

Buying Guide

Textiles and Associated Products 2026

FTS reference number: 2026/S 000-016598

NHS Supply Chain: Facilities and Office Solutions

Contents

| | |
|--|---|
| -Contents | 2 |
| Framework Information..... | 3 |
| Introduction | 3 |
| Framework Benefits..... | 4 |
| Framework Suppliers, Lots, Products and Suppliers | 4 |
| Which products are included in the Framework? | 4 |
| Products not listed or delisted from the Framework | 4 |
| Framework Pricing..... | 5 |
| Pricing mechanisms..... | 5 |
| Price increases | 5 |
| Price Discounts..... | 5 |
| How to procure through the Framework | 5 |
| Responsibility and Compliance..... | 6 |
| Due Diligence | 6 |
| Framework and Standard NHS Terms and Conditions..... | 7 |
| Returns and Complaints | 7 |

Framework Information

Introduction

The purpose of this document is to provide guidance on procuring goods and services in scope of the Textiles and Associated Products 2026 framework.

| | |
|--------------------------------------|--|
| Framework Name | Textiles and Associated Products 2026 |
| FTS reference number | 2026/S 000-016598 |
| Period of Framework Agreement | Four years fixed term period. |
| Start Date | 20 April 2026 |
| End Date | 19 April 2030 |
| Framework Type | <ul style="list-style-type: none"> • Transacted – eDirect and Stocked • Direct |
| Call off Contract options | <p>Transacted products have a National Product Code (NPC) visible to you on the national catalogue.</p> <p>Products and services that can be procured directly with suppliers are done through a purchase order quoting the framework reference.</p> |
| Call off Contract | <p>The Framework is designed for you to work with the approved Framework Suppliers via:</p> <ul style="list-style-type: none"> • Transacted route products: Ordering products through the catalogue • Direct route products: Direct award if internal Standard Financial Instructions (SFIs) are followed or requesting a pricing exercise to be undertaken, which can be managed by our category team, for products which are then ordered directly with the supplier through a purchase order. |
| NHS Supply Chain Category | Textiles and Associated Products |
| Category Management Team | Facilities and Office Solutions |
| For further guidance | Contact your NHS Supply Chain ICS Manager |

Framework Benefits

There are several benefits of procuring products and services under our framework:

- Option to procure under a UK public procurement regulation compliant framework without having to run a full, local tender process.
- The use of a framework specification that can be tailored to local requirements before release to awarded framework suppliers for pricing, product and service proposals.
- The assurance of knowing due diligence checks are carried out on all awarded framework suppliers, including adherence to public sector procurement sustainability requirements, review of ISO certification at product level and Economic and Financial Standing Assessments.
- The ability to run a Further Competition under the framework.

Framework Suppliers, Lots, Products and Services

For further information about this framework, including a list of all awarded suppliers, please visit the [Contract Information Page](#).

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 or by extending their range offerings throughout the term of the framework.

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, unavailable or superseded by a new product offering.

If a supplier delists a product from the framework but still offers it 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 awarded and the transacted products offered via the framework.

If a product is not included in the document 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).

Framework Pricing

Pricing Mechanisms

- Pricing exercises – We approach awarded suppliers with your specification to gain options from the market.
- Banded pricing.

Price Increases

As part of the framework terms and conditions, suppliers are not 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 for our customers but sometimes it is 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) on our website or, where possible, through direct contact.

The framework only supports products in the pricing matrix. Any products not included in the matrix aren't covered by the framework and will require you to run your own tender exercise.

Price Discounts

Discounts on this framework are available at the supplier's discretion. If you are placing an order that might traditionally attract a discount (e.g. high volume, special circumstances) 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 Procure Through the Framework

| Route | Direct | Direct | Direct | Direct |
|------------|--|-------------------------------------|-------------------------|---|
| Lot Number | 1 | 2 | 3 | 4 |
| Lot Name | Non-Clinical Uniform and Workwear | Footwear (including Theatre) | Non-Clinical PPE | Linen, Towels and Launderable Products |

Lots 1 to 4 are on a direct route award, products will be listed within the supply chain catalogue for visibility, but you cannot order them through the website. Some

suppliers may show pricing of products, some may ask for you to contact sarah.kelsall@supplychain.nhs.uk.

We will then forward your query onto the relevant supplier who will come back to you with details. You can then purchase directly from the supplier via purchase order, quoting the framework reference. The supplier will then send you the products ordered directly to yourselves.

| Route | Transacted | Transacted | Transacted | Transacted |
|------------|----------------------------------|--------------|------------|------------------------|
| Lot Number | 5 | 6 | 7 | 8 |
| Lot Name | Filled and Flat Bedding Products | Patient Wear | Shrouds | Miscellaneous Textiles |

Lots 5 to 8 are on a transacted award, some products may be on a stocked route, some may be on an eDirect route. All products will be listed on the supply chain catalogue and will show pricing. You can then purchase through the website and products will be delivered directly to you from the supplier for eDirect products or via supply chain if products are on a stocked route.

For large quantities of products please contact facilitiesandofficesolutionsupport@supplychain.nhs.uk who will pass on all details and the team can make contact with you.

Responsibility and Compliance

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
- Sustainability
- Modern Slavery
- ISO 9001 or ISO 13485
- Carbon Reduction Plan
- Evergreen.

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).

Returns and Complaints

If you face an issue with a product or service purchased via the framework this should initially be taken up with the supplier. Suppliers should be able to resolve any issues in line with the Framework Terms and Conditions in a timely way.

If you are unable to get a satisfactory response or resolution from the supplier then you should contact the Category Management Team stating details of the supplier, PO details, the issue with the product, images if possible and details of any contact with the supplier.

The Category Team will do what they can to support you and contact the suppliers directly, where relevant. They will also liaise with your [ICS Manager](#) to help you get a resolution to the issue.

The Category Team also log these complaints against suppliers, and they form part of the supplier Key Performance Indicators (KPIs).