



Viapath Procurement FAQs

Helpdesk FAQs

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About the changes / general overview

Why are we making these changes?

For the past several years, we have been evolving Viapath's organisational structure to reflect changes in the composition of our business, the competitive environment and our customers' expectations. On the 1 May 2014 we changed our name from GSTS Pathology to Viapath LLP and to continue the evolution of the business we will be changing the way in which the business is structured from 1 January 2015

Project Pathway addresses the corporate, commercial, operational and organisational implications of the restructure of Viapath in light of:

- The desire to unify the organisation to deliver its strategic objectives
- Changes to the regulations concerning Independent Providers' access to the NHS pension scheme
- The change in Viapath's VAT status that will take effect on January 1, 2015.

What are the implications of the change in VAT status?

There has been a VAT ruling that affects the way that tax is charged and what can be reclaimed for the provision of services to the NHS. Without changes to the structure of Viapath the new tax rules mean that the Trust would no longer be able to reclaim VAT costs and Viapath would be left with a significant VAT bill. This would increase its costs and could undermine the future viability of the business and investment in the service. A new legal structure will largely offset the impact of the VAT changes and has been agreed with HM Revenue and Customs.



Procurement Frequently Asked Questions

What are the organisational changes?

There will be three new entities:

- **Viapath Group LLP:** Our existing Viapath LLP entity will continue but has changed its name to Viapath Group LLP. This entity will set the strategy of the business, manage relationships with our stakeholders and set objectives for the two operating arms of the business. It includes executive management, corporate services, business development, legal and marketing services.
- **Viapath Analytics LLP:** This new entity will deliver the laboratory service and the scientific expertise for our NHS and other customers. This includes the laboratory staff and operational management functions.
- **Viapath Services LLP:** This new entity will provide facilities and support services for our customers. This includes estate and infrastructure management, facilities management, procurement, logistics, IT and LIMS

What is The Unity Helpdesk?

The Unity Helpdesk is a single point of contact for all equipment maintenance needs and should be contacted by staff to report any breakdown or Preventative Maintenance requirements. Unity will arrange for an engineer to contact you or visit.

The Unity Helpdesk will also arrange Planned Maintenance for all labs and agree a mutually convenient time to visit.

Unity already provides a Helpdesk to manage approximately 700 assets across Viapath laboratories and has done so since November 2012. This is an expansion of this service.

What equipment is covered by the Unity Helpdesk?

All assets belonging to Viapath; whether fully owned, under a Managed Service Contract or Reagent Rental will be covered. This will range from large equipment such as analysers or smaller items such as microscopes and pipettes.

The Unity Helpdesk will be used for existing Service Providers including Meadowrose, Southern Microscopes, Starlabs and Deva Medical.

What are the benefits of the Unity Helpdesk?

These are:

- Extending Unity's existing service will provide centralised scheduling of corrective and preventative maintenance, meaning less local management is required.
- Providing a single point of contact for all calls.
- Allowing Viapath Services to monitor supplier response times and equipment performance to ensure that manufacturers are providing the correct service to labs.
- Assist in holding suppliers to account where they do not meet agreed response times – a risk that exists today.



Procurement Frequently Asked Questions

Why do I have to use the Unity Helpdesk?

Given the respective roles of the two new Viapath subsidiaries it is important that there is no cross-over of responsibilities between Viapath Analytics and Viapath Services. This means that Viapath Analytics staff will not be able to order goods or services on behalf of Viapath Services. This is crucial to remaining compliant with HMRC's requirements of the new structure.

Why have we chosen Unity Laboratory Services to provide this service?

Viapath have been working with Unity Laboratory Services (ULS) a subsidiary of Thermofisher, since Nov 2012 in the maintenance of approximately 700 assets involving 100+ suppliers across all sites and almost every lab. We considered other possible options however the optimal solution was to build on the existing Help Desk and industry knowledge that has supported Viapath for the past two years.

How to use the Unity Helpdesk

How do I contact the Unity Helpdesk?

Please call **0845 337 0175** or alternatively.

By email UKHEM.CMD.AMS@thermofisher.com, which is to be used for less urgent requests for supplier support, e.g. arranging preventative maintenance, temperature mapping, pipette clinics.

When should I use the e-mail address?

The email address should only be used for non-urgent matters such as following up on when preventative maintenance visits need to be arranged, temperature mapping and the like – taking away this task from Operational Teams.

What are the hours of operation of the Unity Helpdesk?

They are Monday to Friday 0800-17.30 (excluding Bank Holidays).

What do I do outside of the core hours of the Unity Helpdesk?

See the escalation process below.



Procurement Frequently Asked Questions

What is the Escalation Process?

For emergency repairs both during normal working hours and out-of-hours, the following escalation process should be used:

During Office Hours:

1. Call the Unity Helpdesk on 0845 337 0175
2. Call Viapath Services Procurement Team, who will have access to the equipment and repairs database 0207 188 7188 Ext 54112 or e-mail procurement@viapath.co.uk
3. Contact the Shift Supervisor (King's College Hospital) Senior On-Call BMS (King's College Hospital and Bedford) or Bronze Commander (Guy's and St Thomas').
4. Contact manufacturer direct for emergency requirements. Staff will be required to retrospectively complete a template spreadsheet to allow Unity to manage any ongoing repairs and to allow Viapath Services to capture equipment performance

Out of Hours:

1. Contact the Shift Supervisor (King's College Hospital) Senior On-Call BMS (King's College Hospital and Bedford) or Bronze Commander (Guy's and St Thomas') to agree the call is essential and the analyser is required for essential service – this is mainly Blood Sciences Laboratories.
2. Contact manufacturer direct for emergency requirements. Staff will be required to retrospectively complete a template spreadsheet to allow Unity to manage any ongoing repairs and to allow Viapath Services to capture equipment performance.

To ensure we capture the information we will request completion of a simple template that can be emailed to UKHEM.CMD.AMS@thermofisher.com

What information do I need before I call the Unity Helpdesk?

You will need to provide the following:

Your details: Your name, telephone number, email address and your availability to take a return call, alternatively a colleague that can take the call.

Equipment Details: As a minimum, the TMO Label (label that identifies the equipment and its physical location). Additional details such as the make, model and serial number will assist the Unity Helpdesk in locating the equipment on their database.

Fault: Details of the fault, error codes displayed etc.



Procurement Frequently Asked Questions

What does the TMO Label look like?

This is a small white label that identifies the make, model, serial number and physical location of the equipment.



Where do I find the TMO Label?

The ULS Code label will usually be located on the front of the equipment.

What if I cannot find the TMO Label?

Alternative information of the make/model and serial number can be provided which will enable the Unity Helpdesk to locate the asset on their database.

What will the Unity Helpdesk do with the information I provide?

Once the information has been provided for the asset; and the service provider has been identified; the Unity Helpdesk will then contact the service provider and explain the fault. The service provider will contact the lab and user to provide a telephone fix, arrange a visit or discuss further.

Who will contact me?

The service provider will contact you to initially provide a telephone fix or arrange an engineer visit. This is why it is important to provide an appropriate and accessible contact telephone number.

What do I do if I have a breakdown with an asset such as a fridge freezer, that does not have any service cover and I previously would have requested replacement for?

As is currently the case, it is not cost effective to have service cover for every asset, particularly where alternative equipment can be used and there is minimal impact to the service. If this occurs please contact the Procurement Team via:
procurement@viapath.co.uk



Procurement Frequently Asked Questions

How do I check the status of my query, if I haven't heard from the Unity Helpdesk or an engineer within the target response time?

Please follow the escalation process

1. Call Unity Helpdesk on **0845 337 0175**
2. Call Viapath Services Procurement Team, who will have access to the equipment and repairs database

What happens if I call the Unity Helpdesk and my equipment is not on their database?

Details of the equipment will need to be provided over the telephone including whether or not service contract exists. This will need to be followed up with the completion of the **Viapath ULS Asset Form**, located within the SOP. This will need to be emailed to: procurement@viapath.co.uk

If a lab calls about any asset that does NOT currently exist on the ULS database:

If a TMO label is not identified, the end user should provide:

Make, Model, Serial Number for Unity Helpdesk to locate equipment on their database.

If the Unity Helpdesk still cannot locate the equipment on the database, the Unity Helpdesk will still process the call and take details depending upon urgency of service requirement (i.e. they will **NOT** turn away any calls).

Any assets that do not exist on the ULS database will require completion of the **Viapath ULS Asset form** which contains all details of the asset; and e-mailed to the Unity Helpdesk:

UKHEM.CMD.AMS@thermofisher.com

What happens if the engineer determines that a new part is needed or there are extra costs involved that are not covered by the contract with the supplier?

As these service contracts are generally on P3 items, the following will happen:

- The Unity Helpdesk will contact the Supplier and obtain a quote
- If the quote is <£1,500, they will proceed and arrange a repair
- If the quote is >£1,500, they will email the quote to the Procurement inbox
- Procurement will accept or reject the quote within 24 hours
- An Engineer will be despatched with the relevant part to deliver a repair
- Unity will invoice with PO limit order number to Viapath Services for approval and payment.

Once the engineer has fixed the issue whether it be by phone or in person, what do I need to do?

You do not need to do anything else. A Field Service Report will be issued to both the laboratory and the Unity Helpdesk to close the call.



Procurement Frequently Asked Questions

What are the Unity Helpdesk response times?

These are:

For any Priority 1 assets, the Unity Helpdesk will contact the supplier **within 10 minutes of call completion**

For any Priority 2 assets, the Unity Helpdesk will contact the supplier **within four working hours**

For any Priority 3 assets, the Unity Helpdesk will contact the supplier **within eight working hours**

How have we defined P1, P2 and P3 assets?

P1 refers to any asset such as an analyser where a breakdown could have an immediate impact on laboratory service provision, and there is no workaround

P2 refers to any asset where a breakdown could have potential impact over the forthcoming five days

P3 refers to any asset where a breakdown will have minimal current or future impact for items that either have no contract or under agreement with a supplier like Meadowrose.

How does the Unity Helpdesk know what priority category my equipment falls into?

A detailed audit of all lab equipment has been carried out. Each individual piece of equipment has been assigned a priority category that will have been reviewed by the SDM/Operations Manager.

How Does Preventative Maintenance (PM) Work?

How do I arrange a maintenance visit under the new structure?

Planned maintenance will be arranged by the Unity Helpdesk and you will be contacted to ensure engineer visits occur at a convenient time. Staff can still call or email the Unity Helpdesk quoting the asset details for that equipment if they have any questions. For The Unity Helpdesk to assist you and to take this task on, on your behalf e-mail:

UKHEM.CMD.AMS@thermofisher.com

How will the Unity Helpdesk know when a PM visit is due?

The Unity Helpdesk has captured the PM schedule for all equipment and will be managing the PM calendar on your behalf.



Procurement Frequently Asked Questions

What do I do if I have not had any Contact Regarding the PM date?

Please contact the Procurement Team ASAP on procurement@viapath.co.uk

Other Information about the Unity Helpdesk Process

Does this mean I cannot have any contact with my suppliers?

No. In fact, we encourage you to continue to identify and explore opportunities for innovation and service improvement, which includes exploring these with potential suppliers.

We hope that you will continue to be proactive in identifying opportunities for reducing costs and obtaining best value for Viapath and its customers and that you continue to provide specialist scientific and professional advice to clinical colleagues in the Trust and in Viapath's Procurement team about how externally provided products and services can enhance our service for our customers and patients.

As per our Supplier Representatives Policy, you cannot make commitments or enter into any new contracts or commercial arrangement with external suppliers without explicit agreement of the Procurement team in Viapath Services nor can you provide commercially sensitive information to suppliers, especially current costs, details of their competitors, share quotes or price lists or disclose our budget assumptions.

IF IN DOUBT ASK YOUR LINE MANAGER OR VIAPATH'S PROCUREMENT TEAM

Has the service been tested?

Yes - in addition to the existing service, the Unity Helpdesk has been trialled at four laboratories: Blood Sciences, Haemostasis, Virology and Biochemistry across Bedford, King's and St Thomas', to identify and resolve any problems.

How will Viapath know that response times are being met?

SLAs will be in place to ensure our suppliers respond within appropriate times and reports will be available to measure activity and performance. These will include:

- Number of out of hours calls by department
- Calls closed by telephone, by vendor
- Engineer on-site response time by department and vendor
- Total elapsed time to repair by department and vendor
- Elapsed time from Helpdesk call-receipt to notifying vendor.



Procurement Frequently Asked Questions

What are the KPIs the Unity Helpdesk will be measured against?

The Unity Helpdesk will ensure:

- 0% of reported incidents of a received call/voicemail/email for a breakdown not being processed
- 0% of reported incidents of wait times greater than 30 seconds
- 98% of emails for P3 requests are acted upon within eight hours of submission
- 98% of emails for Planned Maintenance are acted upon within two business days.

How do we know all of our assets have been captured and loaded into the database?

ULS will have undertaken an asset survey in November 2014 of each and every lab, working with a named contact to obtain details of all the equipment on site. This will have been reviewed by the relevant Operations Manager or SDM but will also occur on an ongoing basis.

How do we add, move location or dispose of an asset on the Unity Database?

Please complete the template: **Viapath ULS Asset Form** and email it to procurement@viapath.co.uk

A database will be centrally managed by Viapath Finance and Procurement.

What about IT equipment such as printers or other (non-analytic) hardware?

Please report this with the Viapath ICT Helpdesk as per the current process. They will contact preferred suppliers (per hospital site) and get a quote as per the procurement process.

Questions related to the Procurement process

Why other Procurement changes are occurring?

The organisational changes occurring as part of Pathway mean that laboratory staff **cannot** incur direct costs with our suppliers.

How do I order an urgent courier for transport of samples?

As per the current process, our preferred suppliers can be contacted directly: CitySprint, DX Network Services and PDP Couriers for suspected Ebola samples.



Procurement Frequently Asked Questions

If we cannot contact suppliers direct, how do we continue to order NHS Supply Chain (NHSSC) products?

NHSSC goods need to be requested via sending a purchase requisition to purchasing@viapath.co.uk. The Viapath Supply Chain Team will place the order on the NHSSC website. Viapath Analytics staff can no longer place orders directly with the NHS Supply Chain website as approval occurs after goods receipt (when invoices are approved by the budget holder).

How do I order urgent blood products OOH?

As per the current process, Viapath staff continues to order blood on the relevant Trust's behalf.

How do I request quotations for new instruments and/or reagents?

As per the current process and Supplier Representatives Policy, please liaise with your Procurement Category Manager.

How do I move to a different supplier for existing reagents, consumables or analysers?

Please speak to your Procurement Category Manager who will investigate and advise.

How do I obtain quotations for a Business Case?

As per the current process, please speak to your Procurement Category Manager and Finance Business Partner to obtain business cases for capital equipment. You cannot research or explore costs for a Business Case as all commercial negotiations or financial commitments must not be entered into without support from Procurement (in line with the Supplier Representatives Policy). Please request input for commercials from you Finance Business Partner and Procurement Category Manager.

I have a good relationship with the local Rep and believe I negotiate the best deals. Can I still do this?

No, as outlined in our Supplier Representatives Policy, commercial negotiations and financial commitments can only be entered into by the Procurement Team (in Viapath Services).

Technical, Scientific and Innovation discussions with suppliers are actively encouraged.

My Consultant belongs to the Trust and can get free of charge analysers, is this ok to do?

The Procurement Team must be informed before any such analysers are used in the Viapath laboratories.



Procurement Frequently Asked Questions

My Consultant gets free instruments and kits for their Research project, is this ok?

The Procurement Team must be informed before any such instruments or kits are used in the Viapath laboratories.