

Buying Guide

Prosthetic Components and Associated Products

FTS reference number:
2025/S 000-005015

NHS Supply Chain: Rehabilitation and
Community

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Framework Information

Introduction

NHS England has mandated the NHS Supply Chain Prosthetic Components and Associated Products Framework, ensuring this is the only national framework to purchase prosthetics components and consumables. This ensures each trust can take advantage of economies of scale and provides pricing transparency.

This framework enables trusts to access more than 95,000 products, available to purchase on the NHS Supply Chain Prosthetics catalogue from 12 suppliers who have been awarded onto the Framework.

This Framework covers the purchase of components and products only and does not cover prosthetic services. We, and the suppliers of this framework, ask that you only order products from this framework if they are to meet patient prosthetic needs.

Framework Name	Prosthetic Components and Associated Products
FTS reference number	2025/S 000-005015
Period of Framework Agreement	Two years fixed term with a two-year extension period.
Start Date	24 November 2025
End Date	23 November 2029
Framework Type	The Prosthetic Components and Associated Products Framework is an eDirect framework. The eDirect Framework features a catalogue of products available for purchase. All due diligence on these products is conducted exclusively by NHS Supply Chain. We only include products from suppliers who have been formally awarded a place on the framework. Additionally, only products that have successfully undergone ISO certification checks are offered through the catalogue.
Call off Contract options	Call off contracts can be placed until the final date of the framework agreement period.
Call off Contract	The framework is designed for the customer to work with the approved Framework Suppliers via: • Direct Award
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, please visit the [Contract Information Page](#) on our website.

Framework Benefits

There are several benefits of direct awarding call off contracts under our Prosthetic Components and Associated Products framework.

These include:

- It is faster and less onerous than running a full tender process.
- We 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 you are adhering to UK procurement legislation.

Framework Suppliers and Products

You can access full details of the framework's suppliers and products on the [Contract Information Page](#).

This includes contact details of the approved suppliers, which can be found in Supplier Matrix in the downloads section of the page.

Which products are included in the Framework?

An approved supplier awarded to the framework shall endeavour to list their full product range through the NHS Supply Chain Prosthetics catalogue, which can be found in the downloads section of the [Contract Information Page](#).

Suppliers may extend or de-list their range offerings throughout the term of the framework. The Prosthetics catalogue will be updated to reflect each approved supplier's current catalogue offering.

Products delisted or not listed

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. Delisted products can be identified on the Prosthetics catalogue, which can be found in the downloads section of the [Contract Information Page](#).

Where an approved supplier does not have a product listed on the Prosthetics catalogue, ask the supplier to contact their NHS Supply Chain Category contact so the product can be reviewed for addition onto the Prosthetics catalogue.

Framework Pricing

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 (eg high volume, special circumstances etc) then the customer can negotiate with the supplier to attain a discount. Any discounts achieved should be referenced on the Exceptions Log.

How to Buy Through This Framework

This framework, which is mandated by NHS England, is the **only compliant route** for procuring prosthetic products.

To support compliant direct award activity, please refer in the first instance to the **Prosthetics Catalogue**, which lists over 95,000 approved products available from the 12 awarded suppliers under this framework.

The catalogue identifies how to order each product, via the following two routes:

1. **eCatalogue** - Place your order online via the [Prosthetics NHS Supply Chain online Catalogue](#). This will automatically capture your spend activity.
2. **Exceptions log** - You should directly engage with the supplier(s) to discuss requirements, then place an order directly with the awarded supplier, quoting framework reference 2025/S 000-005015. The spend activity must then be recorded in the Exceptions Log, which can be found in the downloads section of the [Contract Information Page](#)

Exceptions Log

Due to the NHS Supply Chain framework being mandated by NHS England, it is important that you log your transaction details via the Exceptions Log. This will ensure:

- Purchasing activity remains compliant
- True prosthetics product spend activity specific to your trust is captured

The Exceptions Log contains details of where and how to submit your report. Failure to report spend activity may have an adverse effect on future budget or funding allocations from NHS England.

Ordering bundles

Bundles are a set of multiple components that are required to construct a specific prosthetic limb for a patient. All items are ordered together so they are delivered together to meet the patient's needs.

Due to the bespoke nature of “bundles” it is recommended that you follow the guidance in the Exceptions Log section above on how to buy.

Exceptional products

It is recognised there will be occasions when a product required for a patient is not listed on the NHS Supply Chain Prosthetics Catalogue.

It is **your responsibility** to engage with NHS England to seek approval for purchase if:

- The product is an NHS England commissioned item manufactured or distributed by one of the suppliers on the framework
- The product has been previously supplied to an existing NHS patient and where funding was agreed by a predecessor organisation before April 2013.

Patients should not be issued with non-commissioned products or any products from suppliers that are not listed on the framework. If the product has not previously been issued to a patient, then written authorisation from NHS England will be required **before** ordering. The following information should be included within the request:

- Detail of the extenuating circumstances
- Product description
- The MPC (Manufacturer's Product Code)
- The product value.

NHS England contact details can be provided on request.

To ensure compliance with the procurement regulations and your own procurement policies, all due diligence is your responsibility. Please do not record non-compliant transactions on the Exceptions Log.

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 checks required on 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 (Framework Version).

Call-offs under this framework will be subject to the NHS Terms and Conditions for the supply of goods (Contract Version).

Please contact your ICS Manager if you require a copy of the Call off contract Terms and Conditions.

Returns, Complaints and Warranty Repairs

If you have a problem with a product purchased via the Framework this should be discussed 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.

In the wrong product is delivered, the supplier will collect it and the correct goods will be delivered at the earliest possible opportunity, at no additional cost to your trust.

Should a product require a repair or to be returned within the manufacturer's warranty period then the Prosthetics Centre is to agree the repair or return directly with the supplier.

If a repair is deemed outside of the warranty, the Prosthetics Centre and supplier should liaise directly to determine the work required and fee applicable.

Componentry that is available via NHS Supply Chain should be ordered via our online Catalogue. Servicing and maintenance products which are not available via NHS Supply Chain will continue to be ordered directly and should be recorded on the Exception Reporting Template.

If you are unable to get a satisfactory response or resolution from the supplier then you should contact your [ICS Manager](#) stating:

- Supplier details
- Purchase order details
- The issue with the product/service
- Any details about your initial contact with the supplier

Your [ICS Manager](#) will support you and liaise with the applicable Category Team. Complaints are logged and reviewed in Supplier Relationship Management meetings to support product/service improvements.

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 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.
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 have blank templates that you can use when running a Further Competition. These are not mandatory, and you are welcome to use your own.	Your ICS Manager can provide access to these.

Find your ICS Managers and Hospital Care Team details here:

<https://www.supplychain.nhs.uk/teams/acute-team/>