

# Buying Guide

## How we can help you

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Pressure Area Care and Patient Handling

OJEU reference number: 2020/S 129-318007

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

Provided by Collaborative Procurement Partnership LLP



# Contents

Introduction	3
Lot Summary	4
Framework call-off process	10
Framework and Standard NHS Terms and Conditions	13
Expected Benefits	13
Useful Documents and Resources	14
Frequently Asked Questions	15

## 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:

Pressure Area Care and Patient Handling

The framework includes beds and associated products including rental and decontamination.

OJEU reference number: 2020/S 129-318007

Period of Framework Agreement: 20 September 2021 to 19 September 2023 with the option to extend for further periods up to 24 months (19 September 2025).

Should you require further 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 12 Lots:**

- Lot 1: Beds, Cots and Accessories
- Lot 2: Beds for use in specialist areas
- Lot 3: Mattresses and Accessories
- Lot 4: Cushions and Accessories
- Lot 5: Prevention and Support Aids
- Lot 6: Hoists and Accessories
- Lot 7: Standing Aids and Accessories
- Lot 8: Transfer Equipment
- Lot 9: Slings and Accessories
- Lot 10: Slide Sheets
- Lot 11: Bathing Equipment and Accessories
- Lot 12: Rental and Decontamination.

Please note 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 ask your NHS Supply Chain Customer Relationship Manager to check with the Category Tower Service Provider (CTSP) 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.

### **Lot 1: Beds, Cots and Accessories**

This Lot includes, but is not limited to, beds, cots and accessories that are available for the awarded items used in acute hospitals, mental health and community settings.

A Product Matrix which provides detailed technical specifications for the beds and cots will be available soon.

All products in this Lot are available to order via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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: Beds for use in specialist areas**

This Lot covers beds for specialist situations with specific complex functions to optimise the care of patients and support clinical staff providing care and include, but not limited to:

- Intensive Care Unit (ICU)
- Birthing/Maternity
- Turning.

A Product Matrix which provides detailed technical specifications for the beds will be available soon.



All products in this Lot are available to order via the NHS Supply Chain online catalogue.

A full list of suppliers is available on the Contract Information Page which you will find under Frameworks on the Category Page.

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### **Lot 3: Mattresses and Accessories**

This Lot covers all types of mattresses and accessories suitable for beds and cots in acute and community settings, for adults, plus size and paediatric patients.

The range includes:

- Dynamic
- Static
- Hybrids
- Overlays
- Accessories.

A Product Matrix which provides detailed technical specifications for the mattresses will be available soon.

All products in this Lot are available to order via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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 4: Cushions and Accessories**

This Lot covers all types of cushions used for a variety of chairs including wheelchairs and come in a range of sizes for all needs including the following bespoke cushions:

- Static
- Dynamic
- Hybrid
- Accessories.

Standard cushions are provided via the NHS Supply Chain online catalogue with bespoke cushions being supplied via the direct route from the supplier.

A full list of suppliers is available 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 5: Prevention and Support Aids

This Lot covers prevention and support aids suitable for reducing the risk of pressure sores. The products and systems included in this Lot are used for measuring, assessing and relieving pressure and support aids for offloading pressure to reduce the risk of pressure damage.

Products in this Lot include:

- Pressure Mapping Systems
- Skin/tissue Assessment Systems and Accessories
- Bootees/Foot Protectors
- Heel Protectors
- Support Aids.

All products are supplied via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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 6: Hoists and Accessories

This Lot includes Hoists and Accessories which are used for transferring, by lifting and moving a person.

Products include:

- Electrical Mobile Hoists and Accessories
- Hydraulic Mobile Hoists and accessories
- Gantry Hoists.

A Product Matrix which provides detailed technical specifications for the mattresses will be available soon.

Hydraulic and electric hoists are supplied via the NHS Supply Chain online catalogue, while gantry hoists are supplied via the direct to supplier route – please contact the CTSP Category Manager to progress your requirements.

A full list of suppliers is available 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 7: Standing Aids and Accessories

This Lot includes electric and manual standing and transfer aids and accessories, for people with weight bearing ability. The products are assistive technologies designed to support people who have difficulty transferring between sitting and standing positions and between seated and sustaining a standing position.

Products include:

- Manual Standing Aids
- Electric Standing Aids.

All products are supplied via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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 8: Transfer Equipment

This Lot covers patient transfer aids, which support safe patient handling and make this task easy and convenient. The correct transfer device can assist in rehabilitation of the patient, reduce morbidity and preserve dignity.

Products include:

- Assisted Lifting/Transfer Devices
- Patient Transfer Equipment
- Patient Turntables
- Handling/Transfer Belts.

All products supplied via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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 9: Slings and Accessories

This Lot includes slings and accessories for transferring by lifting and moving a person. The range includes both loop and clip fixings, with disposable, single patient use and reusable options. The framework includes a new range of Insitu slings.

All products supplied via the NHS Supply Chain online catalogue.



A full list of suppliers is available 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 10: Slide Sheets**

This Lot covers slide sheets, which are friction reducing devices that enable the moving and repositioning of patients up and down the bed as well as between surfaces. The slide sheet consists of two layers that work together to reduce friction. They are available in tubular, flat and hybrid and are either disposable, single patient use or reusable. The framework also includes a range of Insitu slide sheets.

The baseline size ranges of the flat and tubular slide sheets are as follows with a tolerance of plus or minus 15%:

Small	–	100cm x 100cm
Medium	–	150cm x 100cm
Large	–	200cm x 100cm
Extra Large	–	220cm x 140cm

All products supplied via the NHS Supply Chain online catalogue.

A full list of suppliers is available on the Contract Information Page which you will find under Frameworks on the Category Page.

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### **Lot 11: Bathing Equipment and Accessories**

This Lot has bathing equipment assistive devices that enable people to bathe more safely and easily, for the healthcare professional assisting as well as the person bathing.

Products include:

- Variable Height Baths
- Shower Changing Trolleys
- Bath Hoists.

A Product Matrix which provides detailed technical specifications for the bathing equipment will be available soon.

All products in this Lot are available to order via the NHS Supply Chain online catalogue.

A full list of suppliers is available 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 12: Rental and Decontamination

This Lot covers the rental and decontamination of all capital products in Lots 1 to 11.

The rental service is for the suppliers' own products and covers:

- Delivery/Collection
- Cleaning/Decontamination
- Electrical Safety Testing
- Repair/Maintenance
- Clinical/Technical Support
- Service Log.

This Lot also covers the decontamination of a trust's own products, such as mattresses.

These services are provided directly to trusts but you will need to be provided with a Unique Reference Number (URN) to be covered by the Framework Agreement. To obtain a URN you will need to discuss your requirements with the CTSP procurement team.



# Framework Call-off Process

## Lots 1 to 11

You can purchase off the shelf items directly from the NHS Supply Chain online catalogue without the need to complete 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 are looking to order a bespoke product in Lots 1-11 please contact the CTSP.

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

- Step 1: Contact your NHS Supply Chain 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.

## Lot 12: Rental and Decontamination

As this is generally a bespoke requirement lasting several years the process for accessing this Lot is via a Further Competition which provides all awarded suppliers the opportunity to submit a proposal.

Please note that trusts making an award under Lot 12 can set and agree individual Service Level Agreements with suppliers.

## Further Competitions

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.

Before any Further Competition is started please ensure the key information contained in Pressure Area Care Customer Requirements has been gathered as this reduces the queries during the tender process and contains all the information that suppliers need to provide your trust an accurate bid.

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 the trust, possibly via a conference call or email.
  - Once approved, the trust may then send final award/ rejection letters to suppliers who have participated.

### **Product Value Analysis Process**

NHS Supply Chain, through the tender process already has bulk and commitment pricing that is available to all trusts purchasing the stated quantities, however a trust may want to understand what products are available in the market. To do this NHS Supply Chain offer a Product Value Analysis Process which can be used for large or small bulk purchases of beds, mattresses or hoists.

Before any Product Value Analysis is started please ensure the key information contained in Pressure Area Care Customer Requirements has been gathered as this reduces the queries during the process and contains all the information that suppliers need to provide your trust an accurate bid.

## The Process

This will depend on the trust's requirements and may require an initial teleconference with the CTSP and Customer Relationship Manager to fully understand requirements and how they want to run the process. It will cover the following areas:

- A. Specification of products required
  - B. Timescales
  - C. Product evaluation process
  - D. Product trials or supplier days (if applicable)
  - E. Final decision.
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- Once all the details have been agreed, NHS Supply Chain will approach all awarded suppliers in the specific Lots to request they identify the products that meet the trust's requirements within a timescale agreed with the trust (usually two to three weeks for large projects, one to two weeks for small projects).
  - A deadline will be set for suppliers to ask questions if they require further clarification and it is important at this time that the trust responds promptly to ensure timelines do not get delayed.
  - Once all offers are received NHS Supply Chain will collate responses, summarise and send to the trust to move to the next step which maybe product evaluation or a final decision.
  - Once the final decision is made, the required product is purchased via the transacted supply route and ordered via NHS Supply Chain online catalogue.
  - Please note that some products have not been set up in the NHS Supply Chain online catalogue and may require set up, therefore it is important to ensure enough time is left at the end of the project to allow the CTSP to complete this process within the Service Level Agreement (SLA) that has been set. This can take up to three weeks, however we will endeavour to do this quicker if possible.
  - Please note that NHS Supply Chain cannot support vesting certificates in this agreement.

## Related Agreements

### Leasing

Where leasing is required the CTSP will work alongside NHS Supply Chain: Large Diagnostic Capital Equipment's Finance Solutions Framework Agreement to offer this service.

The Finance Solutions Framework Agreement Contract Information Page is available on the website: <https://www.supplychain.nhs.uk/product-information/contract-launch-brief/finance-solutions/>

### Servicing and Maintenance

Service and maintenance of these products is also via the Large Diagnostic Capital Equipment Maintenance, Repair and Calibration of Medical Equipment's Framework Agreement.

Maintenance, Repair and Calibration of Medical Equipment's Contract Information Page is available on the website: <https://www.supplychain.nhs.uk/product-information/contract-launch-brief/maintenance-repair-and-calibration-of-medical-equipment/>

# Framework and Standard NHS Terms and Conditions

The Framework Agreement was awarded based 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 UK Procurement legislation.
- The ability to run a Further Competition under a compliant framework.
- The ability to direct award to your chosen supplier.

### The Category Tower Service Provider Framework Team

The CTSP team includes clinical expertise, contracting and procurement support.

The team can help you:

- Identify your specific needs and liaise with key suppliers on the Framework Agreement.
- Navigate the product ranges and equivalency matrices to provide best value.
- Facilitate product evaluations.
- Identify and implement product switching opportunities.
- Develop and identify future requirements, working collaboratively with you.

## 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 Customer Relationship 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.	Your Customer Relationship Manager can provide access to these or available on the Contract Information Page on the website.
Framework Access Agreement	You will need to complete one of these and gain approval from the CTSP to allow you to award to a supplier under Lot 12.	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.	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.	Your Customer Relationship Manager can provide access to these.
Lot Product Specification	The product specifications that were used in the Framework Agreement tender.	Your Customer Relationship Manager can provide access to these.
Pressure Area Care Customer Requirements	This will need to be completed before Product Value Analysis can take place.	Your Customer Relationship Manager can provide access to these.
Further Competition Templates	We hold blank templates that you can use 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/>

## Frequently Asked Questions

**1. Why can't a trust use a Unique Reference Number (URN) to purchase products?**

The Pressure Area Care and Patient Handling framework is set up to be a transacted Framework Agreement for products. This means that all orders are placed on the NHS Supply Chain online catalogue.

**2. Will we lose the direct relationship to the supplier if we use NHS Supply Chain?**

No, you can continue to speak directly with your regular supplier contact if you chose to. However, the CTSP's Procurement team is available to support procurement exercises if required.

**3. What is NHS Supply Chain involvement in any replacement programme (rental or purchase)?**

NHS Supply Chain can support big and small procurement exercises. This will usually start with an initial call to discuss your requirements and options.

**4. Why aren't all the products and prices for all awarded products and suppliers available?**

The key products from all suppliers have been set up, however due to the vast range and configurations of many of the items it is not possible to add every item at the start of the Framework Agreement. However, if a product is required by a customer it can be added via the CTSP's Procurement team. Please ensure you discuss this with the team as soon as possible as this can take some time and therefore early engagement is recommended.

**5. What happens if the product I require isn't currently on the NHS Supply Chain online catalogue?**

If the item you want to purchase is not visible on the online catalogue, please contact the CTSP Procurement team to see if it can be set up. Please ensure early engagement with the team on this to avoid delays in the trust's procurement process.

**6. What if the main product is available but the accessories we require are not?**

Please contact the CTSP Procurement team to discuss your requirements.

**7. What if the product quantity price break I have been quoted isn't on the catalogue?**

Please contact the CTSP Procurement team who will work with the trust and supplier to get the price break uploading onto the NHS Supply Chain online catalogue where possible. Again, please do this as early as possible to avoid any delays to the trust's procurement exercises.

**8. I have a direct quote from a supplier what do I do?**

Please send the quote to the CTSP Procurement team who will provide the trust with a NHS Supply Chain NPC and ensure the correct pricing has been quoted. Once pricing has been confirmed, the trust will be able to order via the NHS Supply Chain online catalogue.

**9. Why can Tower 7 manage vesting certificates but they cannot be supported in Tower 5?**

The CTSP for NHS Supply Chain: Tower 7 operates in a different way to Tower 5 and the way their finances are controlled enables them to manage vesting certificates. Unfortunately, procurements from Tower 5 are unable to facilitate vesting certificates so please ensure you order in plenty of time.

**10. How is invoicing managed?**

To trigger an invoice, delivery of the product has to be confirmed by the supplier. This is especially important around year end spend when time is limited so it is important that orders for these products are raised as soon as they can to avoid issues with deliveries before year end.

**11. How can I manage this capital purchase separate to our other budgets?**

It is common for trusts to want to keep their capital spend separate from their consumable spend. To manage this the trust can set up a special requisition point that is used for capital purchases. To do this please speak to your Customer Relationship Manager (CRM) who will advise.

**12. What is the timescale for this project?**

This depends on the requirement. If it is for a small project of less than 10 special beds, for example, the process can take as little as two weeks to obtain all responses back from suppliers. However, if it is for a large bed or mattresses replacement, the process can take anywhere from six to nine months so it is vital that these projects are discussed as soon as possible with the CTSP Procurement team and your CRM to ensure trust expectations and timescales are met.

**13. How do I place an order if I don't use the NHS Supply Chain online catalogue?**

Please speak to your CRM who will advise on the best action.

**14. I'm not sure whether we want rental, purchase or lease - can you help?**

If the trust is not sure how they wish to procure the items at the initial stage, NHS Supply Chain will arrange an initial call to discuss options with the CTSP Procurement team, trust and CRM.

**15. My trust has a large bed replacement can the CTSP Procurement team support?**

This is common in this area as these projects will only come up from time to time within a trust. It is advisable to arrange an initial call with the CTSP Procurement team through your CRM to discuss your requirements, options and time frames.

**16. Does this agreement cover rental for Bariatric products?**

Yes, there are various options for rental or purchase of Bariatric products and in a wide range of product categories.



**17. Why is rental managed by a Unique Reference Number (URN) but products are ordered via the NHS Supply Chain online catalogue?**

Due to each trust having different rental requirements it is not possible to transact this service. Therefore, it is managed by issuing a URN as well as an Access Agreement which is signed by both the supplier and the trust. The URN ensures all orders are compliant with Public Procurement Law.

**18. Why doesn't this framework cover my whole requirement for Bariatric products?**

Unfortunately, we are unable to offer products that do not fall into the scope of the CTSP. For rental on other products please discuss your needs with your CRM, who will be happy to arrange this for you.

**19. How do I order products that needs to go to different wards?**

If a trust needs to order products to be delivered to multiple wards, then please discuss with the CTSP Procurement Team as if you split the order you may not qualify for the price band for the whole quantity. We may need to set up a special National Product Code (NPC) to ensure you obtain the correct price.

**20. Why is Managed Services not included in this Framework Agreement?**

The CTSP cannot manage trust owned property in the managed service so we are unable to offer this service.