

Buying Guide

External Breast Prosthesis and Chest Support

FTS reference number:
2023/S 000-036001

NHS Supply Chain: Rehabilitation and
Community

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Framework Information

Introduction

The External Breast Prosthesis and Chest Support Framework enables customers to purchase whole and partial breast prostheses including soft forms, leisure prosthesis, nipples, and prosthesis accessories. These products are made from various materials and designed to simulate the appearance of breast tissue and are typically fitted within a brassiere.

In addition to the breast prosthesis the Framework also enables the purchase of Post operative, prosthesis and compression bras and chest support garments and bra accessories. These undergarments or reinforced wraps are designed to support and/or contour the breast or chest after surgical intervention.

Framework Name	External Breast Prosthesis and Chest Support.
FTS reference number	2023/S 000-036001
Period of Framework Agreement	Two Years Fixed Term with a two-year extension period.
Start Date	30 October 2024
End Date	29 October 2026
Framework Type	External Breast Prosthesis and Chest Support is an eDirect framework. This means there's a catalogue from which to purchase directly from the suppliers and shipments will be sent directly from suppliers.
Call off Contract options	Call off contracts can be placed until the final date of the framework agreement period.
Call off Contract	Direct award via the catalogue .
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 purchasing under our 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, Products and Services

You can access details of the [Approved Framework Suppliers](#), products and services in the downloads section of the Contract Information Page. This includes details the product ranges the approved suppliers sell via this Framework.

Which products are included in the Framework?

All products available through the framework can be purchased through our [catalogue](#).

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 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 in the downloads section of the [Contract Information Page](#) to see a full product listing and delist product document.

If a product is not included in the document or has been marked as delisted, then it is not 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

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.

How to buy through the Framework

Where there are multiple suppliers awarded to the Lot a Further Competition must be run. Where there is a sole supplier awarded to the Lot a direct award can be made.

Stage	Instruction
1	Purchase compliantly via our catalogue

Responsibility and Compliance

We have provided various frameworks for our customers 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
- 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 our website.

Returns and Complaints

If you have a problem with a product or service purchased via the Framework this should initially be taken up with our [Customer Services Team](#) or your [regional ICS](#)

Manager. We aim to resolve any issues in a timely way in line with the Framework Terms and Conditions.

When engaging with the customer service team, please state details of the supplier, Purchase Order details, the issue(s) with the product/service and any details available regarding contact with the supplier.

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 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/contact/hospital-care-team/>