NHS Supply Chain

# Buying Guide

## Urology and Bowel Management

FTS reference number:
2023/S 000-011173

NHS Supply Chain: Rehabilitation and Community

NHS Supply Chain

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# Framework Information

## Introduction

The purpose of this document is to provide guidance on procuring goods and services in scope of the Urology and Bowel Management framework.

| | |
|---|---|
| **Framework Name** | Urology and Bowel Management |
| **FTS reference number** | 2023/S 000-011173 |
| **Period of Framework Agreement** | This framework starts on 21 February 2024, runs for 48 months and ends on 20 February 2028. This includes a 24 month extension. |
| **Start Date** | 21 February 2024 |
| **End Date** | 20 February 2028 |
| **Framework Type** | Transacted – products supplied via our stocked and eDirect channels |
| **Call off Contract options** | Transacted products have a National Product Code (NPC) visible to you on the national catalogue.<br><br>Products and services that can be procured directly with suppliers are done through the Unique Reference Number (URN) process detailed below. |
| **Call off Contract** | Direct award is via the NHS Supply Chain catalogue or direct with suppliers via the Unique Reference Number (URN) |
| **NHS Supply Chain Category** | Rehabilitation and Community |
| **Category Management Team** | Urology Category Management Team |
| **For further guidance** | ICS Managers and Acute Team - https://www.supplychain.nhs.uk/teams/acute-team/ |

## Framework benefits

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

- Faster and less onerous than running a full tender process.
- Due diligence checks on framework awarded suppliers.
- The terms and conditions of the framework agreement and call-off contracts have been agreed with all framework suppliers therefore no further legal dialogue is required.
- Ensure that you are adhering to UK procurement legislation.

## Framework suppliers, lots, products and services

Please visit the Downloads section on the Contract Information Page:

- For further information about this framework including a list of all awarded suppliers and product lots.
- To access the full product listing and details of any delisted lines and alternative products in the framework matrices www.supplychain.nhs.uk/urology-and-bowel-management.

## 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 or is otherwise unavailable. If a supplier delists a product from the framework but still offers this 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.

If there is a demand for certain products then these can be added to the framework via a range extension. The customer should contact the supplier who can then request that products be added by contacting the relevant Category Management Team.

Going through this process is often useful to customers and suppliers as adding products with reasonable demand to the framework can save time and money for all parties.

- View the Contract Information Page www.supplychain.nhs.uk/urology-and-bowel-management to download a full product listing and delisted products.

## Framework 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 NHS Supply Chain and a minimum of a three-month notice period.

NHS Supply Chain does everything it 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 NHS Supply Chain then customers will be notified by either an Important Customer Notice (ICN) being posted on the NHS Supply Chain website or, where possible, direct contact.

## Price discounts

NPMs allow customers to benefit from a discounted pricing structure from a supplier in return for either a value or volume commitment, for an agreed time period.

Discounts on this framework are available at the supplier's discretion. Several of our suppliers have NPMs https://www.supplychain.nhs.uk/savings/npms/.

## How to buy through the framework

The framework provides access to a range of approved suppliers. Customers may purchase directly from suppliers awarded to the relevant Lot and are not required to undertake a further competition. Urodynamics products and accessories may also be purchased directly from the supplier using a URN.

| Stage | Instruction |
|---|---|
| 1 | Purchase compliantly via the NHS Supply Chain online catalogue. |
| 2 | Purchase urodynamic products and accessories directly using a URN<br>Urodynamic products and accessories (Lot 15) can be procured using a URN.<br><br>Please contact the Category Management Team to request a quote/pricing exercise. If you already have a quote, please provide this to us to be validated. If the quote is accepted, then a URN will be issued. An order can then be placed directly with the supplier quoting the URN. |

## Responsibility and compliance

We provide framework agreements for our customers to use to ensure compliance with government regulations. Framework users (e.g. the customer) are responsible for making sure that they are using the frameworks correctly.

## Due diligence

We have carried out all the due diligence required as regards the awarded suppliers and their products.

This includes:

- Financial checks
- Sustainability and social value
- Modern slavery
- Information governance and cyber security
- Product compliance
- Quality Management Systems (e.g. ISO 13485 where applicable)
- Regulatory compliance
- These checks and documents are updated frequently and kept on file at NHS Supply Chain 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

Any problems with a product or service purchased via the framework this should initially addressed with the Customer Service Team https://www.supplychain.nhs.uk/customer-service/ or your regional ICS Manager https://www.supplychain.nhs.uk/teams/acute-team/.

NHS Supply Chain should be able to provide a resolution in good time to any issues in line with the framework terms and conditions.

When engaging with the Customer Service Team, please state details of the supplier, PO details, issue with the product/service and any details available regarding contact with the supplier.

## Useful documents and resources

| Documentation | Use | Where to find |
|---|---|---|
| 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. |
| Suppliers 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. |

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