

Buying Guide

Supply, Repair and Maintenance of Wigs and Accessories

FTS reference number:
2023/S 000-000474

NHS Supply Chain: Rehabilitation and Community

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Framework Information

Introduction

The Wigs and Accessories Framework aims to offer products to fulfil requirements pertaining to hair and attachments by meeting the needs of people with bespoke and off the peg wigs. We strive to make wigs available from local hairdressers and shops in addition to national wholesalers.

Furthermore, most suppliers offer wigs on a supply only basis or supply and fit with an option of hospital and domestic visit. These options provide added convenience where applicable.

Framework Name	Wigs and Accessories.
FTS reference number	2023/S 000-000474
Period of Framework Agreement	Two Years Fixed Term with an extension period.
Start Date	1 February 2023
End Date	31 January 2027
Framework Type	<p>The Supply, Repair and Maintenance of Wigs and Accessories Framework is a Direct framework.</p> <p>A direct framework does not have a catalogue of products listed on the NHS Supply Chain website, this means that a transaction must be conducted between you and the supplier(s) directly.</p>
Call off Contract options	Call off contracts can be placed until the final date of the framework agreement period.
Call off Contract	<p>The Framework is designed for the customer to work with the approved Framework Suppliers via:</p> <ul style="list-style-type: none"> • Further competition as the standard route to market.
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 awarding Call off contracts 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 that you are adhering to UK Procurement legislation.
- The ability to run a Further Competition under a compliant framework.
- In exceptional circumstances, the ability to direct award to your chosen supplier.

Framework Suppliers, Products and Services

You can access full details of the framework's suppliers, products and services on the [Contract Information Page](#), including details of which suppliers are awarded to which lot, through the Framework Matrices document in the downloads section.

Which products are included in the Framework?

A supplier being awarded to the framework doesn't automatically mean that the supplier's full product range is available through the framework.

Suppliers choose which products they offer through our framework at the point of tender or by extending their range offerings throughout the term of the framework.

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 it 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 to identify each supplier and the products they offer via the framework.

If a product is not included in the document or has been marked as delisted, then it isn't covered by the framework and customers wishing to purchase it will have to undertake a formal tender process to procure the item(s).

Framework Pricing

Price increases

As part of the Framework terms and conditions, suppliers are not 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 for our customers but sometimes it is 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) on our website or, where possible, through direct contact.

The framework only supports products in the pricing matrix. Any products not included in the matrix aren't covered by the framework and will require you to run your own tender exercise.

Price Discounts

Discounts on this framework are available at the supplier's discretion. If you are placing an order that might traditionally attract a discount (eg high volume, special circumstances) then you can negotiate with the supplier to get a discount. This should be mentioned when the purchase order is sent through to the Category Team.

How to procure 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	Identification of need Complete the Framework Access Agreement and email to: rehab.comm@supplychain.nhs.uk . Identify your Quality/Cost/Time needs for your goods or service, determining which are essential and which are desirable criteria. Build a specification with your key stakeholders.
2	Checking the Framework Once you have an authorised signed Framework Access Agreement open the Framework Matrix on the Contract Information Page . Use the "Product Categories" to identify if your goods/service are available to purchase via this route to market Using the "Product Matrix" identify all suppliers that are awarded to the applicable Lot.
3	Build Further Competition Documentation and Assessment Criteria Use your Specifications Essential and Desirable Criteria to build a weighted evaluation criteria to support a Further Competition (FC) exercise. Run a FC to ensure a fair and compliant purchase is followed.

	By exception, if cost is your only weighted criteria, then use the Price Matrix to Direct award to the Most Economically Advantageous supplier
4	Run the Further Competition exercise All suppliers of the Lot must be provided with the opportunity to submit a proposal. Review bid proposals and evaluate suppliers based on your weighted criteria. Request evidence from suppliers (where necessary). Award must be given to the supplier meeting the criteria and which offers the most economically advantageous tender (MEAT) in alignment with the PCR2015 regulations.
5	Provide Feedback Notify your successful bidder and provide feedback. Notify and provide feedback to your unsuccessful bidders.
6	Complete your call off contract Raise your purchase order: <ul style="list-style-type: none"> • All purchase orders must quote the FTS Framework reference: 2023/S 000-000474 to ensure compliance. • Framework suppliers are signed up to the NHS Supply Chain Call off Contractual Terms and Conditions so your purchase will be supported by the Framework Call off Contractual Terms and Conditions. • When awarding a public contract over £30,000 including Value Added Tax (VAT), in alignment with PPN 01/23 an award notice should be published on Contracts Finder • A copy of your purchase order must be sent to both the supplier and our Category Team rehab.comm@supplychain.nhs.uk • Please note you may use the above email ID to provide feedback regarding supplier(s), product(s) or the framework.

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
- 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 face an issue with a product or service purchased via the Framework this should initially be taken up with the supplier. Suppliers should be able to resolve any issues in line with the Framework Terms and Conditions in a timely way.

If you are unable to get a satisfactory response or resolution from the supplier then you should contact the Category Management Team stating details of the supplier, PO details, the issue with the product and details of any contact with the supplier.

The Category Team will do what they can to support you and contact the suppliers directly, where relevant. They will also liaise with your [ICS Manager](#) to help you get a resolution to the issue. The Category Management Team also log these complaints against suppliers and they form part of the supplier Key Performance Indicators (KPIs).

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.