

Buying Guide

Technology Enabled Care,
Electronic Assistive Technology and
Lone Worker Devices

FTS reference number:
2021/S 000-031857

NHS Supply Chain: Rehabilitation and Community.

Contents

Contents	2
Framework Information.....	3
Introduction	3
Framework Benefits.....	4
Framework Suppliers, Lots and Products	4
Which products are included in the Framework?	4
Products not listed or delisted from the Framework	4
Framework Pricing.....	5
Price increases	5
Price Discounts.....	5
How to buy through the Framework.....	6
Responsibility and Compliance.....	7
Due Diligence	7
Framework and Standard NHS Terms and Conditions.....	7
Returns and Complaints	7
Useful Documents and Resources	8

Framework Information

Introduction

The Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices Framework is primarily designed to offer products which improve independence by meeting the needs of people with complex disabilities, assisting with day to day living within their own homes, with products such as Environmental Controls (EC) and providing forms of Augmentative and Alternative Communication Devices (AAC) for those who may otherwise find traditional communication challenging.

Additionally, the Framework also provides Lone worker devices primarily for, but not limited to healthcare professionals who work in the community. These products provide an added layer of safety precaution allowing communication or situational information to be provided to employers or emergency services should a serious situation arise.

Framework Name	Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices.
FTS reference number	2021/S 000-031857.
Period of Framework Agreement	Two Years Fixed Term with a two-year extension period.
Start Date	1 September 2022.
End Date	31 August 2026.
Framework Type	<p>The Technology Enabled Care, Electronic Assistive Technology and Lone Worker Devices 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 you to work with the approved Framework Suppliers via:</p> <ul style="list-style-type: none"> • Further competition as the standard route to market. OR • Direct Award in specific circumstances.
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 the Rehabilitation and Community section of the Categories page.

Framework Benefits

There are several benefits of awarding Call off contracts under an NHS Supply Chain 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 and 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, Lots and Products

You can see the suppliers awarded to this framework, along with details of the nine lots and which suppliers have been awarded against each one in the downloads section of the [Contract Information Page](#).

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 or otherwise 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.

See the downloads section of the [Contract Information Page](#) to identify each supplier and the products they are offering via the framework.

If a product isn't 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).

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.

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 the customer to run their own tender exercise.

Price Discounts

Discounts on this framework are available at the supplier's discretion. If a customer is placing an order that might traditionally attract a discount (e.g. high volume, special circumstance, etc.) then the customer 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 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	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 NHS Supply Chain Framework Matrix Use the “Product Categories” to identify if your goods/service is available to purchase via this route to market Using the “Product Matrix” identify all suppliers that are awarded to the applicable Lot Where only one supplier is available – Direct Award is possible, e.g. Lot 6 items (move to step 6) Where multiple suppliers are available – Further competition (FC) is required to ensure a fair and compliant purchase is followed.
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	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 PCR 2015 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: 2021/S 000-031857 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

-
- | | |
|--|---|
| | <ul style="list-style-type: none"> 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 |
|--|---|
-

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 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 located on the NHS Supply Chain 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 the supplier. Suppliers should be able to provide a resolution in good time to any issues in line with the Framework Terms and Conditions.

If the customer's unable to get a satisfactory response or resolution from the supplier then customers should contact the Category Team stating details of the supplier, PO details, issue with the product/service and any details available regarding contact with the supplier. The Category Team will do what they can to support you and contact the suppliers directly where relevant. The Category Team also log these

complaints against the suppliers and they for 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 that were used in the Framework Agreement tender.	Your ICS Manager can provide access to these.
Further Competition Templates	We have blank templates that you can use when running a Further Competition, these aren't mandatory, and you're 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/>