

# Buying Guide

## Aids for Daily Living

FTS reference number:  
2022/S 000-033396

NHS Supply Chain: Rehabilitation and  
Community

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## Framework Information

### Introduction

The Aids for Daily Living Framework enables trusts to access more than 700 products from key suppliers through our catalogue.

This buying guide offers further information on how to use the framework.

<b>Framework Name</b>	Aids for Daily Living
<b>FTS reference number</b>	2022/S 000-033396
<b>Period of Framework Agreement</b>	Two Years Fixed Term with a two-year extension period.
<b>Start Date</b>	1 November 2023
<b>End Date</b>	31 October 2025
<b>Framework Type</b>	<p>The Aids for Daily Living Framework is a stocked and eDirect framework.</p> <p>It has products listed on our catalogue. You can select the required items, add them to your cart and check out. This will place your order with the supplier for them to ship items directly to your organisation.</p>
<b>Call off Contract options</b>	Call off contracts can be placed until the final date of the framework agreement period.
<b>Call off Contract</b>	<p>The Framework is designed for you to work with the approved Framework Suppliers via:</p> <ul style="list-style-type: none"> <li>• Direct Award, through orders placed via our catalogue.</li> </ul>
<b>NHS Supply Chain Category</b>	Rehabilitation and Community
<b>Category Management Team</b>	Rehabilitation Team Category Managers
<b>For further guidance</b>	Contact your <a href="#">NHS Supply Chain ICS Manager</a>

For further information about this framework including a list of all awarded suppliers please visit the [Contract Information Page](#) which you will find under Frameworks on the Category Page.

### Framework Benefits

There are several benefits of direct awarding call off contracts under our framework.

These include:

- It is faster and less onerous than running a full tender process.
- We conduct all due diligence checks on Framework awarded suppliers.
- The terms and conditions of the Framework Agreement and call-off contracts have already been agreed with all framework suppliers, therefore no further legal dialogue is required.

- By following these guidelines, you can ensure you are adhering to UK procurement legislation.

## Framework Suppliers, Products and Services

You can access details of the [Approved Framework Suppliers](#), lots and services in the Downloads section of the Contract Information Page.

### Which products are included in the Framework?

A supplier being awarded to the framework does not automatically mean their full product range is available through it.

Suppliers choose which products they offer on the framework at the point of tender or by extending their range offerings throughout its life.

### Products not listed or delisted from the Framework

Suppliers can also opt to delist products. This can be for various reasons such as the product being discontinued or unavailable. If a supplier delists a product from the framework but still offers this for general sale, then the product will be classed as non-compliant and buyers will need to go through a full tender exercise to procure the items to meet their needs.

View the Framework Matrices in the downloads section of the [Contract Information Page](#) to identify each supplier and the products they are offering via the framework.

If a product is not included in the document or has been marked as delisted, then it is not covered by the framework and customers wishing to purchase it will have to undertake a formal tender process to procure the item(s).

If there is a demand for certain products then these can be added to the framework via a Range Extension. You or the buyer can contact the supplier asking them to make a request to add products by contacting the applicable Category Management Team.

Going through this process means products with reasonable demand can be added to the framework, which can save time and money for all parties.

## Framework Pricing

### Price increases

As part of the Framework Terms and Conditions, suppliers aren't allowed to increase the prices of any products without full agreement in writing from us and a minimum three-month notice period.

We do everything we can to mitigate price increases but sometimes it's unavoidable. If a price increase is expected and has been signed off by us then you will be notified

by either an Important Customer Notice (ICN) being posted on our website or, where possible, direct contact.

## Price Discounts

Discounts on this framework are available at the supplier's discretion. If a customer is placing an order that might traditionally attract a discount (e.g. high volume, special circumstance, etc.) then you can negotiate with the supplier to get a discount. This should be mentioned when the purchase order is sent through to the Category Team.

## How to buy through the Framework

All orders should be placed online through our catalogue.

## What happens if the items are not listed on the NHS Supply Chain online catalogue?

Occasionally you may identify individual components that are not listed on the Catalogue.

If a product isn't included or has been marked as delisted, then it isn't covered by the framework and customers wishing to purchase it will have to undertake a formal tender process to procure the item(s).

If there is a demand for certain products they can be added to the framework via the range extension process described earlier.

## Responsibility and Compliance

We provide various frameworks for you to use to ensure compliance with Government Regulations. You are responsible for making sure you're using the frameworks correctly and that all orders are raised correctly. Failing to do so could result in a non-compliant purchase being made.

## Due Diligence

We have carried out all the Due Diligence required as regards the awarded suppliers and their products.

This includes:

- Financial checks
- Sustainability
- Modern Slavery
- ISO 27001
- Product Compliance.

These checks and documents are updated frequently and we keep them on file should they be required.

## Framework and Standard NHS Terms and Conditions

The Framework Agreement was awarded based on the NHS Terms and Conditions for the Supply of Goods and Services (Framework Version).

Call-offs under this framework will be subject to the NHS Terms and Conditions for the Supply of Goods and Services (Contract Version).

The [Call off Contract Terms and Conditions](#) can be found on our website.

## Returns and Complaints

If you have a problem with a product purchased via the Framework this should initially be taken up with the supplier. Suppliers should be able to provide a resolution in good time to any issues in line with the Framework Terms and Conditions.

If you are unable to get a satisfactory response or resolution from the supplier then you should submit a Product Complaint the [Customer Service Team](#) stating details of the supplier, PO details, issue with the product/service and any details available regarding contact with the supplier. They will do what they can to support you and escalate this internally as applicable.

## Useful Documents and Resources

Documentation	Use	Where to find
Scoping document for purchase or rental of products	This information is required by suppliers to enable them to give an accurate price on your requirements.	Your ICS Manager can provide access to these.
NHS Supply Chain contract launch documents	Provides you details of the suppliers awarded and product codes listed at the time of award.	These are available on our website or via your ICS Manager.
Supplier Contact List	This will provide you with all the contact details for the awarded suppliers.	Your ICS Manager can provide access to these.
Lot Product Specification	The product specifications that were used in the Framework Agreement tender.	Your ICS Manager can provide access to these.
Further Competition Templates	We have blank templates you can use when running a Further Competition. These are not mandatory and you are welcome to use your own.	Your ICS Manager can provide access to these.

Find your ICS Managers and Hospital Care Team details here:

<https://www.supplychain.nhs.uk/contact/hospital-care-team/>