

# Non-Invasive Ventilation, Sleep Therapy (CPAP) and Sleep monitoring (Diagnostics) – Lot 4 Exercises

FAQ's



**1. Will customers be directed towards using Lot 4 instead of the transacted option on Lot 1, 2, 3?**

This will be entirely for the customer to decide, if they are not using a chargeable service with a supplier that is associated with sleep and NIV products, they can continue to transact via Lot 1, 2, and 3. If they wish to discuss a change in how they operate this service they can use Lot 4 to enable this.

**2. What are the timescales for setting up an agreement under Lot 4 for a customer?**

We will work with each customer on their specific requirements and confirm a timeline for this with them, as it will also need to include the trusts availability to respond and confirm specifications. Initial timelines for these types of opportunities are anticipated to take around 4-6 weeks from opportunity to implementation dependant on customer clinical engagement.

**3. What input is required by customers to drive a Lot 4 pricing exercise and agreement?**

Customers are expected to be involved in the document development process and provide engagement from end users. This involvement will be used to create the product listings and specification for the service element, that are unique to the trusts requirements. The team within NHS Supply Chain will provide support throughout the entire process to ensure customers are fully informed of the requirement. Once the pricing request document have been sent to the supplier(s) the customer is then expected to review and instruct to award.

**4. How much clinical user input is required to draft the service specification for Lot 4 exercises?**

As the specification of the service is unique to the end user(s) and the sleep and/or respiratory service within the trust, the end user(s) will need to provide most of the input to define each service element. The service elements under the framework are detailed in the framework specification but this does provide coverage for service levels and other customer specific requirements. This then allows the customer the ability to ensure the service elements are bespoke in nature and meet the demand of the sleep or NIV patient. The amount of input required is dependant on the number of service elements required along with the information that is readily available within the trust.

### **5. Can customer direct award with a single supplier, or do they have to review the market as a competitive exercise for all Lot 4 awarded suppliers?**

Customers can choose whether or not they award to a single supplier or review the market via a pricing exercise. The framework and lot structure allow customers to call off under the framework in a manner that meets their internal demands and operating processes already in place. Where customers are wanting to award to a single supplier, we would recommend that they check their internal Standard Financial Instructions to ensure the exercise is compliant based on award values. Where customers choose to review the market, a pricing exercise is carried out via NHS Supply Chain, with a product listing and service specification that is unique to the specific requirement. All incumbent suppliers would then be given the opportunity to provide pricing. The pricing would then be presented back to the customer along with supporting information provided, allowing the customer to make an informed decision on who to award.

### **6. Can customers have service elements via Lot 4 only and the purchasing of products via Lots 1-3 (transacted lots)?**

No, customers are expected to purchase the equipment and consumables along with the service elements under Lot 4. We are unable to split the two elements via differing routes to market.

### **7. How do customers purchase products that are in scope of a Lot 4 award once the agreement is signed and implemented?**

All Lot 4 purchases of equipment and consumables are purchased direct from the awarded supplier. These orders are placed via the trusts materials management system or ordering system directly from the supplier. As part of the agreement implementation phase NHS Supply Chain will work closely with both the customer and supplier to ensure a smooth transition and implementation of the end to end ordering process. Management of the catalogue thereafter will be carried out by the supplier and any new codes added or removed under the agreement must be notified to NHS Supply Chain for compliance.

### **8. What is the contract management process once a Lot 4 agreement has been implemented?**

The contract management process will comprise regular review meeting between the customer, the supplier and NHS Supply Chain. These review meetings will take place on a frequency decided by all parties at the point of the call of agreement being drafted. The review meetings will comprise of the review of commitment spend and volume against the volume set out in the pricing request, along with the review of service deliverables. Any issues relating to the agreement that may be present will also be discussed and allow an opportunity for all parties to work together to resolve the issue at hand.