

Buying Guide

How we can help you

Powered and Non-Powered Wheelchairs, Specialist Seating and Associated Repairs and Managed Services

FTS reference number: 2021/S 000-006030

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:

Powered and Non-Powered Wheelchairs, Specialist Seating and Associated Repairs and Managed Services

FTS reference number: 2021/S 000-006030

Period of Framework Agreement: 10 January 2022 to 9 January 2024 with the option to extend for further periods up to 24 months (9 September 2026).

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 27 Lots:

- Lot 1: Powered Wheelchairs Adult Standard
- Lot 2: Powered Wheelchairs Adult Configurable/Tilt in Space
- Lot 3: Powered Wheelchairs Adult Heavy Duty
- Lot 4: Powered Wheelchairs Adult Bariatric 160kg+
- Lot 5: Powered Wheelchairs Paediatric Standard
- Lot 6: Powered Wheelchairs Paediatric Tilt in Space/Postural
- Lot 7: Non-Powered Wheelchairs Adult Standard Lightweight
- Lot 8: Non-Powered Wheelchairs Adult Standard
- Lot 9: Non-Powered Wheelchairs Adult Configurable/Tilt in Space
- Lot 10: Non-Powered Wheelchairs Adult Heavy Duty
- Lot 11: Non-Powered Wheelchairs Adult Bariatric 160kg+
- Lot 12: Non-Powered Wheelchairs Adult Active
- Lot 13: Non-Powered Wheelchairs Paediatric Standard
- Lot 14: Non-Powered Wheelchairs Paediatric Tilt in Space/Postural
- Lot 15: Non-Powered Wheelchairs Paediatric Active
- Lot 16: Non-Powered Wheelchairs Paediatric/Tilt in Space/Postural Buggies
- Lot 17: Non-Powered Wheelchairs Paediatric Buggies – Intermediate
- Lot 18: Specialist Seating - Wheel Base Adult
- Lot 19: Specialist Seating - Wheel Base Paediatric
- Lot 20: Specialist Seating - Adaptive Seating Systems (maximum weight 125kg)
- Lot 21: Specialist Seating - Adaptive Seating Systems (minimum weight 125kg)
- Lot 22: Specialist Seating - Static Seating Systems (maximum weight 125kg)
- Lot 23: Specialist Seating - Static Seating Systems (50kg to 125kg)
- Lot 24: Specialist Seating - Static Seating Systems (minimum weight 125kg)
- Lot 25: Specialist Seating - Adaptive Back Supports
- Lot 26: Repairs and Maintenance Services
- Lot 27: Managed Service.

Lots 1 to 25: Powered Wheelchairs, Manual Wheelchairs and Specialist Seating

These Lots include, but are not limited to, the products and spares included in Lots 1-25 that are available for the awarded items used in acute hospitals, mental health and community settings.

A full list of awarded 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/>

All products in these Lots are supplied direct from the supplier.



Lot 26: Repairs and Maintenance Services

This Lot includes services to be used for the repair and maintenance of products purchased from Lots 1-25 and can be utilised in acute hospitals, mental health and community settings.

A full list of awarded 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/>

All services in this Lot are provided directly by the suppliers.

Lot 27: Managed Service

This Lot includes suppliers able to provide a wholly managed wheelchair service and can be utilised in acute hospitals, mental health and community settings.

A full list of awarded 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/>

All services in this Lot are provided directly by the suppliers.

Framework Pricing

Lots 1 to 27

These Lots are all provided directly by the suppliers awarded to the framework. Base prices were evaluated as part of their original Invitation To Tender (ITT) submissions but due to the configurable/bespoke nature of the products and services, quotations are to be obtained from the suppliers.

Framework Call-off Process

Lots 1 to 27

To purchase any of the products or services we first require the completion of the Framework Access Agreement, this is sent via Docusign to the nominated signatories of both the trust and supplier chosen.

Once completed, all that is required for compliance is to quote the chosen suppliers National Framework (NF) reference number when ordering directly from them. These are included on the Framework Access Agreement but can also be obtained from the Category Tower Service Provider (CTSP).

Please note that trusts making awards under Lots 26 and 27 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 suppliers, or where any special terms are needed, you are able to 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 (CRM) 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.



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 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.
- Facilitate product evaluations.
- Develop and identify future requirements, working collaboratively with you.



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.	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.	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.
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?

Powered and Non-Powered Wheelchairs, Specialist Seating and Associated Repairs and Managed Services is set up as a direct Framework Agreement for products and services. Instead of a URN, the Framework utilises supplier NF references that function like a URN.

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

The Framework is wholly direct and works on a price on application basis due to the configurable and customisable nature of the products and services. Quotations can be obtained directly from awarded suppliers and the Framework offers compliance and that the pricing is fixed for the term of the Framework.

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

Please contact the CTSP Procurement team to discuss your requirements.

5. 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 the Access Agreement and NF reference number required on purchase orders.