

Buying Guide

Orthotics, Podiatry and Immobilisation

FTS reference number: 2024/S 000-019205

NHS Supply Chain: Rehabilitation and
Community

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Framework Information

Introduction

The Orthotics, Podiatry and Immobilisation Framework provides for the procurement of Orthotics and Immobilisation products and Podiatry service provision for third party providers to support the complete delivery to patients.

The Framework is split over three lots to support the delivery of both products and services. This guide offers further information on how to use the NHS Supply Chain Framework to support procurement activity within each Lot.

Framework Name	Orthotics, Podiatry and Immobilisation
FTS reference number	2024/S 000-019205
Period of Framework Agreement	Two years fixed term with a two-year extension period.
Start Date	3 March 2025
End Date	2 March 2027
Framework Type	<p>The Orthotics, Podiatry and Immobilisation Framework is a Stocked, eDirect and Direct framework.</p> <ul style="list-style-type: none"> • Stocked and eDirect products are listed on the NHS Supply Chain website where you can select required items and place your order. • Stocked products will ship from NHS Supply Chain warehouses. • eDirect products are shipped directly from the supplier. Lead times may vary. • For direct products and services (Lots 2 and 3), this is conducted by customers directly with the supplier, further details are provided on page 7 and 8.
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"> • Direct Award (Lot 1) through orders placed via the NHS Supply Chain online catalogue. • Direct Award (Lot 2) for Bespoke and modular products and off the shelf footwear. • Further competition (Lot 3) Service provisions, which is directly managed between the Customers with the suppliers awarded to this lot.
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 direct awarding and/or running a further competition to award Call Off contracts under an NHS Supply Chain framework.

These include:

- It is faster and less onerous than running a full tender process.
- NHS Supply Chain conducts all due diligence checks on Framework suppliers
- The terms and conditions of the Framework Agreement and call-off contracts have been agreed with all framework suppliers and therefore no further legal dialogue is required.
- By following these guidelines, you can ensure you are adhering to UK procurement legislation.

Framework Suppliers and Products

You can see a full list of approved framework suppliers, lots and products listed by lot in the downloads section of [Orthotics, Podiatry and Immobilisation Contract Information Page](#).

This page includes the product listing, product matrix and supplier matrix.

Suppliers awarded to the framework list their product range through the NHS Supply Chain Catalogue for this Framework.

Suppliers may adapt their range offerings throughout the term of the framework.

Where supplier products are not available through the NHS Supply Chain Catalogue, please contact NHS Supply Chain for support. The Category Team can confirm availability, options to range extend or provide suitable alternatives.

Lot 1 has off the shelf products, available for use straight away or with minor chairside adaptations eg insoles.

Lot 2 has bespoke products utilising the National Coding List updated in 2024 with suppliers and their trade association.

Footwear consists of:

- Stock Shoes which can be purchased in a variety of widths, lengths, materials to meet the customer need – Short Lead Time
- Made to Order Shoes, a wider range of products to meet patient need – Extended Lead time
- Modular Shoes – Consists of Made to Order shoes with adaptations using the national coding system to get a custom product – Extended Lead Time

- Bespoke – A truly customised product which is built using the national coding system – Extended Lead Time

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, is unavailable or has been superseded by a new product offering.

All suppliers and their products awarded onto the Framework have undergone due diligence checks with regulatory and legislative bodies. Where a customer chooses to transact outside of the Framework, they shall remain responsible for conducting their own due diligence checks in line with the applicable regulations.

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 NHS Supply Chain and a minimum of a three month notice period.

NHS Supply Chain does everything it 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 NHS Supply Chain then customers will be notified by either an Important Customer Notice (ICN) being posted on the NHS Supply Chain website or, where possible, direct contact.

Price Discounts

Discounts on this framework are available at the suppliers' discretion. If a customer is placing an order that might traditionally attract a discount (e.g. High volume, special circumstances etc) then the customer can negotiate with the supplier to get a discount. This method of engagement is most pertinent for Lots 2 and 3 of this framework. Any secured discount should be mentioned to the framework team to ensure this is documented.

How to buy through the Framework

To ensure your procurement activity remains compliant, NHS Supply Chain supports the following call off contract activity:

The NHS Supply Chain Online Catalogue

Lot 1 – Orthotics, Podiatry and Immobilisation products, should be placed online through the [Orthotics, Podiatry and Immobilisation catalogue](#).

Products not on the NHS Supply Chain Online Catalogue

Lot 2 – Bespoke and Modular products can be Directly Awarded to the most appropriate supplier. To Direct award please follow these stages:

Stage	Instruction
1	Identification of need Identify your product and the quantities you are looking to order over a defined period (annually/over the framework period) Complete the “Supplier Product Sales Insights” form Complete the “Framework Access Agreement” Forward both forms to the Category team via: rehab.comm@supplychain.nhs.uk .
2	Costing analysis The Category team will run a costing analysis to identify the most cost-effective route to market and send you details of which approved suppliers on the framework can meet your requirements and the price points available to you.
3	Complete your call off contract Raise your purchase order: <ul style="list-style-type: none"> • All purchase orders must quote the FTS Framework reference: 2024/S 000-019205 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 the NHS Supply Chain Category Team rehab.comm@supplychain.nhs.uk

Services not on the NHS Supply Chain Online Catalogue

Lot 3 – Direct Award or Further Competition can be run by the customer to ensure work is awarded to the most economically advantageous supplier. For Further Competition (FC) guidance, please follow these stages:

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 service, determining which are essential and which are desirable criteria. Build a specification with your key stakeholders. *It is important to identify that incumbent suppliers should not act as a key stakeholder in the build of the specification due to conflicts of interest and the procurement team should undertake the FC activity.
2	Checking the Framework Once you have an authorised signed Framework Access Agreement Open the NHS Supply Chain Framework Matrix Using the “Product Matrix” identify all suppliers that are awarded to Lot 3
3	Build FC Documentation and assessment criteria Use your Specifications essential and desirable criteria to build a weighted evaluation criteria to support a FC exercise.
4	Direct Award Direct award (Award Without Competition): following a capability search and assessment amongst suppliers on the Framework, the Authority or customer may directly award a contract to the supplier with the best price capable of meeting all the requirements of the call off requirement. Inform the Category Management Team of the chosen supplier and call off details. rehab.comm@supplychain.nhs.uk Alternatively 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 <p>Raise your purchase order:</p> <ul style="list-style-type: none"> • All purchase orders must quote the FTS Framework reference: 2024/S 000-019205 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 the NHS Supply Chain Category Team rehab.comm@supplychain.nhs.uk
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Responsibility and Compliance

NHS Supply Chain has provided various frameworks for our customers to use to ensure compliance with Government Regulations. Framework users (ie the customer) are responsible for making sure they are using the frameworks correctly and that all orders are raised correctly. Failing to do so could result in non-compliant purchases being made.

Due Diligence

NHS Supply Chain has 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 kept on file at NHS Supply Chain 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).

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

Returns, Complaints and Warranty Repairs

For Lot 1, if you have a problem with a product purchased via the Framework please raise a complaint form and send this to Product.Complaints@Supplychain.nhs.uk

Lot 2 and 3 problems and issues should be discussed with the supplier directly but please inform the Category Management Team rehab.comm@supplychain.nhs.uk in order that NHS Supply Chain can monitor supplier performance across the NHS.

For Lots 1 and 2 suppliers should be able to provide a resolution in good time to any issues in line with the Framework Terms and Conditions.

In the instance of a pick and despatch error, the incorrect goods will be collected, and the correct goods will be delivered at the earliest possible opportunity, at no additional cost to the trust.

Should a product require a repair or to be returned within the manufacturer's warranty period then the department is to agree the repair or return directly with the supplier.

If a repair is deemed outside of the warranty, the department and supplier should liaise directly to determine the work required and fee applicable.

If the customer is unable to get a satisfactory response or resolution from the supplier then customers should contact their [ICS Manager](#) stating:

- Supplier details
- Purchase order details
- Issue with the product/service
- Any details available regarding initial contact with the supplier

Your [ICS Manager](#) will support you and liaise with the applicable Category Team. Complaints are logged and reviewed in Supplier Relationship Management meetings to support product/service improvements.

Useful Documents and Resources

Documentation	Use	Where to find
Scoping document for purchase of products	This information is required by Category Management to enable analysis of the opportunity 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 the NHS Supply Chain 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	NHS Supply Chain holds blank templates that 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/>