

Buying Guide

Wheelchairs, Specialist Seating and Related Services

FTS reference number:
2024/S 000-039981

NHS Supply Chain: Rehabilitation and Community.

Contents

Contents	2
Framework Information.....	3
Introduction	3
Framework Benefits.....	4
Framework Suppliers, Lots and Products	4
Which products are included in the Framework?	4
Products not listed or delisted from the Framework	4
Framework Pricing.....	5
Price increases	5
Price Discounts.....	5
How to Buy Through the Framework	6
Responsibility and Compliance.....	7
Due Diligence	7
Framework and Standard NHS Terms and Conditions.....	7
Returns and Complaints	8
Useful Documents and Resources	8

Framework Information

Introduction

The Wheelchairs, Specialist Seating and Related Services Framework is a direct framework offering two Lots.

Lot 1 includes, but is not limited to, the products and spares included in Lot 1 that are available for the awarded items used in acute hospitals, mental health and community settings.

Lot 2 includes services to be used for the repair and maintenance of products, Managed Services and Wheelchair Loan services and can be utilised in acute hospitals, mental health and community settings.

Framework Name	Wheelchairs, Specialist Seating and Related Services
FTS reference number	2024/S 000-039981
Period of framework Agreement	Two years fixed term with a two-year extension period.
Start date	9 June 2025
End date	8 June 2027
Framework type	<p>The Wheelchairs, Specialist Seating and Related Services 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 transaction must be conducted between you and the supplier(s) directly. The Category Manager can supply a list of awarded products on request.</p>
Call off Contract options	Call off contracts can be placed until the final date of the framework agreement period
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"> • Further Competition as the standard route to market. OR • Direct Award in specific circumstances.
NHS Supply Chain category	Rehabilitation and Community
Category Management team	Rehabilitation Team Category Managers
For further guidance	Contact your NHS Supply Chain ICS Manager

For further information about this framework, including a list of all awarded suppliers, please visit the [Contract Information Page](#) which you will find under the Rehabilitation and Community section of the Categories 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 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.

Framework Suppliers, Lots and Products

You can see the suppliers awarded to this framework, along with details of the two lots and which suppliers have been awarded against each one in the downloads section of 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 or 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.

See the downloads section of the [Contract Information Page](#) to identify each supplier and the products they are offering via the framework.

If a product isn't 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).

If there is a demand for certain products then these can be added to the framework via a Range Extension. You or the buyer can contact the supplier asking them to make a request to add products by contacting the applicable Category Management team.

Going through this process means products with reasonable demand can be added to the framework, which can save time and money for all parties.

Framework Pricing

Lot 1

This Lot is 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 suppliers.

Lot 2

This Lot covers services which will be bespoke to the trust, you will need to approach suppliers for pricing based on your requirements.

Price increases

As part of the Framework Terms and Conditions, suppliers aren't 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 but sometimes it's 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) being posted on our website or, where possible, direct contact.

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 (e.g. high volume, special circumstance, etc.) then the customer 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 buy through the framework

You are free to direct award to any of the suppliers on the framework in Lot 1, for Lot 2, you will need to run further competition, this will be trust led.

Stage	Instruction
1	<p>Identification of need</p> <p>To purchase any of the products we first require the completion of the Framework Access Agreement, this is sent to the nominated signatories of both the trust and supplier chosen by the NHS Category Manager. If you are looking to explore services, this needs to be done via Further Competition so refer to step 3.</p>
2	<p>Using the framework</p> <p>Once you have an authorised signed Framework Access Agreement, you will be provided with a URN number which you will need to provide on the purchase orders to the suppliers; these orders are placed directly with the supplier.</p>
3	<p>Run the Further Competition exercise</p> <p>Where you cannot determine which supplier represents best value for money from the detail provided by our Category team 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.</p> <p>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.</p> <p>Steps in the Further Competition process:</p> <ul style="list-style-type: none"> • We will require a trust to sign a Commitment to NHS Supply Chain Letter. <p>Once the competition is closed and evaluation completed, the trust must send a summary of the proposed award and any savings identified.</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.
5	Provide feedback Notify your successful bidder and provide feedback. Notify and provide feedback to your unsuccessful bidders.
6	Complete your call off contract Raise your purchase order: <ul style="list-style-type: none"> • All purchase orders must quote the FTS Framework reference: 2024/S 000-039981 and URN number to ensure compliance. • 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. • When awarding a public contract over £30,000 including Value Added Tax (VAT), in alignment with PPN 01/23 an award notice should be published on Contracts Finder. • A copy of your purchase order must be sent to both the supplier and the NHS Supply Chain Category Manager val.robson@supplychain.nhs.uk

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 as regards the awarded suppliers and their products.

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 are available from the Category Manager.

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, PO details, issue with the product/service and any details available 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
NHS Supply Chain contract launch documents	Provides details of the suppliers awarded and which products they provide.	These are available on our 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.
Framework Access Agreement	You will need to complete one of these and gain approval from our Category team to allow you to award to a supplier.	Your ICS 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 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 Hospital Care Team details here:
<https://www.supplychain.nhs.uk/contact/hospital-care-team/>