

Buying Guide

Supply, Repair and Maintenance of Wigs and Accessories

FTS reference number:
2023/S 000-000474

NHS Supply Chain: Rehabilitation and Community

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Framework Information

Introduction

The Wigs and Accessories Framework aims to offer products to fulfil requirements pertaining to hair and attachments by meeting the needs of people with bespoke and off the peg wigs. We strive to make wigs available from local hairdressers and shops in addition to national wholesalers.

Furthermore, most suppliers offer wigs on a supply only basis or supply and fit with an option of hospital and domestic visit. These options provide added convenience where applicable.

Framework Name	Wigs and Accessories.
FTS reference number	2023/S 000-000474
Period of Framework Agreement	Two years fixed term with an extension period.
Start Date	1 February 2023
End Date	31 January 2027
Framework Type	<p>The Supply, Repair and Maintenance of Wigs and Accessories 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>
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 compliant route to market.
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 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.

Framework Suppliers, Lots, Products and Services

You can access full details of the suppliers, lots, products and services on the [Contract Information Page](#). The Framework Matrices document, which can be accessed in the downloads section of the page, includes details of which suppliers are awarded to each lot and their product ranges.

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 the NHS Supply Chain framework at the point of tender or by extending their range offerings throughout the term of the NHS Supply Chain 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 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.

View the [Framework Matrices](#) to identify each supplier and the products they offer 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

This is a direct framework. You 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 get a discount.

How to Procure Through the Framework

Where there are multiple suppliers awarded to the Lot a further competition needs to be run. If there is a sole supplier awarded to the Lot a direct award can be made.

Stage	Instruction
1	<p>Identification of need</p> <p>Complete the Framework Access Agreement and email to: rehabilitationcat@supplychain.nhs.uk</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>Checking the Framework</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 are 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>
3	<p>Build FC Documentation and assessment criteria</p> <p>Use your Specifications Essential and Desirable Criteria to build a weighted evaluation criteria to support a FC exercise.</p> <p>Run a further competition (FC) to ensure a fair and compliant purchase is followed.</p> <p>Bye, if cost is your only weighted criteria, then use the Pricing Matrix to direct award to the Most Economically Advantageous (MEAT) supplier</p>
4	<p>Run the Further Competition exercise</p> <p>All suppliers on the Lot must be given 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 which meets the criteria and offers the most economically advantageous tender (MEAT) in alignment with the PCR2015 regulations.</p>
5	<p>Provide Feedback</p> <p>Notify your successful bidder and provide feedback.</p> <p>Notify and provide feedback to your unsuccessful bidders.</p>
6	<p>Complete your call off contract</p> <p>Raise your purchase order:</p> <ul style="list-style-type: none"> All purchase orders must quote the FTS Framework reference: 2022/S 000-014714 to ensure compliance.

	<ul style="list-style-type: none"> • 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 or Call off contract award document must be sent to both the supplier and our Category Team rehabilitationcat@supplychain.nhs.uk • Please note you may use the above email address to provide feedback regarding supplier(s), product(s) or the framework.
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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, 2, 3 and 4 – Goods Technical Questions

- During the period of the Framework, are you able to provide free advice and guidance for Participating Authorities?
- Do you have the facility to offer clinical/technical support to end-users?
- Please confirm the number of weeks of stock holding in the UK.
- What is your standard lead time for products supplied under this contract from receipt of order to delivery to NHS customers supplied via NHS Supply Chain's direct route?
- We would like to know if you can accept and process orders throughout the calendar year, except for bank holidays in the UK?
- Do you have a complaints and escalation procedure?

Lots 5, 6 and 7 – Service Technical Questions

- During the period of the Framework, are you able to provide free advice and guidance for Participating Authorities?
- Do you have the facility to offer clinical/technical support to end users?
- Do your premises have suitable rooms offering patients privacy during appointments?
- We would like to know if you can accept and process orders throughout the calendar year, except for bank holidays in the UK?
- Does your range of services include repair and/or fitting of wigs suitable for black and ethnic minority groups (List of ethnic groups - GOV.UK (ethnicity-facts-figures.service.gov.uk) and children?
- Do you have a complaints and escalation procedure?
- Do you provide all patients with an aftercare and maintenance information sheet or booklet which explains how patients should correctly care for their wig?

Social Value

- What training opportunities do you offer?
- Are you committed to employ new apprentices as an organisation as a result of this contract?

- Will you pay the National Living Wage as a minimum to everyone working on the contract?

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](#) can be found on the NHS Supply Chain website.

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 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, please get in touch with our Category Team or your ICS Manager stating details of the supplier, Purchase Order number, 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. They will work with the ICS Manager to find a resolution for you. The Category Team also log these complaints against the suppliers and they form part of the supplier Key Performance Indicators (KPIs).

Find your [ICS Manager](#).

Useful Documents and Resources

Documentation	Use	Where to find
Scoping document for purchase or rental of products	This information is required by suppliers 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 hold blank templates that 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.