



HMEDA Member Name/Address: Surg Med Ltd. - Vernon 4026 25 th Ave Vernon, BC V1T 7G9 PH: 250-549-7288 or 1-866-942-7288
Contact Person: Russ Pratt, President and Jennifer Erickson, Rehab Coordinator
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Delivery and MDEL Information
Our company is able to deliver and service proposed products within the following geographic boundaries: Interior Health – West Kelowna to Salmon Arm and Lumby
Our company has a valid MDEL. Our licence number is: MDEL0977

Surg-Med Ltd. Vernon is a progressive, locally owned and operated health/medical equipment store that has been in business for 10 years. The store is located centrally at Vernon and serves retail, corporate and government clients along the interior British Columbia. Our parent company store is located in Prince George and it has supported the Northern region for the past 36 years. The Vernon location works closely with Prince George parent location leveraging resources and equipment. Our Vernon location offers the same products and services as the Prince George location.

Our company specializes in sales and service of durable mobility and medical equipment and carries a comprehensive range of health and home care products, including, but not limited to:

Wheelchairs (power and manual), scooters, seating equipment, lifts (wheelchairs, vans, stair, transportable) and elevators, custom seating and positioning, walkers, canes, crutches, hospital beds (power and manual), supports, ostomy supplies, first aid, mastectomy supplies, physician supplies and consistent equipment.

Housed in over 4720 square feet of space, Surg-Med Ltd. Vernon facilities have a retail space and shops dedicated to repairs and vehicle modifications. This Location maintains a private assessment room and ample off-street parking. When special circumstances arise, we also have access to our parent store facilities and resources located at Prince George, B.C.

Surg-Med Ltd. Vernon takes pride in our highly qualified personnel who continually train and upgrade their certifications to be up to date with industry standards in both product and technical knowledge.

Surg-Med Ltd. Vernon has only one focus, customer satisfaction. Our customer service model is based on four simple but time-tested components:

1. Building solid relationship with our clients and their support teams.
2. Establishing trust and providing valuable product / technical knowledge.
3. Assisting need assessments and providing suitable equipment.
4. Providing continuous service and maintenance support.

With 10 years of business operations, Surg-Med Ltd. Vernon has established a solid customer base within the Interior Region based upon our well-established business processes and vast technical experience. To continue our dedication to our clients, Surg-Med Ltd. Vernon is completing ISO 9001-2008 Quality Management System certification process to further strengthen our continual demonstration and commitment to quality service and customer satisfaction.

The services Surg-Med Ltd. Vernon provides are vastly different than that required by other region providers. The unique geographical territory of Interior Region and its sparsely spread out population result in additional business operational costs that are not associated with other regions. Travel and freight costs are substantial when bringing in equipment for trial or demonstration purposes and to fulfil the two-year warranty requirements.

We carry a sizeable demonstration equipment pool in our inventory and for special circumstances; we also bring in specialized equipment from major manufacturers housed in the lower mainland to meet clients / therapists' unique requirements. Surg-Med Ltd. Vernon absorbs the freight and travel costs to deliver this equipment to our clients and return it to the manufacturers.

Surg-Med Ltd. Vernon submits this proposal contained herein in accordance to the terms, conditions and formats of Ministry of Technology, Innovation and Citizens' services Request for Proposals Number ON-002508. The clients covered under this proposal will be well served by Surg-Med Ltd. Vernon through the company's complement of 21 experienced and knowledgeable staff, physical facilities, transportability of staff and technicians, and wide range of health care products.

For reading simplicity purpose, in the remaining sections of this proposal, Surg-Med Ltd. Vernon will be referenced as "Surg-Med Ltd."

Kindly direct any communication in regard to this proposal to:

Contact: Russell Pratt, President

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: russ.pratt@pgsurgmed.com

Contact: Jennifer Erickson, Rehab Coordinator

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: jennifer.erickson@pgsurgmed.com

Contact: Henry Chu, General Manager

Telephone: 250-564-2240 Fax: 250-564-2243 Toll Free: 1-800-663-2963

Email: henry.chu@pgsurgmed.co

Cushions

<p>Product Model Name – Option 1</p> <p>Jay Go Cushion – soft, mildly contoured, dual-layered foam cushion. Designed for the client with a low risk of skin breakdown.</p>		
<p>Specifications Sizes: 18x18, 18x16, 16x16, 16x18, 20x16, 20x18 Weight Capacity: 300lbs Product weight: 2.5lbs Height: 3” Inner Cover – N/A Outer Cover – Dartex coated Lycra</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: No charge.</p> <p>Product set-up charge for subsequent user adjustment: No charge.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) Only manufacturer’s warranty is provided.</p>		
<p>Unit Price for Qty 5 -10 \$165</p>	<p>Unit Price for Qty 11 – 19 \$139</p>	<p>Unit Price for Qty 20 + \$135</p>

<p>Product Model Name – Option 2</p> <p>Matrix PS – anatomically contoured shape, ischial relief area, and durable high resilience foam. Designed for an active user.</p>		
<p>Specifications Sizes: 18x18, 18x16, 16x16, 16x18, 20 x 16, 20 x 18 Weight Capacity: 300lbs Product weight: 2lbs Height: 3” Inner Cover – Moisture resistant Outer Cover – Startex moisture resistant breathable cover</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: No charge.</p> <p>Product set-up charge for subsequent user adjustment: No charge.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) Only manufacturer’s warranty is offered</p>		
<p>Price for Qty 5 -10 \$250</p>	<p>Price for Qty 11 – 19 \$250</p>	<p>Price for Qty 20 + \$245</p>

<p>Product Model Name – Option 3</p> <p>Jay Basic Pro – provides positioning of the pelvis and thighs for increased comfort and support during use. Durable, high-density foam provides superior performance throughout the life of the cushion.</p> <p>Designed for clients at low risk of skin breakdown requiring mild stability.</p>		
<p>Specifications</p> <p>Sizes:18x18, 18x16, 16x16, 16x18, 20x16, 20x18 Weight Capacity: 300lbs Product weight: 1.9lbs Height: 3” Inner Cover –Dartex coated lycra Outer Cover – Water resistant Dartex coated</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>N/A</p>		
<p>Initial Product set-up charge/wheelchair: No charge.</p> <p>Product set-up charge for subsequent user adjustment: No charge.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) Only manufacturer’s warranty is offered</p>		
<p>Price for Qty 5 -10 \$158</p>	<p>Price for Qty 11 – 19 \$132</p>	<p>Price for Qty 20 + \$128</p>

New Basic Wheelchairs

<p>Product Model Name – Option 1 Stylus</p>		
<p>Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 32.5lbs without leg rests Variable seat heights (including super low) – 16.5 or 17.5 Upholstery/fabric back - Yes Adjustable padded arm rests – Full and Desk Length Solid, pneumatic or semi-pneumatic rear wheels – 22” or 24” composite wheels w/ smooth poly tire Front casters (any size) – 6” or 8” flat free casters Wheel brakes with extensions as necessary – Push to lock wheel locks, extensions Anti-tippers – Yes, removable and adjustable Swing-away foot rests – 70deg swing away foot riggings with 14-18” extension Rear handles – 17-19” back canes Seat belt for bus transportation – yes Weight capacity up to 113.4 kg/250 lbs – 250lbs</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)</p> <p>Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all Surg-Med Ltd. supplied wheelchairs.</p> <p>The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.</p> <p>Both manufacturer warranty (1st year) and Surg-Med Ltd. warranty (2nd year) will cover general wear and tear and not from damage caused by the users.</p> <p>Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.</p>		
<p>Unit Price for Qty 5 -10 \$615 20” wide chairs add \$45ea</p>	<p>Unit Price for Qty 11 – 19 \$595 20” wide chairs add \$45ea</p>	<p>Unit Price for Qty 20 + \$545 20” wide chairs add \$45ea</p>

Product Model Name – Option 2 MYON		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16 AND 20 X 18		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet</p> <p>Light-weight frame (typically <35 lbs) – 31lbs approx.</p> <p>Variable seat heights (including super low) - 14-20” front seat to floor height</p> <p>Upholstery/fabric back - Tension Adjustable fabric upholstery</p> <p>Adjustable padded arm rests – Flip back, height adjustable full or desk length</p> <p>Solid, pneumatic or semi-pneumatic rear wheels – 20”, 22” or 24” urethane and pneumatic</p> <p>Front casters (any size) – 5”, 6” or 8”</p> <p>Wheel brakes with extensions as necessary – Pull or Push to lock with extensions</p> <p>Anti-tippers - Yes</p> <p>Swing-away foot rests – 70, 80 or 90 deg hangers with flip up footplates</p> <p>Rear handles – 16-20”</p> <p>Seat belt for bus transportation - yes</p> <p>Weight capacity up to 113.4 kg/250 lbs – 275lbs</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?)</p> <p>P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all Surg-Med Ltd. supplied wheelchairs.</p> <p>The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads.</p> <p>Both manufacturer warranty (1st year) and Surg-Med Ltd. warranty (2nd year) will cover general wear and tear and not from damage caused by the users.</p> <p>Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.</p>		
Price for Qty 5 -10 \$1135	Price for Qty 11 – 19 \$1115	Price for Qty 20 + \$1015

Product Model Name – Option 3		
Move		
Specifications		
SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18		
Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 16lbs Variable seat heights (including super low) – 12.5-20.5” Upholstery/fabric back - yes Adjustable padded arm rests – flip back height adjustable desk or full length Solid, pneumatic or semi-pneumatic rear wheels – Poly urethane tires, 20, 22 or 24” Front casters (any size) –4, 5, 6, 7 or 8” casters Wheel brakes with extensions as necessary – push or pull to lock with extension Anti-tippers - yes Swing-away foot rests – 60 or 70 degree swing away Rear handles -16” or 20” Seat belt for bus transportation - yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to Surg Med Ltd. Prior to delivery date). Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.		
Additional Optional Warranty (beyond 1 yr.?) P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all Surg-Med Ltd. supplied wheelchairs. The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads. Both manufacturer warranty (1 st year) and Surg-Med Ltd. warranty (2 nd year) will cover general wear and tear and not from damage caused by the users. Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.		
Price for Qty 5 -10 \$1370 20” wide chairs add \$170ea	Price for Qty 11 – 19 \$1315 20” wide chairs add \$170ea	Price for Qty 20 + \$1285 20” wide chairs add \$170ea

Product Model Name – Option 4 Breezy 600		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20x16, 20x18		
Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 28lbs Variable seat heights (including super low) – 13-20.5” Upholstery/fabric back - yes Adjustable padded arm rests – flip back height adjustable desk or full length Solid, pneumatic or semi-pneumatic rear wheels – Poly urethane tires, 22 or 24” Front casters (any size) – 5, 6 or 8” casters Wheel brakes with extensions as necessary – push or pull to lock with extension Anti-tippers - yes Swing-away foot rests – 60 or 70 degree swing away Rear handles -16-19” adjustable Seat belt for bus transportation - yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to Surg Med Ltd. Prior to delivery date). Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.		
Additional Optional Warranty (beyond 1 yr.?) P.G. Surg-Med Ltd. will provide a 2nd year warranty after the first year manufacturing warranty is expired. This represents a total of two-year warranty for all Surg-Med Ltd. supplied wheelchairs. The two year Warranty will include replacing tires, tubes, casters, bearings and arm pads. Both manufacturer warranty (1 st year) and Surg-Med Ltd. warranty (2 nd year) will cover general wear and tear and not from damage caused by the users. Any replacement parts needed to repair damage from a client or after the two year warranty period is completed will be offered with a 20% discount and a labour rate of \$60/hr.		
Price for Qty 5 -10 \$1075 20” wide chairs add \$99ea	Price for Qty 11 – 19 \$1015 20” wide chairs add \$99ea	Price for Qty 20 + \$915 20” wide chairs add \$99ea

Used Wheelchairs

<p>Product Model Name – Option 1 Various models - these chairs would be from our demo stock. Currently found in our demo stock are Patriot, Breezy, Move, Q2 Surg Med Ltd. would welcome a visit and /or phone call from the care facility/residence to determine if a used chair is available to fit the current needs of a specific client.</p>		
<p>Specifications Various depending on availability</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet The used chair would comply.</p>		
<p>Initial Product set-up charge/wheelchair: No charge (specs for individual chairs to be provided to Surg Med Ltd. Prior to delivery date).</p> <p>Product set-up charge for subsequent user adjustment: Any set ups after delivery date will be charged a fee of \$50 per client.</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) No warranty offered.</p>		
<p>Price for Qty 5 -10 Negotiable per chair</p>	<p>Price for Qty 11 - 19</p>	<p>Price for Qty 20 +</p>

Rental Wheelchairs

<p>Product Model Name – Option 1 Tracer EX2</p>		
<p>Specifications SIZES –16X16,18X16 and 20X16</p>		
<p>Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 36lbs Variable seat heights (including super low) – 17.5” or 19.5” Upholstery/fabric back – Vinyl upholstery Adjustable padded arm rests – Removable fixed height arms (full or desk) Solid, pneumatic or semi-pneumatic rear wheels – 24” composite urethane tires Front casters (any size) – 8” casters Wheel brakes with extensions as necessary – push or pull to lock with extension Anti-tippers - yes Swing-away foot rests – Hemi footrests swing away Rear handles -16 Seat belt for bus transportation - yes Weight capacity up to 113.4 kg/250 lbs – 250lbs</p>		
<p>Initial Product set-up charge/wheelchair: \$20 additional fee includes pickup and delivery.</p> <p>Product set-up charge for subsequent user adjustment: Chair must be returned in between rentals</p>		
<p>Additional Optional Warranty (beyond 1 yr.?) No warranty offered.</p>		
<p>Price for Qty 5 -10 \$65 / month</p>	<p>Price for Qty 11 – 19 \$65 / month</p>	<p>Price for Qty 20 + \$65 / month</p>

Product Model Name – Option 2		
Stylus		
Specifications SIZES – 16X16, 16X18, 18X16, 18X18, 20 X 16, 20 X 18		
Comments re compliance with Basic Wheelchair Cheat Sheet Light-weight frame (typically <35 lbs) – 32.5lbs without leg rests Variable seat heights (including super low) – 16.5 or 17.5 Upholstery/fabric back - Yes Adjustable padded arm rests – Full and Desk Length Solid, pneumatic or semi-pneumatic rear wheels – 22” or 24” composite wheels w/ smooth poly tire Front casters (any size) – 6” or 8” flat free casters Wheel brakes with extensions as necessary – Push to lock wheel locks, extensions an upcharge Anti-tippers – Yes, removable and adjustable Swing-away foot rests – 70deg swing away foot riggings with 14-18” extension Rear handles – 17-19” back canes Seat belt for bus transportation – yes Weight capacity up to 113.4 kg/250 lbs – 250lbs		
Initial Product set-up charge/wheelchair: \$20 additional fee includes pickup and delivery. Product set-up charge for subsequent user adjustment: Chair must be returned in between rentals.		
Additional Optional Warranty (beyond 1 yr.?) No warranty offered		
Price for Qty 5 -10 \$75 / month	Price for Qty 11 – 19 \$75/ month	Price for Qty 20 + \$75/ month

Service

Surg Med Ltd. is committed to providing the very best in customer service.

Our service department is comprised of one service manager, and two Technicians. Our service staff has many years of experience in the rehab field. Our service manager, Lee Bostock, is the single-point of contact for all service related questions or issues. This allows us to be accountable to all client related issues in the most effective manner.

Surg Med Ltd. will make every effort to stock common parts for the chairs that are ordered as a result of this proposal. Each care facility/residence who purchase their wheelchairs from us will have a scheduled monthly service day to carry out maintenance and general repairs.

If repairs are needed:

- Call our Service Coordinator
- Response will be within 24 business hours
- If parts are in stock, our Service Manager will book the repair as soon as possible
- If parts are not in stock then they will be ordered immediately. The care facility/residence will be notified the estimated parts available date and repair date. Once ordered parts are available, our Service Manager will re-confirm an appointment for installation as soon as possible.

Surg Med Ltd. Services a large area of Interior of BC., which is covered and serviced with a team comprised of a service technician, rehab sales person and a rehab service coordinator. All personnel are located out of our Vernon store and travel to their designated areas.

UPON PURCHASE

All wheelchairs and cushions that are ordered will be delivered within 20 days from the date of purchase, based on availability from the manufacturer. If the 20 day deadline can not be met based on the availability from the manufacturer the care facility/residence will be notified the earliest available date for delivery.

HOURS OF OPERATION

Surg Med Ltd. rehab department is open Monday to Friday 9am – 5pm.