

Wigs and Accessories Buying Guide

FTS reference number: 2022/S 000-014714

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	2022/S 000-014714
Period of Framework agreement	Two years fixed term with an extension period.
Start date	1 February 2023
End date	31 January 2025 (extension now in effect until 31 October 2025)
Framework type	Wigs and Accessories is a Direct Framework. <ul style="list-style-type: none"> • A Direct Framework does not have products listed on the NHS Supply Chain catalogue, this means that a transaction must be conducted between you and the supplier(s) directly.
Call off contract options	Call off contracts can be placed until the final date of the Framework agreement period.
Call off contract	The Framework is designed for you to work with the approved Framework Suppliers via: <ul style="list-style-type: none"> • Further competition as the standard route to market.
Category	Rehabilitation and Community
Category management team	Rehabilitation team Category Managers
For further guidance	See our section on Useful documents and references or contact your ICS Manager

For further information about this Framework including a list of all awarded suppliers please visit the contract information page on our website:

<https://www.supplychain.nhs.uk/wigs>

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 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.
- 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 a full list of approved Framework suppliers in the Downloads section of the contract information page on our website:

<https://www.supplychain.nhs.uk/wigs>

This page includes a list and summary of the seven Lots, and the Framework Matrices, detailing the suppliers and which products they supply.

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 the NHS Supply Chain 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 their 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 it.

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 of a three month notice period.

We do everything we can to mitigate price increases for you, but sometimes it is unavoidable. If a price increase is expected and has been signed off by us 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 you are placing an order that might traditionally attract a discount (for example high volume, special circumstances) then you can negotiate with the supplier to get a discount. Any secured discount should be mentioned to our Category team to ensure this is documented.

How to buy through the Framework

Where there are multiple suppliers awarded to a Lot a Further Competition shall be run. Where 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” Send this form to the Category team via: 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 Matrices document. Use the ‘Product Categories’ to identify if your goods or service is available to purchase via this route to market. Use the ‘Product Matrix’ to identify all suppliers that are awarded to the applicable Lot.
3	Build Further Competition (FC) documentation and assessment criteria Use your specification - essential and desirable criteria – to build a weighted evaluation criteria to support a Further Competition (FC) exercise. Run your FC to ensure a fair and compliant purchase is followed. By exception, if cost is your only weighted criteria, then utilise 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. Where necessary, request evidence from suppliers. 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: 2022/S 000-014714 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 at rehab.comm@supplychain.nhs.uk

Responsibility and compliance

We provide various Frameworks for our customers to use to ensure compliance with Government Regulations. You are responsible for making sure you use the Frameworks correctly and that all orders are raised correctly. Failing 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 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 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 provide a resolution in good time to any issues in line with the Framework terms and conditions.

If you are unable to get a satisfactory response or resolution from the supplier, please get in touch with our Category team and ICS Manager supporting the relevant trusts. We will need the details of the supplier, Purchase Order, the issue with the goods or service, and any details regarding contact with the supplier.

Useful documents and resources

Documentation	Use	Where to find
Scoping document for purchase 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 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	We have 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 Manager and Hospital Care Team details here:

<https://www.supplychain.nhs.uk/hospital-care>