

SWC# 439 Dental Supplies & Equipment **Contract Information and Usage Instructions**

Contract Period: This is a cooperative statewide contract established through MMCAP. The contract with **Henry Schein, Inc.** is effective July 1, 2025, and is set to expire on June 30, 2027. This contract will likely be extended past that date by MMCAP, but not beyond June 30, 2030.

Summary/Background Information:

The MMCAP cooperative contract for dental supplies was established to provide a reliable and competitively priced source for the purchase of dental supplies and equipment, such as toothbrushes, toothpaste, sealant, various types and sizes of disposable medical gloves, disinfecting wipes/cloths, etc. The contract is available to local governments and other authorized users. MMCAP is a free, voluntary group purchasing organization operated and managed by the State of Minnesota Department of Administration for government healthcare facilities. MMCAP membership is comprised of thousands of participating facilities in all 50 states and the District of Columbia. **This contract requires MMCAP membership. Only MMCAP Participating Facilities may purchase Products and Services under the terms of this Contract.** MMCAP customers will need an MMCAP User ID and password to access MMCAP's website. Contact the Contract Administrator (below) to verify MMCAP membership or to set up an account. If setting up an account, please send the Contract Administrator the Primary and Secondary Contact Information (name, title, phone number, email address) and the Bill To address for the membership application. Once MMCAP membership is obtained, contact vendor to set up an account with the vendor as well.

There are three (3) awarded suppliers available under this statewide for all items, **Henry Schein, Patterson Dental** and **Dental Health Products**. End users are able to make purchases from the awarded suppliers based on their needs and discretion as long as the end user's entity has an MMCAP membership.

State Contact Information

Contract Administrator:

Celena Milliken
Category Specialist, Commodities
Central Procurement Office
(615) 253-4834
Celena.Milliken@tn.gov

Back-up Contract Administrator:

Karen Conway
Category Team Lead, Commodities
Central Procurement Office
615-507-6211
Karen.Conway@tn.gov

Vendor Contact Information:

Company Name:	Henry Schein, Inc.
Edison Contract Number:	87041
Government Account Specialist:	Jake Knudsen (775) 323-9294 Jake.Knudsen@henryschein.com
Government Account Manager:	Patrice Holmes (864) 432-0501 Patrice.Holmes@henryschein.com
Escalation Point of Contact:	Rob Irwin (661) 244-7090 Rob.Irwin@henryschein.com
Mailing Address of Contact(s):	135 Duryea Rd. Melville, NY 11747
Website:	www.henryschein.com

State Agency Usage Instructions:

1. **Contract information must be manually entered for this contract.** There are two (2) contracts for Henry Schein, Inc., creating a risk of attributing entries to the wrong contract.
2. Please consult the contract, [TNSmartshop](#), or the punch-out catalog within Edison to determine what to order.
3. When creating each requisition, a landing page asking you to choose which catalog to shop from should appear. If it does not and you need to switch accounts, go to the "Menu" selection (top right), scroll down and choose "Switch Account".
4. Please remember, items from different contracts cannot be ordered on the same requisition.

Contract Detail and Usage Instructions:

Please follow instructions above in the Summary/Background Information section to create an MMCAP Account and gain a MMCAP ID in order to login to the MMCAP website to view the entire Master Agreement and all other contract documents.

- **Shipment for Products (MA Section 3.5)** – “Delivery for Products under this Agreement shall be FOB Destination unless otherwise agreed to by Vendor and Member in a Purchasing Order.”
- **Fees (MA Section 3.5 A)** – “All Members are eligible to receive deliveries during normal workdays five (5) business days (Monday-Friday) with no ordering minimums.”
- **Delivery Schedule (MA Section 3.5 B)** – “Upon request from Member, Vendor will work with Member to establish a routine delivery schedule. Delivery for stock items will occur within three (3) days, from the date the Product is ordered; this is the Vendor’s processing window. All expedited deliveries will be made next day, or on the next scheduled delivery day, unless communicated otherwise. If there is a Holiday during the ordering process, the Vendor shall have one additional day per Holiday day.
 - Cut-Off Time: “Vendor’s daily order cut off time will be 4:00 PM local time to the Member.”
- **Products and Services Pricing:** Please reference the Master Agreement or TNSmartShop for pricing. A price list is included in the Master Agreement.
- **Product Return Policy (MA Section 4.3 and Attachment G):** Henry Schein will accept returns in accordance with its return policy found in Attachment G of the Master Agreement which can be found on MMCAP’s website.

Billing and Payment Instructions:

Follow your agency specific rules for billing and payments.

How to Order with Henry Schein:

Once a facility has received an MMCAP ID number, the facility will need to set up an account with the vendor.

This Henry Schein team handles account management, and provides end-users with

resources particularly around supply purchases, product recommendations, small equipment repair and other daily basics. They can also assist end-users with connections to specific team experts as needed.

Quote Instructions:

1. Email item numbers, descriptions, and quantities to jake.Knudsen@henryschein.com
2. For quick assistance, please include your Henry Schein account number and full address.
3. Item numbers can be found on our website www.henryschein.com.
4. Log in by using the unique portal username and password emailed to you upon account set up. Please contact Jake Knudsen at jake.knudsen@henryschein.com or Patrice Holmes at patrice.holmes@henryschein.com to get set up for ordering online. The portal is accessible 24 hours a day, 7 days a week.

Customer Service: 800-851-0400 Call Center hours of operation are from 8am – 6pm ET.

When ordering please reference MMCAP Contract #MMS2401077 to obtain MMCAP contract pricing.