.2e via CTM.

If within twenty (20) calendar days of the dispatch date of this notification you have not instituted interim injunction proceedings, I will assume that you do not believe you are entitled to the concession contract award, have no objections to the execution of my decision and have taken cognizance of all the relevant reasons for the decision as contained in this notification. The Ministry of Health, Welfare and Sport will then proceed with the final award of the contract to Philips Nederland BV.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

This letter is dated 6 April 2021 and is sent to you via CTM as well as by regular mail.

I would like to thank you for your efforts in preparing your tender and wish you every success in your future business pursuits.

Yours sincerely,
The the Ministry of Health, Welfare and Sport,

5.1.2e

5.1.2e

5.1.2e



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Appendix 1: Motivation and explanation of assessment RescEU physical medical stockpile of medical equipment,

1. Time for development (grade 6 - 60 points)

You have provided satisfactory answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion.

Your plan meets the maximally 8 weeks for establishing the stockpile. But no shorter timeline than the prescribed 8 weeks has been given.

Although your plan of action for realizing the deployment time is complete and addresses the various aspects as asked, the assessment committee still has concerns whether the provisions regarding security are adequate for this particular assignment. Timelines are given, but a more extensive elaboration of **all** activities (what, when and how for each activity) in the timeline are in our view absent. In this way it remains unclear whether the 8 weeks for establishing the stockpile are really met. You have no proven setup in the Netherlands yet, which yields in our view a somewhat higher risks for the project, which you did not address. Finally, your risk assessment is considered rather limited. In our view more risks could have been presented.

Winning Tender (grade 10 - 100 points)

The proposal meets the required timeline and more. The plan of action provides for establishment of the stockpile in five weeks. The timeline, milestones and corresponding activities are complete, clear, concrete and realistic. The timeline is clearly explained. The storage is centrally located and meets the necessary storage and security conditions.

2. Efficient and sustainable management of the stock, (grade 6 - 120 points)

Your response on quality award sub criterion 2 has been assessed as satisfactory.

Positive is that you describe in general terms your supply chain policies and procedures regarding stock management. However the assessment committee does not find enough specific description of how you face 'low offer' of the equipment and accessories as asked. This is considered as a significant risk for this project.

Furthermore, it remains unclear how you exactly maintain the stocked equipment and accessories throughout the development phase and the duration of the assignment. [REDACTED] 5.1.1c
will take place. [REDACTED] 5.1.1c

[REDACTED] 5.1.1c

The assessment committee notes that there is not much coherence in the full-service solution. Your stock management plan is considered rather an enumeration of separate activities than an integral stock-management plan.

Winning Tender (grade 10 - 200 points)



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

The proposal provides a detailed, clear, concrete and realistic approach on all aspects. The full service concept is comprehensive. Good and detailed explanation of the tracking of all the items during production until warehouse, 5.1.1c

5.1.1c Tenderer shows thorough and clear management of the stockpile. Quality is demonstrated by use of trained professionals and software. Tenderer gives a clear explanation of the different tests and the technical separated area for preventive maintenance.

3. Effective deployment, (grade 4 – 80 points)

Your response on quality award subcriterion 3 Effective deployment has been assessed as unsatisfactory.

The assessment committee is positive about the fact that you will have a dedicated team, led by a Program Manager that will monitor and manage the different identified steps of the deployment process. The phase of preparation before actual shipment is reasonably well described and seems efficiently organized, but still lacks details of the several activities in the process.

For instance, 5.1.1c
5.1.1c How your staff exactly will trace the correct products remains unclear. The assessment committee misses a more thought-out plan for execution. A coherent vision of execution is missing in the plan.

Your answers lack enough specific description of how you, after the preparation phase, will control and optimize shipment, installation and training at final destination. For example, in case of local training you only refer to a telephone number and give no further details or explanations. Moreover, a description in more detailed steps and time necessary to reach a location is missing in your explanation. Serviceability, maintenance and redeployment are thus moderately described. Finally the assessment committee finds only a limited description of risks and mitigating measures, such as in case of disrupted international transport.

The assessment committee concludes, that in this way you do not provide a sufficient clear and thorough plan that contributes to efficiency, speed and effectiveness as can be expected in an emergency situation.

Winning Tender (grade 10 - 200 points)

The proposal is extensive and contains well thought-out measures for risk mitigations. 5.1.1c

5.1.1c All steps are well-explained and detailed and demonstrate a swift, efficient and effective approach. It gives a full-service prospect.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

4. Medical devices, (grade 6 - 180 points)

You have provided satisfactory answers in view of the elements requested, the assessment criteria and the objective of the award sub-criterion.

5.1.1c

assessment committee believes that they do not suit our goal completely. The

5.1.1c

Positive is that you mention your market share for some types of devices, but unfortunately not for all types and it remains unclear for the assessment committee to which the presented figure concerning ultra sound equipment is exactly related

Winning Tender (grade 10 - 300 points)

The winning tender provides a detailed explanation of how the equipment contributes to the goal of the stockpile. It was assessed as very good that

5.1.1c

overall approach is clear, concrete and realistic.

5. Sustainability, (grade 4 – 80 points)

Your response on quality award sub criterion 5. Sustainability has been assessed as unsatisfactory.

5.1.1c

However, your plans and goals mentioned are considered as very general and not specifically related to this project. For instance, you explain what type of programs you have for circularity, but you fail to specify this in relation to redeployment of the equipment as used in this project, even though we specifically asked for it. You also, for example, did not mention what you will do to minimize GHG emissions during the management of the stock and during transport and deployment. You also did not give a proposal about what you should think should happen with the equipment after the five years of the program, even though you mentioned your buyback program and the lifecycle extension solutions that you have.

Finally, the measures concerning your waste and water policy are little elaborated.



DGOBR
UBR|HIS

Date
12 April 2018

Reference
201850033.131.023

Winning Tender (grade 8 - 160 points)

Tenderer clearly demonstrates that they are highly ranked as sustainable company. Targets are predominantly concretized with measurable KPI's. The assessment committee valued the use of eco passports for all devices of the stockpile. The approach what to do with the stockpile after five years is elaborate and contains realistic alternative suggestions. The proposal to maximize the chances that used equipment can be redeployed and be made ready for deployment again could however have been more concrete and elaborate.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
Ministerie van Binnenlandse Zaken en
Koninkrijksrelaties

> Retouradres Postbus 20011 2500 EA Den Haag

One Med B.V.
Attn: 5.1.2e
Flight Forum 800
5657 DV EINDHOVEN

**Uitvoeringsorganisatie
Bedrijfsvoering Rijk**
UBR|HIS

Wilhelmina van Pruisenweg 52
Den Haag
Postbus 20011
2500 EA Den Haag
Nederland
www.rijksoverheid.nl

Contactpersoon

5.1.2e

T 5.1.2e

5.1.2e [@rijksoverheid.nl](mailto:5.1.2e@rijksoverheid.nl)

Kenmerk

201850033.131.023DR

Bijlage(n)

1

Datum 6 April 2021
Betreft Award Decision - Rescue psychical medical stockpile of
medical equipment

Dear 5.1.2e

In the European accelerated open procedure RescEU physical medical stockpile of medical equipment on behalf of the Ministry of Health, Welfare and Sport (VWS), your organization submitted tender documents.

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

During the submission period we received a total of five tenders via CTM, which we thoroughly studied and carefully assessed.

All tenders satisfied the requirements. They were then assessed on the basis of the award sub-criteria as set out in the Descriptive document.

I regret to inform you that your tender does not qualify for the award of the contract.

Assessment

From the assessment of the various tenders it emerged that your bid was not the bid with 'the best price-to-quality-ratio', as explained in the Descriptive document.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023DR

Please find below the rating of your Tender and the rating of the winning Tender.

Sub Award Criteria	Maximum score	Your score	Winning score
Quality			
1) Time for development	100	40	100
2) Efficient and sustainable management of the stock	200	80	200
3) Effective deployment	200	80	200
4) Medical devices	300	180	300
5) Sustainability	200	80	160
Subtotal Quality	1000	460	960
Notional tender sum (P)		€ --	5.1.1c
Score (P/Q)		Invalid	39453
Ranking		-	1

The points for quality and price were calculated in accordance with the description in the Descriptive document.

Threshold quality sub-criterion

In the Descriptive document is mentioned that your quality score for the quality awards sub-criterion in total must be at least 70% of the maximum quality score and your quality score for each individual quality awards sub-criterion must be at least 60% of the maximum quality score for the corresponding sub-criterion. And that if your score regarding quality score is lower, your tender will be invalid and you will no longer be considered for the contract. You must therefore have achieved minimally the following points before we assessed your tender on the aspect price.

Total: 700 points

And through award subcriterion:

Q1: 60 points;

Q2: 120 points;

Q3: 120 points;

Q4: 180 points;

Q5: 120 points.

Your tender is invalid



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023DR

Your tender has achieved a total score of 460 points for the total quality. This is less than the required 700 points. Furthermore, your tender has achieved for four out of five subcriteria less than the requested minimum score. So, your tender unfortunately does not meet the threshold. For this reason your tender has been set aside and is not assessed on price.

We award the Contract to Phillips Nederland B.V.

From the assessment it emerged that, with a total score of 39453, Philips Nederland BV has submitted the tender with 'the best price-to-quality-ratio'. In accordance with the award procedure as set out in the Descriptive document, the ministry of the Ministry of Health, Welfare and Sport intends to award the contract to Philips Nederland BV.

In appendix 1, we comment on your tender, explain our assessment and provide relative distinctive characteristics of the winning tender for the different criteria.

Further information or questions

If you need further information or have any questions, please contact 5.1.2e via CTM message module.

Objections

If you have any objections to this concession contract award decision, you should institute civil interim injunction proceedings within twenty (20) calendar days of the dispatch date of this notification. If you fail to do so within this timeframe, you will forfeit all your rights in this respect. The period of twenty (20) calendar days will end on **26 April**, which will be the absolute deadline. To ensure the writ of summons reaches me on time, please send a copy of the writ as soon as possible to 5.1.2e via CTM.

If within twenty (20) calendar days of the dispatch date of this notification you have not instituted interim injunction proceedings, I will assume that you do not believe you are entitled to the concession contract award, have no objections to the execution of my decision and have taken cognizance of all the relevant reasons for the decision as contained in this notification. The Ministry of Health, Welfare and Sport will then proceed with the final award of the contract to Philips Nederland BV.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
UBR|HIS

Datum
6 April 2021

Kenmerk
201850033.131.023DR

This letter is dated 6 April 2021 and is sent to you via CTM as well as by regular mail.

I would like to thank you for your efforts in preparing your tender and wish you every success in your future business pursuits.

Yours sincerely,
The the Ministry of Health, Welfare and Sport,

5.1.2e

5.1.2e

5.1.2e



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
UBR|HIS

Datum
6 April 2021

Kenmerk
201850033.131.023DR

Appendix 1

Grounds for justification sub award criteria on quality

1. Time for development (grade 4 - 40 points)

Your response on quality award subcriterion 1 has been assessed as unsatisfactory.

Positive is that the plan of action mentions the most relevant activities, from preparation, incoming of the machines and accessories to registration following maintenance, lending, etcetera. The assessment team however misses a plan regarding accessories. Moreover, you mention checklists which seem quintessential, but you do not explain what the checklists are about.

The required timeline of eight weeks is met. Your timeline with milestones is clear and you have mentioned the most relevant milestones. However, some milestones are very briefly explained and no insight is provided in the underlying activities. For instance, what happens after incoming delivery? What activities will be carried out to make the stockpile ready for deployment?

The assessment committee assessed the location of the warehouse positively. The warehouse is centrally located and the storage conditions are adequate. You have demonstrated that the location suits the needs of the stockpile and supported this with the example that the location has been used for the national emergency stockpile of personal protective equipment. The information of the security

5.1.1c

Finally, an overview of risks and mitigating measures is lacking, causing your response to be incomplete. You do not make concrete how you would deal with setbacks and if you would take any precautionary measures. This is particularly relevant as you are dependent on third parties for the delivery in times of



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023DR

scarcity. Given that this requested overview is missing, the assessment committee cannot fully judge the reality of the proposal.

Winning Tender (grade 10 - 100 points)

The proposal meets the required timeline and more. The plan of action provides for establishment of the stockpile in five weeks. The timeline, milestones and corresponding activities are complete, clear, concrete and realistic. The timeline is clearly explained. The storage is centrally located and meets the necessary storage and security conditions.

2. Efficient and sustainable management of the stock (grade 4 - 80 points)

Your response on quality award sub criterion 2 has been assessed as unsatisfactory.

The focus of your proposal is on contracts with suppliers and third parties. Although you are convincing in the importance of and your expertise in contract management with third parties, it worries the assessment committee that from your proposal it is not clear whether you are experienced enough with

5.1.1c

expertise.

5.1.1c

means to deal with low offer of the equipment and accessories, however it worries the assessment committee, because this measure is not relevant, as the penalties do not apply to a risk of low offer regarding this particular sub criterion. And it worries the assessment committee that this seems to be the only measure.

5.1.1c

However, the assessment committee misses detailed explanations of how

5.1.1c

5.1.1c

5.1.1c

5.1.1c

Finally, part of the content of your response does not apply to this specific sub-criterion.

5.1.1c

5.1.1c

You did not make clear how this relates to stock management. This however, did not affect your score for this sub-criterion.

Winning Tender (grade 10 - 200 points)



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023DR

The proposal provides a detailed, clear, concrete and realistic approach on all aspects. The full service concept is comprehensive. Good and detailed explanation of the tracking of all the items during production until warehouse, 5.1.1c

5.1.1c. Tenderer shows thorough and clear management of the stockpile. Quality is demonstrated by use of trained professionals and software. Tenderer gives a clear explanation of the different tests and the technical separated area for preventive maintenance.

3. Effective deployment (grade 4 - 80 points)

Your response on quality award sub criterion 3 has been assessed as unsatisfactory.

In general, you did not provide a clear and thorough plan that is considering that RescEU is made for emergency situations.

For instance:

- No detailed steps are given, which causes that the efficiency cannot be assessed.
- Additionally, a clear timeline is missing. Therefore the quickness cannot be assessed.
- 5.1.1c You do not explain what the tasks of this team are and what this team looks like.

5.1.1c

5.1.1c

With regard to training, there is not any reference to language. In the description of the training there is no mention of in person training on the spot. Regarding deployment the step misses where configuration for local language needs to be done. 5.1.1c

5.1.1c It is unclear to the assessment committee what your role will be and how quality and reliability is guaranteed.

Winning Tender (grade 10 - 200 points)

The proposal is extensive and contains well thought-out measures for risk

5.1.1c

5.1.1c

5.1.1c

All steps are well-explained and detailed and demonstrate a swift, efficient and effective approach. It gives a full-service prospect.

4. Medical devices (grade 6 - 180 points)



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023DR

Your response on quality award sub criterion 4 has been assessed as satisfactory.

The specifications of the devices are clear and you meet all requirements, except 5.1.1c Other than requested, it is not handheld. However, the assessment committee was positive about your explanation why 5.1.1c 5.1.1c The assessment committee missed this kind of explanations (relevance for crises situations) with regards to the other equipment. Nonetheless, you did provide explanations why the equipment is suitable and effective in a more general way. With your explanation you partly convinced the assessment team of the reality of your approach. 5.1.1c 5.1.1c

not elaborate on this aspect at all. You mention that the equipment is user friendly, but you did not substantiate this statement with arguments and/or examples or visual material. The assessment committee considers this as a risk, particularly in combination with the lack of a thorough training proposal.

Winning Tender (grade 10 - 300 points)

The winning tender provides a detailed explanation of how the equipment contributes to the goal of the stockpile. It was assessed as very good that

5.1.1c

overall approach is clear, concrete and realistic.

5. Sustainability (grade 4 - 80 points)

Your response on quality award sub criterion 5 has been assessed as unsatisfactory.

Your response is extensive, but not very concrete. For instance, 5.1.1c 5.1.1c but you don't concretize how you make your selection and what role social responsibility plays in your selection. You mention that you 5.1.1c but you don't mention numbers or percentages. 5.1.1c 5.1.1c but you don't give examples. As a consequence the assessment committee cannot assess whether your approach is realistic, because it is unclear what activities you concretely perform. Your packaging will become more sustainable, but it is unclear to what extent exactly. The examples above are mere examples, your answer contains more aspects that could have been concretized. The assessment committee appreciates your emphasis on achieving results beyond your own company and collaborating with partners and would have assessed your proposal more positively if you would have concretized your approach and results. The assessment committee is positive about the local sourcing strategy. Your response 5.1.1c what to do after five years is concrete and realistic.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
UBR|HIS

Datum
6 April 2021

Kenmerk
201850033.131.023DR

Winning Tender (grade 8 - 160 points)

Tenderer clearly demonstrates that they are highly ranked as sustainable company. Targets are predominantly concretized with measurable KPI's. The assessment committee valued the use of eco passports for all devices of the stockpile. The approach what to do with the stockpile after five years is elaborate and contains realistic alternative suggestions. The proposal to maximize the chances that used equipment can be redeployed and be made ready for deployment again could however have been more concrete and elaborate.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
Ministerie van Binnenlandse Zaken en
Koninkrijksrelaties

> Retouradres Postbus 20011 2500 EA Den Haag

Siemens Healthineers Nederland BV
Attn. [redacted] en [redacted]
Prinses Beatrixlaan 800
2595 BN DEN HAAG
The Netherlands

**Uitvoeringsorganisatie
Bedrijfsvoering Rijk**
UBR|HIS

Wilhelmina van Pruisenweg 52
Den Haag
Postbus 20011
2500 EA Den Haag
Nederland
www.rijksoverheid.nl

Contactpersoon

[redacted]

[redacted]

[redacted] [@rijksoverheid.nl](mailto:[redacted]@rijksoverheid.nl)

Date 6 April 2021
Subject Award Decision - RescEU physical medical stockpile of medical equipment

Kenmerk

201850033.131.023

Bijlage(n)

1

Dear [redacted] and [redacted],

In the European accelerated open procedure RescEU physical medical stockpile of medical equipment on behalf of the Ministry of Health, Welfare and Sport (VWS), your organization submitted tender documents.

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

During the submission period we received a total of five tenders via CTM, which we thoroughly studied and carefully assessed.

All tenders satisfied the requirements. They were then assessed on the basis of the award sub-criteria as set out in the Descriptive document.

I regret to inform you that your tender does not qualify for the award of the contract.

Assessment

From the assessment of the various tenders it emerged that your bid was not the bid with 'the best price-to-quality-ratio', as explained in the Descriptive document.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Please find below the rating of your Tender and the rating of the winning Tender.

Kenmerk
 201850033.131.023

Sub Award Criteria	Maximum score	Your score	Winning score
Quality			
1) Time for development	100	80	100
2) Efficient and sustainable management of the stock	200	160	200
3) Effective deployment	200	160	200
4) Medical devices	300	240	300
5) Sustainability	200	120	160
Subtotal Quality	1000	760	960
Notional tender sum (P)		5.1.1c	5.1.1c
Score (P/Q)		45789	39453
Ranking		2	1

The points for quality and price were calculated in accordance with the description in the Descriptive document. Your tender has achieved a score of 45789.

We award the Contract to Phillips Nederland B.V.

From the assessment it emerged that, with a total score of 39453, Philips Nederland BV has submitted the tender with 'the best price-to-quality-ratio'. In accordance with the award procedure as set out in the Descriptive document, the ministry of the Ministry of Health, Welfare and Sport intends to award the contract to Philips Nederland BV.

In appendix 1, we comment on your tender, explain our assessment and provide relative distinctive characteristics of the winning tender for the different criteria.

Further information or questions

If you need further information or have any questions, please contact 5.1.2e via CTM message module.

Objections

If you have any objections to this concession contract award decision, you should institute civil interim injunction proceedings within twenty (20) calendar days of the dispatch date of this notification. If you fail to do so within this timeframe, you will forfeit all your rights in this respect. The period of twenty (20) calendar days will end on 26 April, which will be the absolute deadline. To ensure the writ of summons reaches me on time, please send a copy of the writ as soon as possible to 5.1.2e via CTM.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
UBR|HIS

Datum
6 April 2021

Kenmerk
201850033.131.023

If within twenty (20) calendar days of the dispatch date of this notification you have not instituted interim injunction proceedings, I will assume that you do not believe you are entitled to the concession contract award, have no objections to the execution of my decision and have taken cognizance of all the relevant reasons for the decision as contained in this notification. The Ministry of Health, Welfare and Sport will then proceed with the final award of the contract to Philips Nederland BV.

This letter is dated 6 April 2021 and is sent to you via CTM as well as by regular mail.

I would like to thank you for your efforts in preparing your tender and wish you every success in your future business pursuits.

Yours sincerely,

The the Ministry of Health, Welfare and Sport,

5.1.2e

5.1.2e

5.1.2e



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023

Appendix 1

Grounds for justification sub award criteria on quality

1. Time for development (grade 8 - 80 points)

Your response on quality award subcriterion 1 has been assessed as good.

The proposal meets the required timeline and even one week faster. Your proposal contains the relevant activities and you pay attention to all relevant factors such as preparation of the staff, the warehouse tagging, testing and repacking. The activities are well explained. However, the assessment team misses a plan regarding accessories. The location of the warehouse suits the requirements and is centrally located. The security facilities are modern and

5.1.1c

committee was very positive of your proposal to store the stockpile in two warehouses to spread risks. The timeline with milestones is clear. From your proposal for this award criterion, it is however not clear what kind of preparatory work you have done to ensure timely delivery. It is unclear in your answer of this sub-criterion whether you have discussed the order and timelines with your partners or if you will do so after the Tender will be awarded. You addressed most relevant risks and mitigating measures. However, the assessment committee assesses the proposed mitigation measure of partner- and contract management as a little thin. What if your partners don't deliver in case of scarcity? In addition, no attention is given to cross border deliveries and the risk of travel restrictions. The ultimate to aspect is particularly relevant when equipment arrives from China or the USA.

Winning Tender (grade 10 - 100 points)

The proposal meets the required timeline and more. The plan of action provides for establishment of the stockpile in five weeks. The timeline, milestones and corresponding activities are complete, clear, concrete and realistic. The timeline is clearly explained. The storage is centrally located and meets the necessary storage and security conditions.

2. Efficient and sustainable management of the stock (grade 8 - 160 points)

Your response on quality award sub criterion 2 has been assessed as good.

You present a clear explanation on policies and strategies to face low offer of the equipment and accessories. Measures are mostly concrete and adequate. However, some measures could have been more elaborative to demonstrate the reality. For instance, it is appreciated that you mention alternatives such as resorting to other brands in case of low offer. However, you don't explain how this



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023

will work. Do you have the capacity to provide maintenance and software updates? Are accessories and consumables included? Will the stock still be ready to deploy? Additionally, are the measures realistic? If there is scarcity, it might be scarce everywhere.

The assessment committee assessed positively that you substantiated the reliability with past successes (no previous interruption of the Siemens supply chain). The assessment committee also values the crises management response plan. However, you did not explain the set up and contents of such a plan. Consequently, the assessment committee cannot value the quality and reality of this plan. The explanation of the security of the supplies is clear, concrete and realistic. Regarding maintenance, it is good that you adhere to both international and national maintenance quality standards. The use of your asset management system is good and you explain in detail how this system functions, including

5.1.1c

However, your description is merely system based and you paid little attention to the human factor. Who is responsible for what? What is the quality of the team? You refer to manuals and experience. It is not clear if the engineers are trained in this specific equipment. You mention all activities (inspection, functional check etc.) but you don't give a detailed description. For instance, how do you check and replace the batteries? The fact that VWS can easily be provided with updates on the stockpile is appreciated. Comprehensive approach is demonstrated.

Winning Tender (grade 10 - 200 points)

The proposal provides a detailed, clear, concrete and realistic approach on all aspects. The full service concept is comprehensive. Good and detailed explanation of the tracking of all the items during production until warehouse, 5.1.1c

5.1.1c

Tenderer shows thorough and clear management of the stockpile. Quality is demonstrated by use of trained professionals and software. Tenderer gives a clear explanation of the different tests and the technical separated area for preventive maintenance.

3. Effective deployment (grade 8 - 160 points)

Your response on quality award sub criterion 3 has been assessed as good.

You presented a clear, concrete and realistic approach that is clearly considering that RescEU is made for emergency situations. Your proposal contains detailed and realistic times. Moreover, you describe well-thought risk mitigating measures and creative and concrete ways of saving time. Such as, 5.1.1c

5.1.1c

The explanation of packaging is too limited. Your proposal focuses on the material of the packaging, but does not address compiling the shipments, which is also an essential element.

The possibilities for training are extensive and detailed. It is positive that you have service employees in every country in scope. Another advantage is a 24/7 skilled service desk upon deployment. The assessment team misses a more detailed elaboration on the fact that products are from other suppliers, and



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023

possible consequences for serviceability, training, maintenance during deployment and redeployment. In general, you refer several times to responses of other sub criteria, this makes it harder to assess the quality of your response, as we have clearly stated in the descriptive document (p. 12) that we do not take into consideration references to other answers.

Redeployment is described sufficiently. It is appreciated that decontamination is guaranteed, but you could have been more specific how you would organize this.

Winning Tender (grade 10 - 200 points)

The proposal is extensive and contains well thought-out measures for risk

5.1.1c

5.1.1c

It gives a full-service

prospect.

4. Medical devices (grade 8 - 240 points)

Your response on quality award sub criterion 4 has been assessed as good.

With regard to patient monitoring it is very well (clear and elaborate) explained why these ones are suitable for emergency situations and can be used in a broad range of patients. In addition, the equipment is conventional in all European countries, although you did not give a concrete indication of the approximate

5.1.1c

Regarding ultrasound machines and oxygen concentrators your explanation of the suitability is good, but slightly less focused on the suitability given the nature of the stockpile. Also, the conventionality in Europe is limited. The single probe is considered as a plus by the assessment committee. You provide a clear overview for all products concerning providing "more than the minimal". You make use of products from different manufacturers, but you did not address this in your answering. For instance, it is positive that the equipment is easy to learn, but this might be more challenging in a crisis situation where the staff might have to learn different types of equipment of different brands simultaneously. You could have demonstrated the practical reality of the equipment, given the nature of the stockpile, if you had addressed the above aspect.

Winning Tender (grade 10 - 300 points)

The winning tender provides a detailed explanation of how the equipment contributes to the goal of the stockpile. It was assessed as very good that

5.1.1c

overall approach is clear, concrete and realistic.

5. Sustainability (grade 6 - 120 points)

Your response on quality award sub criterion 5 has been assessed as satisfactory.



Uitvoeringsorganisatie
Bedrijfsvoering Rijk
 UBR|HIS

Datum
 6 April 2021

Kenmerk
 201850033.131.023

You clearly demonstrated that you are highly ranked as a sustainable company. Your explanation on your sustainability policies is extensive and complete. Some targets are partly concretized, but you could have been more concrete in measurable targets in relation to this project. In addition, your explanation how you will contribute to reach goals is limited. For instance, regarding the UN sustainability goals, how do you provide access to healthcare and innovation? Your proposal concerning maximizing chances that used equipment can be redeployed and can be made ready for deployment mentions interesting options but does not clarify how, where and when certain actions would take place. For instance: 5.1.1c But it is unclear how this will exactly happen. And you do not describe how disposables will be recycled, there is only a focus on packing material. You pay less attention to quality control, for instance, by checking during deployment whether the education of local staff actually has an effect? Moreover, your proposal on what to do after five years is good. You describe relevant possibilities. You pay less attention to how you will contribute to well-considered decision making. Your contribution regarding climate is assessed very positive by the assessment team. It is concrete, measurable and realistic and you clearly offer added value.


Winning Tender (grade 8 - 160 points)

Tenderer clearly demonstrates that they are highly ranked as sustainable company. Targets are predominantly concretized with measurable KPI's. The assessment committee valued the use of eco passports for all devices of the stockpile. The approach what to do with the stockpile after five years is elaborate and contains realistic alternative suggestions. The proposal to maximize the chances that used equipment can be redeployed and be made ready for deployment again could however have been more concrete and elaborate.

Bericht

Instructies


Vanuit hier kunt dit bericht beantwoorden of doorsturen op de site of het gehele bericht versturen als e-mail. Deze functie opent op de computer ingestelde Standaard-apps voor mail (Outlook, Mail etc.) Ga bij uw IT-afdeling na welk programma is ingesteld als Standaard-app.

Bericht 7209704		
Van:	UBR HIS - 5.1.2e	
Verzonden:	06/04/2021 17:39	
Aan:	Dräger Nederland B.V. - 5.1.2e	
Gelezen door:		
Extern e-mailadres:		
Referentie:	Aanvraag 261155 : 1 RescEU physical medical stockpile of medical equipment	
Onderwerp:	Award Award Decision – Rescue physical stockpile of medical equipment	
Dear 5.1.2e		
First, we would like to thank you for your efforts in preparing and submitting your tender documents.		
In the attachment you will find the Award Decision.		
Kind regards,		
5.1.2e 5.1.2e		
UBR HIS		
Bijgesloten documenten		
Naam	Grootte	Geüpdatet
 Award decision Draeger 1.0.pdf (<i>Award decision Draeger 1.0.pdf</i>)	177	06/04/2021 17:37

Bericht

Instructies


Vanuit hier kunt dit bericht beantwoorden of doorsturen op de site of het gehele bericht versturen als e-mail. Deze functie opent op de computer ingestelde Standaard-apps voor mail (Outlook, Mail etc.) Ga bij uw IT-afdeling na welk programma is ingesteld als Standaard-app.

Bericht 7209733		
Van:	UBR HIS - 5.1.2e	
Verzonden:	06/04/2021 17:42	
Aan:	GE Healthcare BV - 5.1.2e	
Gelezen door:		
Extern e-mailadres:		
Referentie:	Aanvraag 261155 : 1 RescEU physical medical stockpile of medical equipment	
Onderwerp:	Award Award Decision – Rescue physical stockpile of medical equipment	
Dear	5.1.2e	
<p>First, we would like to thank you for your efforts in preparing and submitting your tender documents.</p> <p>In the attachment you will find the Award Dicision.</p> <p>Kind regards,</p> <div>5.1.2e5.1.2e</div> <p>UBR HIS</p>		
Bijgesloten documenten		
Naam	Grootte	Geüpdatet
 Award decision GE Healthcare 1.0.pdf (<i>Award decision GE Healthcare 1.0.pdf</i>)	179	06/04/2021 17:41

Bericht

Instructies

Vanuit hier kunt dit bericht beantwoorden of doorsturen op de site of het gehele bericht versturen als e-mail. Deze functie opent op de computer ingestelde Standaard-apps voor mail (Outlook, Mail etc.) Ga bij uw IT-afdeling na welk programma is ingesteld als Standaard-app.

Bericht 7209738			
Van:	UBR HIS - 5.1.2e		
Verzonden:	06/04/2021 17:45		
Aan:	OneMed - 5.1.2e		
Gelezen door:			
Extern e-mailadres:			
Referentie:	Aanvraag 261155 : 1 RescEU physical medical stockpile of medical equipment		
Onderwerp:	Award Award Decision – Rescue physical stockpile of medical equipment		
Dear 5.1.2e			
First, we would like to thank you for your efforts in preparing and submitting your tender documents.			
In the attachment you will find the Award Dicision.			
Kind regards,			
5.1.2e 5.1.2e			
UBR HIS			
Bijgesloten documenten			
Naam		Grootte	Geüpdatet
 Award decision One Med 1.0.pdf (<i>Award decision One Med 1.0.pdf</i>)		209	06/04/2021 17:44

Bericht

Instructies

Vanuit hier kunt dit bericht beantwoorden of doorsturen op de site of het gehele bericht versturen als e-mail. Deze functie opent op de computer ingestelde Standaard-apps voor mail (Outlook, Mail etc.) Ga bij uw IT-afdeling na welk programma is ingesteld als Standaard-app.

Bericht 7209677

Van:	UBR HIS - 5.1.2e
Verzonden:	06/04/2021 17:35
Aan:	Philips Nederland BV - 5.1.2e
Gelezen door:	
Extern e-mailadres:	
Referentie:	Aanvraag 261155 : 1 RescEU physical medical stockpile of medical equipment
Onderwerp:	Award Award Decision – Rescue physical stockpile of medical equipment

Dear 5.1.2e

First, we would like to thank you for your efforts in preparing and submitting your tender documents.

In the attachment you will find the Award Decision.

Evidence for verification

You are requested to provide the following supporting documents to us no later than 11 april 2021;

- Extract from the trade register of the Chamber of Commerce (including power of attorney, if applicable). The extract must not be more than six months old in reference to the Tender's submission date.
- Certificate of Conduct for Procurement. The Certificate must not be more than two years old, counting from the closing date of the Call for Tenders.
- Statement by the Tenderer's Tax and Customs Administration that the Tenderer has paid its compulsory taxes and social security contributions. The statement must not be more than six months old in reference to the Tender's submission date.

Furthermore, we ask you to provide us with this information:

- The IBAN and BIC code of your bank account into which payments will be made;
- The details of the signatory of the Agreement and the contact person for performing the Contract.

You can provide the supporting documents via the CTM communication platform. We use these supporting documents, among other things, to check the data from your ESPD (UEA).

If all the supporting documents are in good order and we do not change our Award Decision for other reasons, we will proceed to conclude the Agreement with you.

5.1.2e

5.1.2e

5.1.2e

UBR HIS

Bijgesloten documenten**Naam****Grootte****Geüpdatet**Award decision - Philips 1.0.pdf (*Award decision - Philips 1.0.pdf*)


172

06/04/2021 17:33

Bericht

Instructies

Vanuit hier kunt dit bericht beantwoorden of doorsturen op de site of het gehele bericht versturen als e-mail. Deze functie opent op de computer ingestelde Standaard-apps voor mail (Outlook, Mail etc.) Ga bij uw IT-afdeling na welk programma is ingesteld als Standaard-app.

Bericht 7209751			
Van:	UBR HIS - 5.1.2e		
Verzonden:	06/04/2021 17:47		
Aan:	Siemens Healthineers Nederland		5.1.2e
Gelezen door:			
Extern e-mailadres:			
Referentie:	Aanvraag 261155 : 1 RescEU physical medical stockpile of medical equipment		
Onderwerp:	Award Award Decision – Rescue physical stockpile of medical equipment		
Dear	5.1.2e	and	5.1.2e
First, we would like to thank you for your efforts in preparing and submitting your tender documents.			
In the attachment you will find the Award Decision.			
Kind regards,			
	5.1.2e		5.1.2e
UBR HIS			
Bijgesloten documenten			
Naam		Grootte	Geüpdatet
 Award decision Siemens 1.0.pdf (Award decision Siemens 1.0.pdf)		180	06/04/2021 17:47