

# Buying Guide

Technology Enabled Care,  
Electronic Assistive Technology and  
Lone Worker Devices

FTS reference number:  
2021/S 000-031857

NHS Supply Chain: Rehabilitation and Community

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## Framework Information

### Introduction

The Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices Framework is primarily designed to offer products which improve independence by meeting the needs of people with complex disabilities, assisting with day to day living within their own homes, with products such as Environmental Controls (EC) and providing forms of Augmentative and Alternative Communication Devices (AAC) for those who may otherwise find traditional communication challenging.

Additionally, the Framework also provides Lone worker devices primarily for, but not limited to, healthcare professionals who work in the community. These products provide an added layer of safety precaution allowing communication or situational information to be provided to employers or emergency services should a serious situation arise.

<b>Framework Name</b>	Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices.
<b>FTS reference number</b>	2021/S 000-031857.
<b>Period of Framework Agreement</b>	Two Years Fixed Term with a two-year extension period.
<b>Start Date</b>	1 September 2022.
<b>End Date</b>	31 August 2026.
<b>Framework Type</b>	<p>The Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices Framework is a "Direct" framework.</p> <p>A Direct Framework does not have a catalogue of products listed on the NHS Supply Chain website; this means that a call off contract award must be conducted directly between the Authority and the awarded supplier(s).</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>• Further competition as the standard route to market.</li> <li>OR</li> <li>• Direct Award in specific circumstances (Lot 6 and 7 only).</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 awarding Call off contracts under an NHS Supply Chain framework.

These include:

- It is faster and less onerous than running a full tender process.
- NHS Supply Chain 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 that you are adhering to UK Procurement legislation.
- The ability to run a Further Competition under a compliant framework.
- In exceptional circumstances, the ability to direct award (Lot 6 and 7 only) to your chosen supplier.

## Framework Suppliers, Lots, Products and Services

You can see the suppliers awarded to this framework, along with details of the nine lots and which suppliers have been awarded against each one, in the Framework Matrices document in the downloads section of the [Contract Information Page](#).

The matrix also details the product ranges that the approved suppliers are awarded to on this Framework and has their contact details.

## Which products are included in the Framework?

A supplier being awarded to the framework doesn't automatically mean that the supplier's full product range is available through the framework.

Suppliers choose which products they offer through our framework at the point of tender. Please check the Framework Matrices to identify which lots the suppliers are awarded to.

## Framework Pricing

### Price Increases

This is a direct framework. The authority should engage suppliers awarded onto the applicable lots and conduct pricing analysis as part of the further competition exercise.

## 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 (eg high volume, special circumstances, etc) then the customer can negotiate with the supplier to attain a discount.

## How to buy through the Framework

Where there are multiple suppliers awarded to the Lot, a further competition needs to be run by the authority. Where there is a sole supplier awarded to the Lot (Lot 6 and 7 only) a direct award can be made.

Stage	Instruction
1	<p><b>Identification of need</b></p> <p>Complete the Framework Access Agreement and email to:  <a href="mailto:rehabilitationcat@supplychain.nhs.uk">rehabilitationcat@supplychain.nhs.uk</a></p> <p>Identify your Quality/Cost/Time needs for your goods or service, determining which are essential and which are desirable criteria.</p> <p>Build a specification with your key stakeholders.</p>
2	<p><b>Checking the Framework</b></p> <p>Once you have an authorised signed Framework Access Agreement</p> <p>Open the NHS Supply Chain Framework Matrix</p> <p>Use the “Product Categories” to identify if your goods/service is available to purchase via this route to market.</p> <p>Using the “Product Matrix” identify all suppliers that are awarded to the applicable Lot.</p> <p>Where only one supplier is available – Direct Award is possible, e.g. Lot 6 items (move to step 6)</p> <p>Where multiple suppliers are available – Further competition (FC) is required to ensure a fair and compliant purchase is followed.</p>
3	<p><b>Build FC Documentation and assessment criteria</b></p> <p>Use your Specifications Essential and Desirable Criteria to build a weighted evaluation criteria to support a FC exercise.</p>
4	<p><b>Run the Further Competition exercise</b></p> <p>All suppliers of the Lot must be provided with the opportunity to submit a proposal.</p> <p>Review bid proposals and evaluate suppliers based on your weighted criteria.</p> <p>Request evidence from suppliers (where necessary).</p> <p>Award must be given to the supplier meeting the criteria and which offers the most economically advantageous tender (MEAT) in alignment with the PCR 2015 regulations.</p>
5	<p><b>Provide Feedback</b></p> <p>Notify your successful bidder and provide feedback.</p> <p>Notify and provide feedback to your unsuccessful bidders.</p>
6	<p><b>Complete your call off contract</b></p> <p>Raise your purchase order:</p> <ul style="list-style-type: none"> <li>• All purchase orders must quote the FTS Framework reference: 2021/S 000-031857 to ensure compliance.</li> <li>• Framework suppliers are signed up to the NHS Supply Chain Call off Contractual Terms and Conditions so your purchase will be supported by the Framework Call off Contractual Terms and Conditions.</li> <li>• When awarding a public contract over £30,000 including Value Added Tax (VAT), in alignment with <a href="#">PPN 01/23</a> an award notice should be published on Contracts Finder</li> </ul>

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	<ul style="list-style-type: none"><li>• A copy of your purchase order OR Call off contract award document must be sent to both the supplier and the NHS Supply Chain Category Team <a href="mailto:rehabilitationcat@supplychain.nhs.uk">rehabilitationcat@supplychain.nhs.uk</a></li></ul>
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## Questions asked at Framework Tender

To support you to conduct Further competition activity, you don't need to ask the following questions as they formed part of the technical evaluation element on the tender process to award suppliers onto our framework:

### **Lots 1 to 9 – Technical Response Questions**

1. Framework Mobilisation:  
N/A to Further competition activities.
2. Business Resilience and Performance:  
Please detail how you will maintain business resilience throughout the term of the framework.
3. Contract Management:  
Please detail your proposed approach to contract, account management and customer support including after sales support throughout the term of the framework with both the Authority and Participating Authority.
4. Resources, Subcontracting and Supply Chains:  
Please detail the key personnel and resources you will use to deliver the requirements of the framework and the specific Lot(s).
5. Social Value - Effective Stewardship of the Environment:  
Please detail your proposed approach to sustainability and environmental management in delivering the requirements of the framework and, particularly, your approach to working towards net zero greenhouse emissions.
6. Social Value - Increase Supply Chain Resilience and Capacity:  
Please detail how you will encourage the creation of a diverse supply chain in the framework Lots you are bidding for and, particularly, how you will support and encourage innovation through, for example, working with new start-ups, SMEs and the voluntary and community sector.

## 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 in regard to the awarded suppliers.

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 the NHS Supply Chain website.

## Returns and Complaints

If you have a problem with a product or service 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 contact the Category Team stating details of the supplier, Purchase Order details, the issue with the product/service and any details regarding contact with the supplier. The Category Team will do what they can to support you and contact the suppliers directly where relevant. The Category Team also log these complaints against the suppliers and they for part of the supplier Key Performance Indicators (KPIs).

## Useful Documents and Resources

Documentation	Use	Where to find
Scoping document for purchase or rental of products	Suppliers require this information 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 the NHS Supply Chain 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 aren't mandatory, and you are welcome to use your own.	Your ICS Manager can provide access to these.

Find your ICS Managers and Acute Team details here:  
<https://www.supplychain.nhs.uk/teams/acute-team/>