

Buying Guide

Medical Healthcare Furniture and Equipment

FTS reference number: 2024/S 000-025534

NHS Supply Chain: Facilities and Office Solutions

Contents

Framework information..... 2

 Introduction..... 2

Framework benefits..... 3

Community support 4

Framework suppliers, lotting structure and products..... 4

 Suppliers..... 4

 The lots and product groups 5

 Which products are included in the framework? 7

 Products not listed or delisted from the framework..... 7

 Suppliers by lot 8

Framework pricing..... 9

 Price increases 9

 Price discounts 9

How to buy through the framework..... 9

 Routes to market 9

 Statement of requirements (SOR requests)..... 10

Responsibility and compliance 11

Due diligence 11

Sustainability 12

Framework and standard NHS terms and conditions..... 12

Useful documents and resources..... 13

Framework information

Introduction

The Medical Healthcare Furniture and Equipment framework agreement brings together 51 market-leading suppliers offering an extensive range of products.

The framework structure aims to simplify the offering and allows our expert team to support you with your purchase from beginning to end. Our team is here to support all projects no matter the size or value.

Aims of this framework:

- Deliver a compliant, NHS-approved route to market for medical healthcare furniture, providing access to a wide range of fit-for-purpose products from pre-qualified, market-leading suppliers.
- Simplify and support procurement activity by removing the need for individual tendering and enabling quicker, more efficient purchasing processes.
- Support the delivery of new build and refurbishment programmes through expert guidance, flexible ordering, and project-based solutions.
- Promote environmental sustainability and circular economy principles by encouraging the consideration of whether products can be repaired or refurbished and offer suitable services to deliver this.
- Enable alignment with NHS strategic priorities for Net Zero and Social Value objectives, by working with suppliers on national standards and reporting.
- Ensure ongoing supplier performance and service delivery through contract management, quality assurance, and access to installation and aftercare services.

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

Framework name	Medical Healthcare Furniture and Equipment
FTS reference number	2024/S 000-025534
Period of framework agreement	Two years fixed term with a two-year extension period
Start date	12 May 2025
End date	11 May 2027
Framework type	The framework is both eDirect and Direct (discussed in more detail on page 9)
NHS Supply Chain category	Facilities and Office Solutions
Category management team	For additional support please contact: facilitiesandofficesolutionssupport@supplychain.nhs.uk
For further guidance	Contact your NHS Supply Chain ICS Manager: https://www.supplychain.nhs.uk/acute

For further information about this framework including a list of all awarded suppliers please visit the Contract Information Page:

<https://www.supplychain.nhs.uk/furniture>

For more information on other framework agreements managed by the Facilities and Office Solutions team please visit the Facilities and Office Solutions Categories Page:

<https://www.supplychain.nhs.uk/facilities>

Framework benefits

There are a number of advantages to using this framework agreement, designed to support NHS organisations in making informed, efficient, and confident purchasing decisions. From practical efficiencies to broader strategic value, the framework offers a reliable foundation for sourcing medical healthcare furniture and equipment.

Other benefits include:

- It can significantly reduce the time and resource burden of running a full tender, allowing you to concentrate on defining your specific requirements, exploring the right solutions, and ensuring long-term suitability - including aftercare and support.
- The framework agreement has been developed in accordance with UK procurement legislations, and our expert procurement team conduct all due diligence checks on awarded framework suppliers. They have all already been thoroughly evaluated, so you can be confident that any option available through the agreement meets NHS standards.
- 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.
- A wide range of approved suppliers and product categories are available under the framework, offering flexibility to meet clinical and operational needs across a variety of care settings.
- By aggregating demand, either across departments or at system level your organisation can explore the potential to benefit from improved pricing through volume-based discounts or structured supplier offers.
- Sustainability and social value are embedded in the framework, with all awarded suppliers required to support NHS objectives such as net zero commitments, ethical sourcing, and environmental responsibility.
- Support is available throughout the process, from identifying suitable products and conducting evaluations, to coordinating planning, delivery and installation - helping you manage more complex projects with confidence.

It is important to note that this tender was run on the Public Contracts Regulations 2015 (rather than the Procurement Act 2023) and therefore will remain on these terms for the duration of the contract.

If you have any questions about the information supplied in this guide, please contact us on: facilitiesandofficesolutionssupport@supplychain.nhs.uk.

Community support

The products within scope of the Medical Healthcare Furniture framework are suited to both an Acute and Community setting. Following engagement with customers within the community, their feedback concluded that they can utilise the framework for community needs, particularly in areas such as bariatric and challenging environment settings. The category team can assist customers to ensure products are fit for purpose and engage with suppliers to ensure all product information can be provided. Please see below for examples of how support can be offered in highlighted areas following this engagement, which can also be applied to acute scenarios:

- Ensure suppliers have the correct certifications and registration for medical devices.
- Ensure suppliers have sufficient safety certifications, particularly in Lot 3, which includes fire retardancy, anti-ligature requirements and infection control compatibility.
- Suppliers can provide information on cleaning instructions, sustainability elements and IFUs upon request.

Products can be purchased either via the Direct route to market (with a URN), or the eDirect route to market (providing the customer has an account set up on the NHS Supply Chain portal) - please see further information on these routes on page 10.

Should any community customers have any questions on the Medical Healthcare Furniture framework, please contact the category team for additional support who can assist with any of their needs.

Framework suppliers, lotting structure and products

Suppliers

There are 51 suppliers awarded to this framework agreement, for a full list of these suppliers please visit the Contract Information Page:

<https://www.supplychain.nhs.uk/furniture>

or see our 'Suppliers by Lot section' on page 8.

The lots and product groups

The lotting structure for this framework has been created using customer and supplier feedback. This change has been introduced since the previous iteration of this framework agreement to help simplify the process of finding the correct products for your needs.

This framework agreement offers access to a range of products beyond just furniture, which includes, but not limited to the following:

Lot 1: Medical Furniture and Equipment

- | | |
|--|------------------------------------|
| • Examination lights and lamps | • Medical stools and chairs |
| • Drip stands | • Medical screens |
| • Storage, cupboards and cabinets (including COSHH cabinets and HTM71 storage) | • Preparation tables |
| | • Bed-movers and transport systems |

Lot 2: Ward and Residential Furniture

- | | |
|---|--------------------------------|
| • Armchairs | • Easy chairs |
| • Beam seating | • General furniture |
| • Residential beds and overnight chair beds | • Overbed and overchair tables |
| • Bedside cabinets and lockers | • Patient bedside chairs |
| • Chest of drawers | • Specialist seating |
| • Coffee table and dining room tables | • Settees |
| • Dining chairs | • Tub chairs |
| • Dressing tables | • Visitors chairs |
| | • Wardrobes |

Lot 3: Challenging Environment Furniture

This lot includes furniture specifically designed to meet the needs of challenging environments, such as mental health settings, where enhanced safety, durability, and specialist features are required.

- | | |
|--------------------------------|---|
| • Armchairs | • Foam seating (including de-escalation chairs and bean bags) |
| • Bedside cabinets and lockers | • Occasional tables |
| • Box base beds | • Settees |
| • Chest of drawers | • Tub chairs |
| • Dining room chairs | • Wardrobes |
| • Dining room tables | |
| • Dressing tables | |

Lot 4: Sack holders and Recycling Bins

- Basic, free standing, non-fire retardant sack holders
- Metal sack holders
- Plastic sack holders
- Recycle bins
- Sanitary bins

Lot 5: Multi-sensory

- Bubble screens
- Bubble tubes and columns
- Dementia pods, scenes and sky scenes
- Infinity tunnels
- Interactive ball pools
- LED projectors
- LED fibre optic light sources
- Light tubes and columns
- Light screens
- Media panels
- Tactile panels

Lot 6: Hospital Trolleys and Carts

- General purpose
- Specialist
- Emergency
- Dressing
- Linen
- Transport
- Storage
- Medical Notes

Lot 7: Examination and Treatment Chairs, Couches and Tables

There is a product matrix specifically for Lot 7 on the dedicated framework page on the NHS Supply Chain website. This details all product attributes (other than price) to assist with purchasing decisions and can be downloaded at the bottom of the following link: Contract Information Page:

<https://www.supplychain.nhs.uk/furniture>

- Two section examination couches
- Three section examination couches
- Phlebotomy
- Ultrasound
- Dialysis
- Electric, manual and hydraulic
- Recliner
- Multi-purpose

Lot 8: Drug and Medicine Cabinets**Lot 9: Shelving and Racking****Lot 10: Birthing Furniture and Equipment (excluding birthing beds, cots, and pools)**

- Birthing couch
- Positioning pillow
- Beanbag
- Mats and wedges
- Cribs and bassinets

Lot 11: Bariatric Furniture

This lot includes bariatric furniture specifically engineered with increased weight capacities, enhanced durability, and reinforced construction to meet the demands of specialist clinical environments.

- Armchairs
- Beam seating
- Dining chairs
- Easy chairs
- General furniture
- Patient bedside chairs
- Specialist seating
- Settees
- Tub chairs
- Visitors chairs

Lot 12: Portering Chairs

- Includes bariatric portering chairs

Lot 13: Workstation on wheels

- Workstations to transport laptops/screens
- Includes medical keyboards and mouse

Which products are included in the framework?

Suppliers awarded to the framework list a wide range of products on the NHS Supply Chain catalogue. In some cases, additional items - particularly those that are more tailored to specific needs - may be available through the direct award route.

Suppliers also have the opportunity to expand their product ranges throughout the duration of the framework, ensuring continued access to the latest and most suitable solutions.

Products not listed or delisted from the framework

Suppliers may choose to remove (or delist) products from the framework during its term. This can happen for a number of reasons, such as the product being discontinued, temporarily unavailable, or replaced by a new or improved version.

Suppliers by lot

Supplier	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7	Lot 8	Lot 9	Lot 10	Lot 11	Lot 12	Lot 13
Accora Ltd													
AC Cossor & Son (Surgical) Ltd													
Acime UK Ltd													
Agile Medical Limited													
Anetic Aid Ltd													
Banner Group Limited													
Caremed Alrick UK Ltd													
CKT Holdings Limited T/A Aspire													
Creative Activity Group Ltd													
Croyde Medical Ltd													
Dalen Limited													
Daray Limited													
Denward Manufacturing Ltd													
D.P. Medical Systems Limited													
Drive DeVilbiss Healthcare Ltd													
Emergent Crown Contract Office Furnishings Ltd													
Enterprise Stationery Limited													
Eureka Physiocare Ltd													
Felgains Ltd													
Five Mobility Ltd													
Chromis UK limited TA Freeway Medical													
Health-Care Equipment & Supplies Co Ltd													
Health Tec Medical Limited													
HEC Showman TA Pharmacy Medical													
Hospital Metalcraft Ltd TA Bristolmaid													
Hospital Services Limited													
Knightsbridge Furniture Productions Ltd													
Medi-Plinth Equipment Limited													
Medspace Solutions Limited													
Medstrom Ltd													
Ocura Healthcare Ltd													
Pineapple Contracts Unlimited													
Poppi Contract Furniture Limited													
Praxis Medical Limited													
Remtec													
Renray Healthcare Ltd													
Rhino Sensory UK Ltd													
Roma Medical Aids Ltd													
Rompa Limited													
SEERS Medical Ltd													
Teal Furniture Limited													
Stamford Products Ltd TA Medstor													
Stryker UK Ltd													
Sunflower Medical													
Sychem Ltd													
Toffeln Ltd													
Trojan Bins Limited													
Wealden Rehab Ltd													
Welltex UK Ltd													
Workspace Design Global Ltd TA Hygenius													
Wybone Ltd													

Framework pricing

Price increases

Prices are to be fixed for the duration of the framework agreement. However sometimes they are unavoidable. Our team of procurement experts do everything they can to mitigate potential price increases for our customers, and if a price increase is approved by us then you will be notified.

Price discounts

Discounts on this framework are available at the supplier's discretion. Suppliers may apply volume-based discounts to catalogue products using banded pricing - offering up to five price bands per product, with lower unit costs available as order volumes increase. Alternatively, discounts can be offered via the direct route, provided the appropriate process is followed to ensure compliance and full framework coverage.

How to buy through the framework

Routes to market

There are two routes for customers to utilise to procure products through the Medical Healthcare Furniture framework agreement. These routes are called eDirect and Direct.

eDirect route

This route may also be referred to as the transacted route to market.

It allows customers to place orders via the NHS Supply Chain online catalogue, where products can be searched and selected for direct delivery. Each item has a National Product Code (NPC), such as XYZ1234, which can be used to search for the specific product within the catalogue.

Products available through this route are typically standardised rather than bespoke, with each variation listed under its own NPC.

Although this is a transacted route, it differs from a stocked product route. Stocked products are held and delivered through NHS Supply Chain's own logistics and warehouses. In contrast, eDirect products are delivered directly to the customer from the supplier's own logistics and warehouse network.

If support is needed at any stage, customers can contact the Category Team for further assistance.

Direct route

To benefit from National Framework Agreement pricing, customers will need to obtain a quote through NHS Supply Chain.

Quotes can be requested directly from the supplier, or with support from our expert Category Team if preferred.

Once a quote is received, customers should contact the NHS Supply Chain Category Team to validate it and obtain a Unique Reference Number (URN). The order can then be placed directly with the supplier, but it is essential that the URN is included on the customer's purchase order (PO) to ensure the order is covered under the framework agreement.

A copy of the PO should also be sent to the Category Team - alongside the supplier - for full visibility that the order has been placed and processed.

Statement of requirements (SOR) requests

We can help customers to find the best product for their needs by sending suppliers their specification or statement of requirements.

As there is both the eDirect and Direct routes to market on this framework, we do not necessarily have everything listed on the catalogue so this process allows us to ask the awarded suppliers if they have any suitable products to offer.

The process is as follows:

1. **Identify your requirement and define the specification**
Your trust identifies the need for a product and defines the key requirements. To help structure this, we can provide a Specification of Requirements (SOR) template. We recommend keeping the specification clear and concise to avoid any ambiguity.
2. **Share the specification with NHS Supply Chain**
Send your completed specification to the Category Team or email it to: facilitiesandofficesolutionssupport@supplychain.nhs.uk. We'll ensure it's passed to the correct contact.
3. **Supplier engagement**
The Category Team will review your specification and share it with relevant suppliers on the framework. With their extensive experience in healthcare furniture, the team can help ensure your requirements reach the full range of appropriate suppliers, saving your trust valuable time.
4. **Quote collation and review**
Returned quotes will be sense-checked by the Category Team to confirm all information is complete, consistent, and compliant with framework requirements.
5. **Quote evaluation by your trust**
The relevant quotes will be shared with your trust for evaluation.
 - Your trust should apply its own evaluation criteria - this might include both cost and non-cost factors.

- While the decision is entirely yours, the Category Team can advise on potential considerations to support your process.
- 6. **Optional product evaluation**
If your trust wishes to carry out further hands-on evaluations or obtain product samples, the Category Team will support you in arranging this with the suppliers. Depending on the product type and availability, a member of the Healthcare Furniture team may also attend in person to assist with the evaluation process.
- 7. **Award decision and supplier feedback**
Once a purchasing decision has been made, the Category Team will support your trust in providing feedback to all unsuccessful suppliers, ensuring a fair and transparent process.
- 8. **Placing the order**
Once the supplier is selected, our team will support you in the final step:
 - If ordering via the Direct Route, we will issue a Unique Reference Number (URN) for your trust to include on the Purchase Order (PO) when placing it directly with the supplier.
 - If the product is available via the catalogue (eDirect), we will provide the correct National Product Code (NPC) to allow you to place the order through the NHS Supply Chain online ordering system.

Please note: It is the responsibility of your trust to raise the purchase order directly with the supplier and send a copy to both the supplier and the NHS Supply Chain Category Team for visibility.

Responsibility and compliance

We have provided various frameworks for you to use to ensure compliance with Government Regulations. You are responsible for making sure you use and order from the framework correctly. Failure to do so could result in non-compliant purchases being made.

Due diligence

We have carried out all the necessary due diligence checks on the awarded suppliers and their products.

This includes:

- Financial checks
- Evergreen assessments
- Modern slavery assessments
- Carbon reduction plans
- Social value tender weighting
- ISO compliance
- Product compliance.

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

Sustainability

During the tender stage, prior to the framework going live, all awarded suppliers had to meet NHS Supply Chains five key priorities:

1. Carbon Reduction Plan
2. Social Value Requirements
3. Evergreen
4. NHS road map
5. Modern Slavery PPN 02/23 (register and complete MSAT).

Sustainability is very important for the Medical Healthcare Furniture framework, and some suppliers go beyond these requirements to ensure sustainability is incorporated into product offerings. Please ask the category team for further information on this who can work with suppliers to provide further information on how their products are sustainable and ask suppliers for proof of this during any procurement exercises.

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.

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

Documentation	Use	Where to find
Suppliers contact list	This will provide you with all the contact details for the awarded suppliers, should you wish to contact them directly to obtain quotes.	Your ICS Manager or Category Team can provide access to these.
Lot product specification	The product specifications that were used in the framework agreement tender.	Your ICS Manager or Category Team can provide access to these.
Statement of requirement templates	We have blank templates for SOR requests which you can utilise to add your specification to for customers. Please note, you do not have to use these templates.	Your ICS Manager or Category Team can provide access to these.

Please contact your ICS Manager if you require a copy of the call-off contract terms and conditions.

Useful documents and resources

Find your ICS Managers and Hospital Care Team details here:

<https://www.supplychain.nhs.uk/acute>