

Buying Guide

Curtains, Blinds and Associated Services

FTS reference number: 2025/S 000-030206
NHS Supply Chain: Facilities and Office Solutions

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Framework Information

Introduction

The Curtains, Blinds and Associated Services framework agreement brings together 10 market-leading suppliers offering an extensive range of products.

The framework structure aims to simplify the offering and allows our expert team to support you with your purchase from beginning to end. Our team is here to support all projects no matter the size or value.

Aims of this framework:

- Deliver a compliant, NHS-approved route to market for curtains, providing access to a wide range of fit-for-purpose products from pre-qualified, market-leading suppliers.
- Simplify and support procurement activity by removing the need for individual tendering and enabling quicker, more efficient purchasing processes.
- Assist customers in identifying savings via the National Pricing Matrix offering, for our range of polypropylene curtains.
- Promote environmental sustainability and circular economy principles by offering access to recycling services within the framework lotting structure.
- Enable alignment with NHS strategic priorities for Net Zero and Social Value objectives, by working with suppliers on national standards and reporting.
- Ensure ongoing supplier performance and service delivery through contract management, quality assurance, and access to installation and aftercare services.

This buying guide offers further information on how to use this framework.

Framework Name	Curtains, Blinds and Associated Services
FTS reference number	2025/S 000-030206
Period of Framework Agreement	4 years fixed term with no extension option
Start Date	6 October 2025
End Date	5 October 2029
Framework Type	The framework is both eDirect and direct (discussed in more detail on page 6)
NHS Supply Chain Category	Facilities and Office Solutions
Category Management Team	For additional support please contact: facilitiesandofficesolutionssupport@supplychain.nhs.uk
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](#). For more information on other framework agreements managed by the Facilities and Office Solutions team please visit the [Facilities and Office Solutions Categories Page](#).

Framework Benefits

There are several advantages to using this framework agreement, designed to support NHS organisations in making informed, efficient, and confident purchasing decisions. From practical efficiencies to broader strategic value, the framework offers a reliable foundation for sourcing curtains, blinds and associated services.

Other benefits include:

- It can significantly reduce the time and resource burden of running a full tender, allowing you to concentrate on defining your specific requirements, exploring the right solutions, and ensuring long-term suitability - including aftercare and support.
- The framework agreement has been developed in accordance with UK procurement legislations and our expert procurement team conduct all due diligence checks on awarded framework suppliers. They have all already been thoroughly evaluated, so you can be confident that any option available through the agreement meets NHS standards.
- 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.
- A wide range of approved suppliers and product categories are available under the framework, offering flexibility to meet clinical and operational needs across a variety of care settings.
- By aggregating demand, either across departments or at system level your organisation can explore the potential to benefit from improved pricing through volume-based discounts or structured supplier offers.
- Sustainability and social value are embedded in the framework, with all awarded suppliers required to support NHS objectives such as net zero commitments, ethical sourcing, and environmental responsibility.
- Support is available throughout the process, from identifying suitable products and conducting evaluations, to coordinating planning, delivery and installation - helping you manage more complex projects with confidence.

It is important to note that this tender was run on the Public Contracts Regulations 2015 (rather than the Procurement Act 2023) and therefore will remain on these terms for the duration of the contract.

If you have any questions about the information supplied in this guide, please contact us on: facilitiesandofficesolutionssupport@supplychain.nhs.uk.

Framework Suppliers, Lotting Structure and Products

There are 10 suppliers awarded to this framework agreement. For a full list of these suppliers please visit the [Contract Information Page](#).

In the 'downloads section' at the bottom of the page you will also find the:

- Product listing
- Supplier contact information
- Supplier by lot and product breakdown
- Product feature listing (such as hook, rail, and compatibility features)
- Product colour options
- Framework services matrix

Which products are included in the framework?

Suppliers awarded to the framework list a wide range of products on the NHS Supply Chain catalogue. In some cases, additional items, particularly those that are more tailored to specific needs, may be available through the direct award route.

Suppliers also have the opportunity to expand their product ranges throughout the duration of the framework, ensuring continued access to the latest and most suitable solutions.

Products not listed or delisted from the framework

Suppliers may choose to remove (or delist) products from the framework during its term. This can happen for a number of reasons, such as the product being discontinued, temporarily unavailable, or replaced by a new or improved version.

Framework Pricing

Price increases

Prices are to be fixed for the duration of the framework agreement. However, sometimes price increases are unavoidable. Our team of procurement experts do everything they can to mitigate potential price increases for our customers, and if a price increase is approved by us then you will be notified.

Price discounts

Discounts on this framework are available at the supplier's discretion. Suppliers may apply volume-based discounts to catalogue products using banded pricing - offering up to five price bands per product, with lower unit costs available as order volumes increase. Alternatively, discounts can be offered via our [National Pricing Matrix \(NPM\)](#) offering.

How to Buy Through the Framework

Routes to market

There are two routes for customers to use to procure products through the Curtains, Blinds and Associated Services framework agreement. These routes are called eDirect and direct.

eDirect Route

This route may also be referred to as the transacted route to market.

It allows customers to place orders via our online catalogue, where products can be searched and selected for direct delivery. Each item has a National Product Code (NPC), such as XYZ1234, which can be used to search for the specific product within the catalogue.

Products available through this route are typically standardised rather than bespoke, with each variation listed under its own NPC.

Although this is a transacted route, it differs from a stocked product route. Stocked products are held and delivered through our own logistics and warehouses. In contrast, eDirect products are delivered directly to you from the supplier's own logistics and warehouse network.

If support is needed at any stage, you can contact the Category Team for further assistance.

Direct Route

To benefit from National Framework Agreement pricing, you will need to obtain a quote through NHS Supply Chain.

Quotes can be requested directly from the supplier, or with support from our expert Category Team if preferred.

For products and services available via our Direct supply route, you will need to quote the framework reference when placing an order directly with suppliers to benefit from National Framework Agreement pricing. Please quote the framework reference number (2025/S 000-030206) when contacting your preferred supplier to ensure the correct pricing and compliance.

FOR LOT 3 ONLY

Once a quote is received, you should contact our Category Team to validate it and obtain a Unique Reference Number (URN). The order can then be placed directly with the supplier, but it is essential that the URN is included on your purchase order (PO) to ensure the order is covered under the framework agreement.

A copy of the PO should also be sent to the Category Team - alongside the supplier - for full visibility that the order has been placed and processed.

Statement of Requirements (SOR) requests

We can help you find the best product for your needs by sending suppliers your specification or statement of requirements.

As there are both the eDirect and Direct routes to market on this framework we do not necessarily have everything listed on the catalogue, so this process allows us to ask the awarded suppliers if they have any suitable products to offer.

The process is as follows:

1. **Identify your requirement and define the specification**
Your trust identifies the need for a product and defines the key requirements. To help structure this, we can provide a Specification of Requirements (SOR) template. We recommend keeping the specification clear and concise to avoid any ambiguity.
2. **Share the specification with NHS Supply Chain**
Send your completed specification to the Category Team or email it to: facilitiesandofficesolutionssupport@supplychain.nhs.uk. We'll ensure it's passed to the correct contact.
3. **Supplier engagement**
The Category Team will review your specification and share it with relevant suppliers on the framework. With their extensive experience in healthcare furniture, the team can help ensure your requirements reach the full range of appropriate suppliers, saving your trust valuable time.
4. **Quote collation and review**
Returned quotes will be sense-checked by the Category Team to confirm all information is complete, consistent, and compliant with framework requirements.
5. **Quote evaluation by your trust**
The relevant quotes will be shared with your trust for evaluation.
 - Your trust should apply its own evaluation criteria - this might include both cost and non-cost factors.
 - While the decision is entirely yours, the Category Team can advise on potential considerations to support your process.
6. **Optional product evaluation**
If your trust wishes to carry out further hands-on evaluations or obtain product samples, the Category Team will support you in arranging this with the suppliers. Depending on the product type and availability, a member of the Healthcare Furniture team may also attend in person to assist with the evaluation process.
7. **Award decision and supplier feedback**
Once a purchasing decision has been made, the Category Team will support your trust in providing feedback to all unsuccessful suppliers, ensuring a fair and transparent process.
8. **Placing the order**
Once the supplier is selected, our team will support you in the final step:

- If ordering via the Direct Route, you can either place the order directly with the supplier by quoting the framework reference on your PO or in case the product or service you wish to procure sits under Lot 3, we will issue a Unique Reference Number (URN) for your trust to include on the Purchase Order (PO) when placing it directly with the supplier.
- If the product is available via the catalogue (eDirect), we will provide the correct National Product Code (NPC) to allow you to place the order through the NHS Supply Chain online ordering system.

Please note: It is the responsibility of your trust to raise the purchase order directly with the supplier and send a copy to both the supplier and the NHS Supply Chain Category Team for visibility.

Responsibility and Compliance

We have provided various frameworks for you to use to ensure compliance with Government Regulations. You are responsible for making sure you use and order from the framework correctly. Failure to do so could result in non-compliant purchases being made.

Due Diligence

We have carried out all the necessary due diligence checks on the awarded suppliers and their products.

This includes:

- Financial checks
- Evergreen assessments
- Modern slavery assessments
- Carbon reduction plans
- Social value tender weighting
- ISO compliance
- 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.

Call-offs under this framework will be subject to the NHS Terms and Conditions for the Supply of Goods and Services.

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

Useful Documents and Resources

Find your ICS Managers and Hospital Care Team details here:

<https://www.supplychain.nhs.uk/contact/hospital-care-team/>

Documentation	Use	Where to find
Supplier Contact List	This will provide you with all the contact details for the awarded suppliers, should you wish to contact them directly to obtain quotes.	Your ICS Manager or Category Team can provide access to these.
Lot Product Specification	The product specifications that were used in the framework agreement tender.	Your ICS Manager or Category Team can provide access to these.
Statement of Requirement Templates	We have blank templates for SOR requests which you can utilise to add your specification to for customers. Please note, you do not have to use these templates	Your ICS Manager or Category Team can provide access to these.
Product listing	This document provides a full list of products, UOI, pricing and other key product information.	Download section of the Contract Information Page .
Supplier matrix	Provides a list of supplier and key contact information.	Download section of the Contract Information Page .
Supplier by lot and product breakdown	Provides a breakdown of the lots and product areas that each supplier has been awarded to.	Download section of the Contract Information Page .
Recycling options matrix	Provides a breakdown of the recycling services offered by each supplier.	Download section of the Contract Information Page .
Product feature listing	Provides advanced product information such as the hook or rail type and the compatibility features.	Download section of the Contract Information Page .