

# Buying Guide

## Physiotherapy and Occupational Therapy

FTS reference number:  
2023/S 000-033230

NHS Supply Chain: Rehabilitation and  
Community

## Contents

Contents .....	2
Framework Information.....	3
Introduction .....	3
Framework Benefits.....	3
Framework Suppliers, Products and Services .....	4
Which products are included in the Framework? .....	4
Products not listed or delisted from the Framework .....	4
Framework Pricing.....	4
Price increases .....	4
Price Discounts.....	5
How to buy through the Framework.....	5
Responsibility and Compliance.....	5
Due Diligence .....	5
Framework and Standard NHS Terms and Conditions.....	5
Returns and Complaints .....	5
Useful Documents and Resources .....	6

## Framework Information

### Introduction

The Physiotherapy and Occupational Therapy Framework enables customers to purchase a wide range of physiotherapy and occupational therapy products supporting the treatment, management and rehabilitation of patients and providing continuity of care from hospital to home.

Products are used by patients for the short-term treatment of reversible conditions and for long term chronic patients who require a personalised physiotherapy plan to help maintain independence and mobility.

<b>Framework Name</b>	Physiotherapy and Occupational Therapy
<b>FTS reference number</b>	2023/S 000-033230
<b>Period of Framework Agreement</b>	Two years fixed term with a two-year extension period.
<b>Start Date</b>	31 October 2024
<b>End Date</b>	30 October 2026
<b>Framework Type</b>	Physiotherapy and Occupational Therapy is an eDirect framework. This means there is a catalogue from which to purchase and shipments will be sent directly from suppliers.
<b>Call off Contract options</b>	Call off contracts can be placed until the final date of the framework agreement period.
<b>Call off Contract</b>	Direct award with orders placed via our <a href="#">catalogue</a>
<b>NHS Supply Chain Category</b>	Rehabilitation and Community.
<b>Category Management Team</b>	Rehabilitation Team Category Managers.
<b>For further guidance</b>	Contact your <a href="#">NHS Supply Chain ICS Manager</a> .

For further information about this framework including a list of all awarded suppliers please visit the [Contract Information 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 full details of the framework's suppliers, products and services on the [Contract Information Page](#).

To see which suppliers are awarded to each Lot, please see the [Framework Product Matrix](#) in the downloads section.

## 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, unavailable or superseded by a new product offering. 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 for 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. A number of our suppliers offer banded pricing, and we also have [National Pricing Matrices \(NPMs\)](#) available.

## How to buy 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	Purchase compliantly via our <a href="#">Catalogue</a>

## 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 (Framework Version).

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

## 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 should be able to provide a resolution in good time to any issues in line with the Framework Terms and Conditions.

When raising issues please state details of the supplier, PO details, issue 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 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/>