

Buying Guide

How we can help you

Orthotic Services and Associated Consumables

OJEU reference number: 2019/S 133-326314

NHS Supply Chain: Rehabilitation, Disabled Services, Women's Health and Associated Consumables

Provided by Collaborative Procurement Partnership LLP



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Introduction

The purpose of this document is to inform customers of the various offerings NHS Supply Chain can provide to ensure you purchase the right products through a procurement route that suits you, quickly and efficiently.

The Framework Agreement outlined in this document is:

Orthotic Services and Associated Consumables

OJEU reference number: 2019/S 133-326314

Period of Framework Agreement: 3 August 2020 to 2 August 2022 with the option to extend for an additional 24 months.

Should you require further information or guidance, please contact your NHS Supply Chain Customer Relationship Manager.

For further information about this framework please visit the Contract Information Page which you will find under Frameworks on the Category Page:

<https://www.supplychain.nhs.uk/categories/rehabilitation-disabled-services-womens-health/>

Lot Summary

This framework is split into three Lots:

- Lot 1: Orthotic and Podiatry Products
- Lot 2: Orthotic Clinic Services (only)
- Lot 3: Managed Service (service and majority of product provision via a single supplier).

Lot 1: Orthotic and Podiatry Products

This Lot includes over 14 made-to-measure and 15 off the shelf categories.

Off the shelf products

Only key product ranges submitted by suppliers at the Tender stage have been included in the online NHS Supply Chain catalogue. If you are unable to find a product, please check with your Customer Relationship Manager (CRM) to see if the product was submitted as part of the original Invitation To Tender (ITT) submission and then they will be able to provide prices.

Made-to-measure products

Made-to-measure products are not listed in the NHS Supply Chain online catalogue and will have to be purchased direct from the supplier/s. Trusts purchasing products direct from the suppliers (i.e. not from the NHS Supply Chain online catalogue) will need to complete a Framework Access Agreement so we know which trusts are accessing the framework and so that your purchase is covered by the Framework Agreement.

A full list of suppliers is available in the Product Matrix by Lot on the Contract Information Page which you will find under Frameworks on the Category Page:

<https://www.supplychain.nhs.uk/categories/rehabilitation-disabled-services-womens-health/>

Lot 2: Orthotic Clinic Services (only)

This Lot covers services as per the specification.

If you wish to do a Further Competition for services due to the specification not meeting your requirements, please see Lot 3.

It is envisioned that trusts making an award under this Lot will also make an award under Lot 1 for products. However, an award under Lot 2 is not necessarily dependant on purchasing off the shelf products from the same supplier but made-to-measure products are likely to come from the service provider.

A full list of suppliers is available in the Product Matrix by Lot on the Contract Information Page which you will find under Frameworks on the Category Page:

<https://www.supplychain.nhs.uk/categories/rehabilitation-disabled-services-womens-health/>



Lot 3: Managed Service

This Lot covers service provision which does not match the Lot 2 specification.

This may include working with other departments or incorporate provision of a management/administrative function as well as an Orthotist. Trusts will be required to write their own service specification and run a Further Competition.

A full list of suppliers is available in the Product Matrix by Lot on the Contract Information Page which you will find under Frameworks on the Category Page:

<https://www.supplychain.nhs.uk/categories/rehabilitation-disabled-services-womens-health/>

Framework Pricing

Lot 1: Orthotic and Podiatry Products

This Lot covers orthotics products over 14 made-to-measure and 15 off the shelf categories. Off the shelf products can be purchased through the NHS Supply Chain online catalogue. However, if you are unable to find a product please ask your NHS Supply Chain Customer Relationship Manager to check with the CTSP to see if the product was submitted as part of the original ITT submission and then they will be able to provide prices.

We hold a collated matrix of the made-to-measure products, to assist trusts in evaluating their most frequently used made-to-measure products and find which supplier offers the best value for their trust. As each trust has unique requirements and very different patient mixes within their region, it is not possible for us to assess or evaluate bespoke product spend.

All made-to-measure products were quoted against the generic orthotic product codes. Please be aware that not all suppliers who provided pricing against the made-to-measure generic orthotic product codes bid for, or were awarded, services under the framework. Their pricing is only provided for where trusts have their own internal Orthotic Service.

Lot 2: Orthotic Clinic Services (only)

We hold pricing for this Lot and this is done on an hourly rate for the services of an Orthotist.

Lot 3: Managed Service

We do not hold any prices for this Lot, as every trust's requirements will be different, prices would be obtained by conducting a Further Competition under this Lot.



Framework Call-Off Process

Lot 1: Orthotic and Podiatry Products

You can purchase off the shelf items directly from the NHS Supply Chain online catalogue without the need for completing the Framework Access Agreement. If you are unable to find a product, please ask your NHS Supply Chain Customer Relationship Manager to check with the CTSP to see if the product was submitted as part of the original ITT submission and then they will be able to provide prices.

If you would like to look at product match completing for direct and indirect alternatives:

- **Step 1:** Contact your Customer Relationship Manager who will issue you with the relevant template.
- **Step 2:** The team will assess the products held on the NHS Supply Chain online catalogue and contact the suppliers for any alternatives they may be able to offer.
- **Step 3:** A file with all direct and indirect alternatives will be issued to you showing pricing and the total potential savings to be achieved.

If you can determine which supplier represents best value for money for made-to-measure items from the detail provided by the CTSP, you are able to direct award to that chosen supplier. Please request a Framework Access Agreement. This is so that we can assess the level of overall expenditure going through the framework, know who is accessing the agreement and whether that is via the NHS Supply Chain online catalogue or purchasing direct from supplier/s, and so that the trust is purchasing via a compliant route.

Please note that trusts making a direct award under Lot 1 can set and agree individual Service Level Agreements with suppliers.

Lot 2: Orthotic Clinic Services (only)

If you can determine which supplier represents best value for money for Orthotic Services from the detail provided by the CTSP, you are able to direct award to that chosen supplier. Please request a Framework Access Agreement. This is so that we can assess the level of overall expenditure going through the framework, know who is accessing the agreement and so that the trust is purchasing via a compliant route.

Please note that trusts making a direct award under Lot 2 can set and agree individual Service Level Agreements with suppliers.

Lot 3: Managed Service

Where you cannot determine which supplier represents best value for money from the detail provided by the CTSP, or where any special terms are needed, you should conduct a Further Competition, providing all suppliers with the opportunity to submit a proposal.

When a purchasing authority re-opens competition then they may review the specification and update any elements as required or have the freedom to draft and prepare their own specification from scratch. Trusts have the flexibility to alter the weightings provided, to better reflect their specific requirements. If the weightings are changed during further competition from those in the original evaluation criteria, then you must clearly identify and publicise the updated weightings prior to tenderers submitting their responses to ensure transparency in the Further Competition process.

Steps in the Further Competition process:

- We will require a trust to sign a Commitment to NHS Supply Chain Letter.
- We will then release the appropriate document suite for the trust to utilise or you are free to develop/ utilise your own existing ones.
- Once you have completed your documents these will need to be sent to the CTSP Category Manager. Your Customer Relationship Manager will be able to provide their details to you, for final approval/sign, prior to the trust issuing the Further Competition to the market.
- Approval of the final document suite will be communicated back to the trust via email. The trust will then be able to issue to the Further Competition to the market.

Once the competition is closed and evaluation completed, the trust must send a summary of the Further Competition to us including the details below:

- a. Number of responses
 - b. Questions and answers from suppliers whilst Further Competition in the market
 - c. Award process - including the various steps and any issues/suppliers excluded and why
 - d. Scores achieved - reasons why
 - e. Proposed final award
 - f. Any risks/potential challenges
 - g. Savings achieved.
- We will then advise of final approval before award can be made by the trust. If rejected, we will request further clarification from trust, possibly via a conference call or email.
 - Once approved, the trust may then send final award/ rejection letters to suppliers who have participated.
 - NHS Supply Chain hold full pricing for made-to-measure products and sessional rates.

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).



Expected Benefits

There are a number of benefits of awarding contracts under a framework, these include:

- It is faster and less onerous than a full OJEU tender process.
- By using the framework there is no need for you to separately advertise your requirements, unless you would like to conduct a Further Competition.
- The framework is based on generic product and service specifications which contracting authorities can adapt to meet their specific service levels.
- 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 that you are adhering to EU Procurement Legislation.
- The ability to run a Further Competition under a compliant framework.
- The ability to direct award to your chosen supplier.



Useful Documents and Additional Resources

| Documentation | Use | Where to find |
|--|--|--|
| Bespoke and made-to-measure Product Price Matrix | This will give you all awarded suppliers pricing and will allow you to benchmark your requirements. | Your Customer Relationship Manager can provide access to these. |
| Orthotic Service Rates | This will give you all the rates that were supplied at tender for all awarded suppliers to Lot 2 for Orthotic Services. | Your Customer Relationship Manager can provide access to these. |
| Framework Access Agreement | You will need to complete one of these and gain approval from the CTSP to allow you to direct award to a supplier under Lot 1 and Lot 2. | Your Customer Relationship Manager can provide access to these. |
| Commitment to NHS Supply Chain Letter | You will need to complete one of these to be able to carry out a Further Competition under Lot 3. | Your Customer Relationship Manager can provide access to these. |
| Supplier Contact List | This will provide you with all the contact details for the awarded suppliers. | This is available on the Contract Information Page on the website. |
| Product Listing | An Excel file showing the products that are included on this Framework Agreement. | This is available on the Contract Information Page on the website. |
| Product Matrix by Lot | Product and supplier information for this framework. | This is available on the Contract Information Page on the website. |
| Direct Supplier Matrix | Contact information for direct suppliers on this Framework Agreement. | This is available on the Contract Information Page on the website. |
| National Pricing Matrix | An Excel file showing the suppliers offering savings opportunities as part of the National Pricing Matrix. | This is available on the Contract Information Page on the website. |
| Lot 2 Service Specification | This is the service specification for Lot 2, you will be able to use this to decide if you can direct award under Lot 2 or whether you will need to run a Further Competition under Lot 3. | Your Customer Relationship Manager can provide access to these. |
| Further Competition Templates | We hold blank templates that you can utilise when running a Further Competition, these are not mandatory, and you are welcome to use your own. | Your Customer Relationship Manager can provide access to these. |

Find your Customer Relationship Managers details here:

<https://www.supplychain.nhs.uk/contact/account-managers/>