

# Buying Guide

## How we can help you

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Diagnostics: Point of Care Equipment, Consumables & Managed Services

OJEU reference: 2017/S 115-231330 & 2015/S 178-323878

Period of framework agreement: 20/11/2017 to 19/11/2019  
currently in extension and 11/01/2016 to 10/01/2020



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# Executive summary

This document provides a detailed overview of the frameworks available for the provision of Point of Care Testing Equipment, Consumables and Managed Services within NHS Supply Chain: Diagnostics, Pathology and Therapy Technologies, and Services (Category Tower 8).

The purpose of this document is to inform customers of the various offerings NHS Supply Chain can provide to ensure you purchase the right products through a procurement route that suits you, quickly and efficiently.

**The framework agreements outlined in this document includes the following:**

## **Point of Care Testing Equipment and Consumables**

- OJEU reference: 2017/S 115-231330
- Period of framework agreement: 20/11/2017 to 19/11/2019 currently in extension

## **Point of Care Testing Managed Service Framework** (Novated from NOE CPC)

- OJEU reference: 2015/S 178-323878
- Period of framework agreement: 11/01/2016 to 10/01/2020

Should you require further guidance outside of this guide, please contact your Account Manager who will handle your enquiry accordingly.

We are currently re-tendering Point of Care requirements in the new Pan-Pathology including Managed Equipment Services tender which is due to be launched early 2020 and will replace the frameworks listed above.

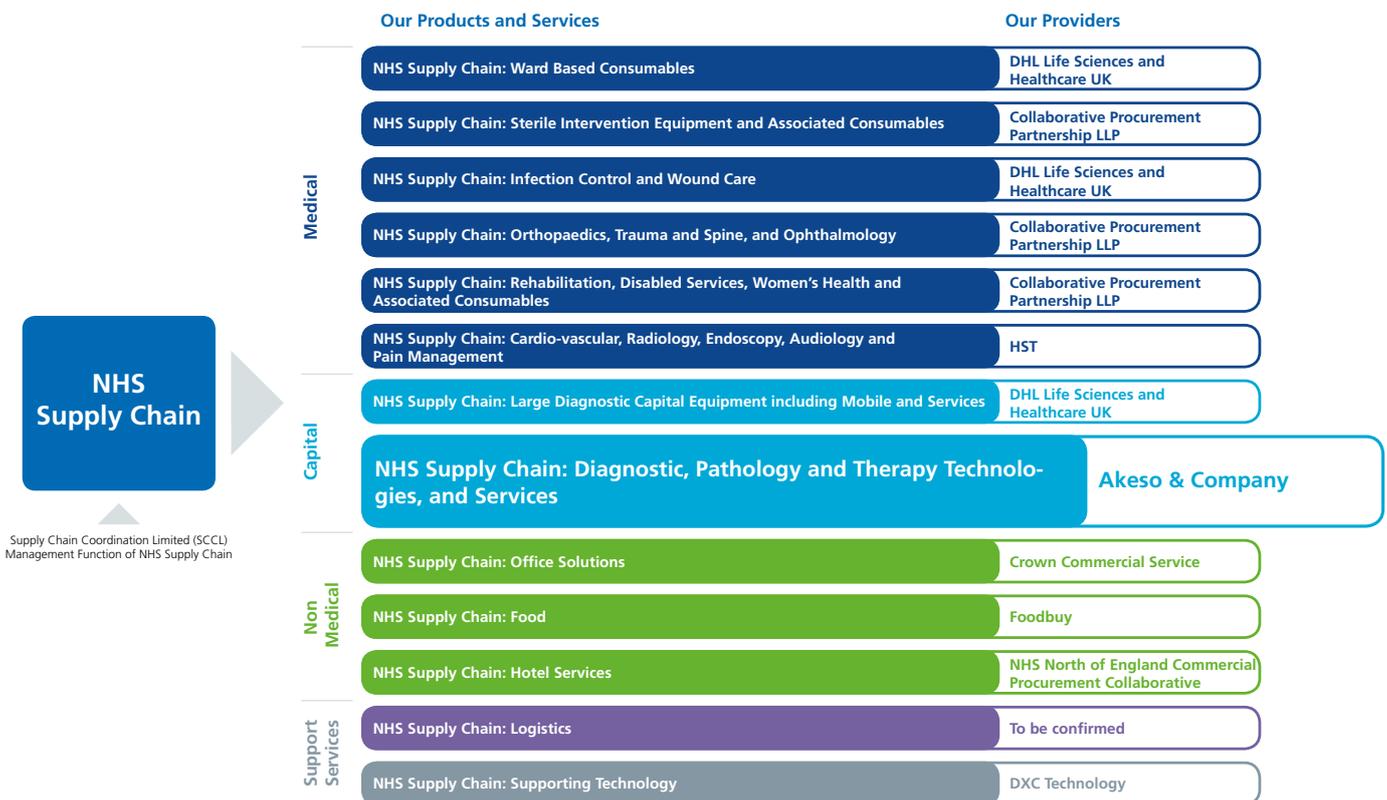
For further information on these contracts and all other NHS Supply Chain: Diagnostics, Pathology and Therapy Technologies, and Services contracts please visit: [http://www.supplychain.nhs.uk/categories/diagnostic\\_pathology\\_therapy\\_technologies\\_services/](http://www.supplychain.nhs.uk/categories/diagnostic_pathology_therapy_technologies_services/)

# Welcome to the NHS Supply Chain

The NHS has a challenge to deliver £22 billion in savings by the end of the financial year 2020/2021 including £700 million from improving procurement. NHS Supply Chain is uniquely positioned as the national provider to work alongside trusts to respond to this challenge and support its achievement.

The NHS Supply Chain new operating model will help the NHS improve procurement efficiencies as highlighted in Lord Carter’s interim report: “Review of operational efficiency in NHS providers” by lowering costs through increased price transparency and reducing the number of products and suppliers used across the NHS to deliver economies of scale.

As part of this new operating model NHS Supply Chain have awarded eleven specialist category buying functions made up of procurement and supply chain experts, selected to ensure delivery of high-quality products and value for money to the NHS.



Further details on the categories and sub categories outlined above can be found at:

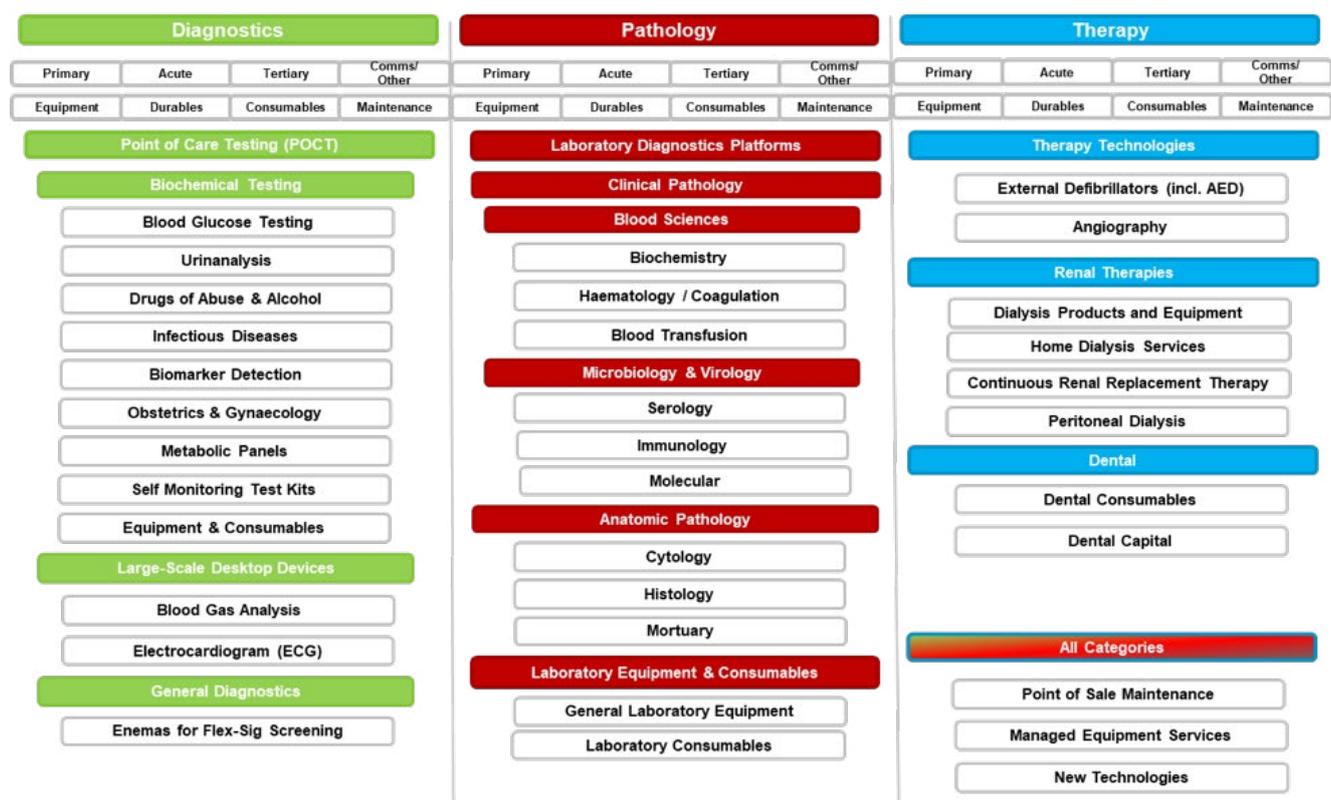
<http://www.supplychain.nhs.uk/categories/>

# Diagnosics, Pathology and Therapy Technologies and Services

Diagnosics, Pathology and Therapy Technologies, and Services is responsible for the delivery of a diverse array of products and services to a range of healthcare settings. The scope of this category offers frameworks for equipment, financing, maintenance and consumables.

From a low incumbent market share (<10%), we will lead the engagement with technology provider markets to the NHS worth over £1 billion per year, creating a significant opportunity for our customers to access leading innovative technologies whilst driving substantial total cost savings and efficiencies.

Akeso & Company Ltd is the appointed provider for Diagnosics, Pathology and Therapy Technologies, and Services since 2018 when the NHS Supply Chain new operating model went live. Specialising in Healthcare, Akeso&Co. is an independent, leading specialist provider of procurement and supply chain advisory and support services to the NHS and healthcare sector. It has a strong client portfolio and track record of delivering lasting improvement through complex category management projects over 30 NHS clients, in the last three years.



For further information relating to NHS Supply Chain: Diagnosics, Pathology and Therapy Technologies, and Services please visit: [http://www.supplychain.nhs.uk/categories/diagnostic\\_pathology\\_therapy\\_technologies\\_services/](http://www.supplychain.nhs.uk/categories/diagnostic_pathology_therapy_technologies_services/)

# Our underlying commitment to NHS Customers

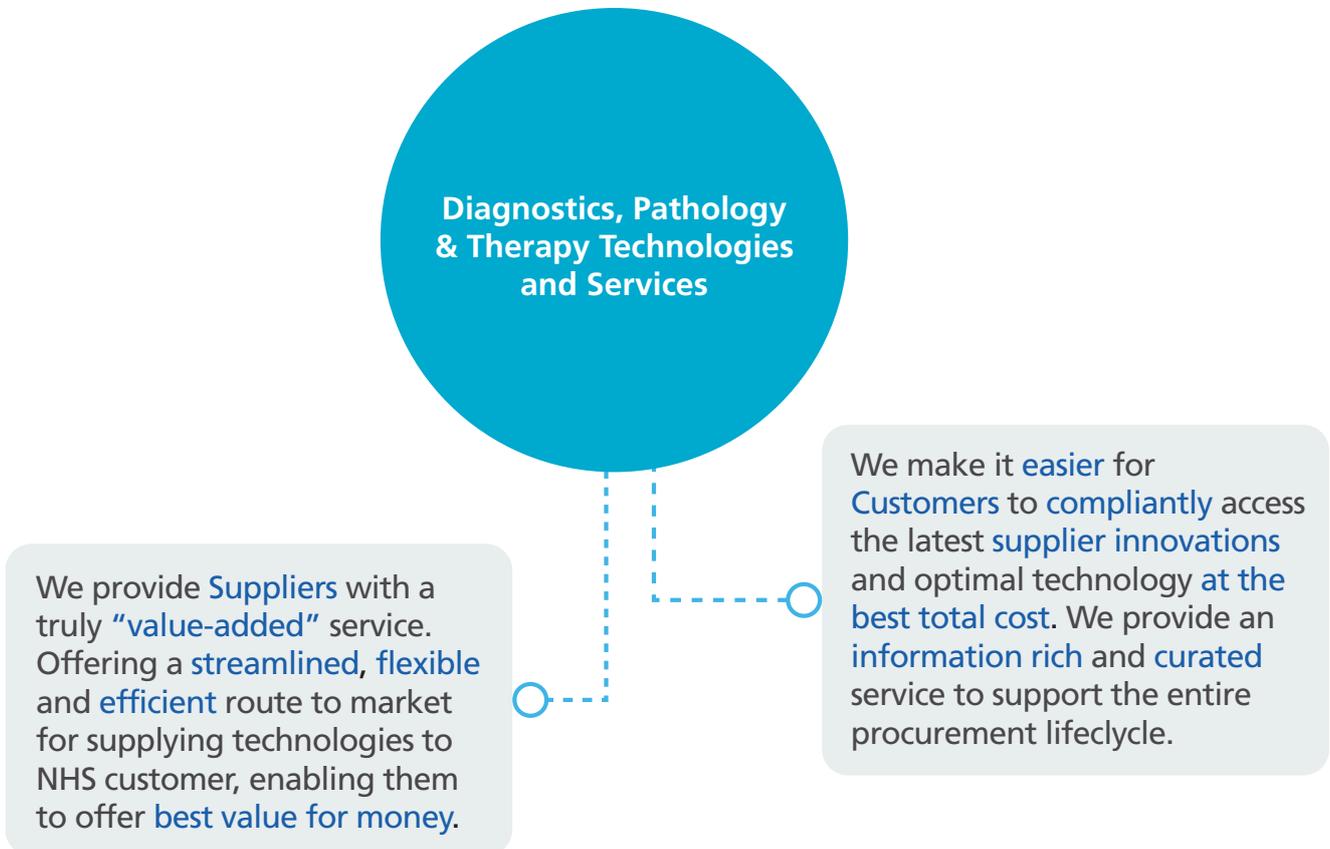
Our dedicated team of procurement and supply chain industry experts are on hand to support all customer enquiries. Our aim is to provide the choice of products and equipment you need, through a procurement route that suits you, saving you time and money.

Some of the key benefits include:

- ✓ Multi-supplier framework featuring branded suppliers and SME suppliers to drive innovation
- ✓ Wide range of pricing and discount options available utilising guaranteed test volumes
- ✓ Variety of pricing options including reagent rental & commitment deals linked to volume and/or duration
- ✓ No need to tender, comprehensive range negates the need for individual trust tenders
- ✓ Savings through leverage from national agreement
- ✓ Competitive pricing agreed at framework competition to ensure customers get the best value for money
- ✓ Standardised terms and conditions that have been pre-agreed with suppliers with flexibility built in for customers
- ✓ Convenient ordering – Our online ordering system allows you to order quickly and easily, consolidating both orders and invoicing. Or we can issue you with a URN (unique reference number to order directly with the supplier.
- ✓ Award-winning e-commerce solutions covering the entire process from order to invoicing for configurable equipment.

# Our Knowledge and Expertise

We work alongside customers and suppliers to strategically source high-quality products, identify areas of innovation and improve end-to-end supply chain efficiencies.



## Customer Service and Support

Providing efficient customer service is our priority. NHS Supply Chain have a committed team of Account Managers and Account Support Managers available to support key customers within their allocated geographical area. NHS Supply Chain Account Managers provide field-based support and work with customers on an appropriate level to manage their supply chains effectively, support critical and on-going business requirements and drive identification and delivery of savings opportunities.

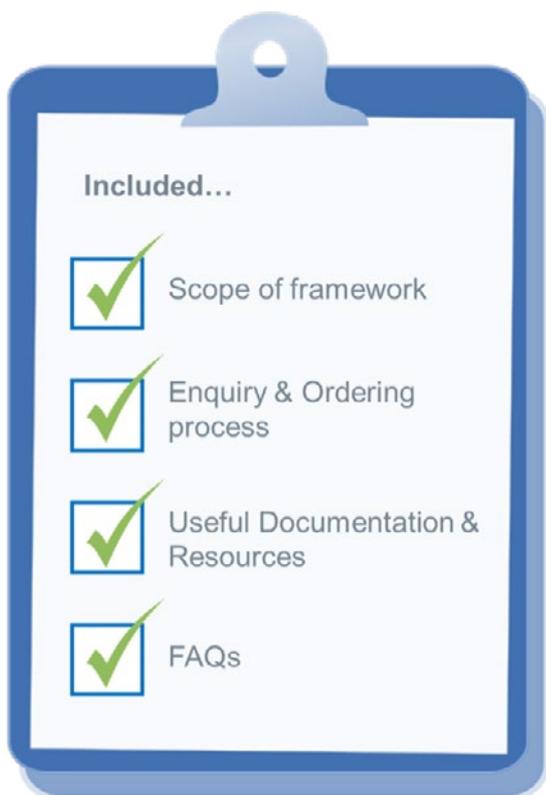
To contact your Account Manager visit: <http://www.supplychain.nhs.uk/contact/account-managers>

Alternatively, you can contact NHS Supply Chain dedicated customer service team. The telephone lines are manned from 8am until 5pm Monday to Friday, ready to deal with queries over the telephone. You can also contact us via email on [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)

To find out more visit: <http://www.supplychain.nhs.uk/customer-service>

# Getting started: Guidance on using this document

As part of our commitment to delivering excellent customer service, this buying guide provides customers with all the necessary information to ensure you purchase the right products through a procurement route that suits you, quickly and efficiently.



The lots detailed in this buying guide relate to the [External Defibrillation Devices, Resuscitation & Simulation Manikins & Related Accessories](#) framework and includes all available suppliers and products for each lot.

We understand the importance of providing an efficient and easy ordering process. Our step-by-step guide to ordering makes it easier for our customers to choose the procurement and supply route that suits them.

We have also included a list of useful documentation and resources that you might need when purchasing through NHS Supply Chain.

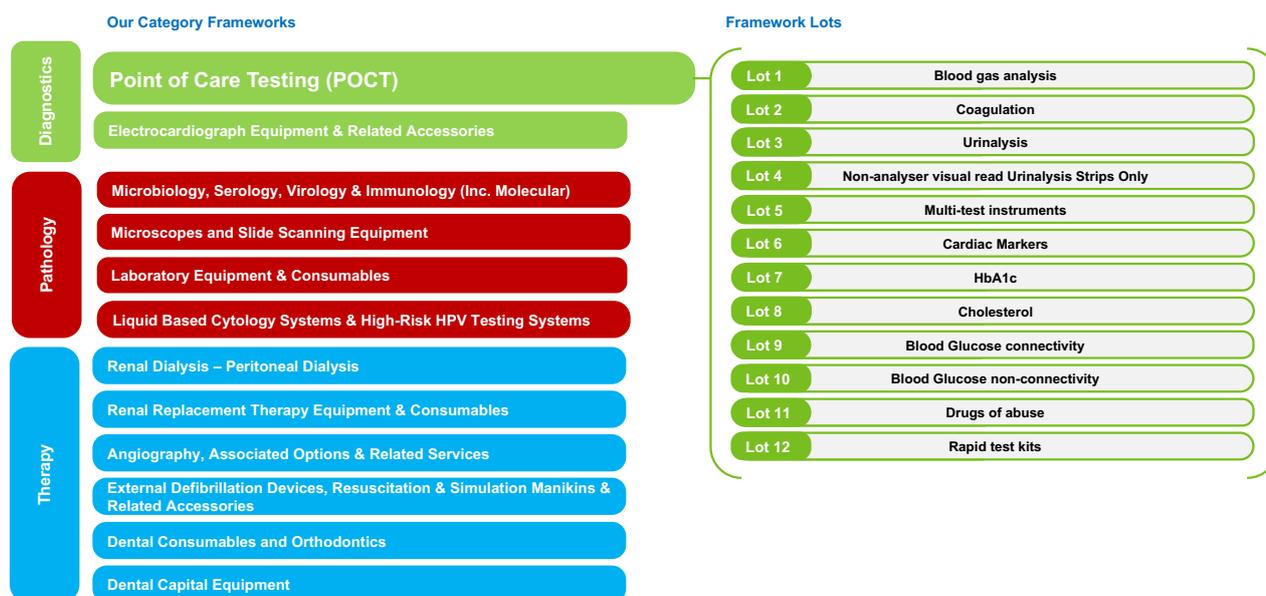
Should you have any further questions please see our list of [frequently asked questions](#) to help you on your way.

# Point of Care Equipment & Consumables

OJEU reference: 2017/S 115-231330

Period of framework agreement: 24/11/2017 to 23/11/2019

This framework has been developed by NHS Supply Chain and includes a range of products across 33 suppliers.



For the lots listed in this framework, all of the products are available to purchase via the NHS Supply Chain on-line catalogue or directly with the supplier. For more information on how to order via our frameworks please see 'Enquiry and Order Process'.

## Supplier

	Blood Gas Analysis	Coagulation	Urinalysis Readers & Strips	Visual Read Urinalysis Strips only	Multi Test Analysers / Instruments	Cardiac Markers	HbA1c	Cholesterol	Blood Glucose Connectivity	Blood Glucose Non - Connectivity	Drugs of Abuse	Rapid Test Kits
	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7	Lot 8	Lot 9	Lot 10	Lot 11	Lot 12
Abbott Diabetes Car (division of Abbott Laboratories Ltd)									•			
Abbott POC (division of Abbott Laboratories Ltd)	•	•			•	•						
Advanced Global Health Ltd												•
Alere is now Abbott					•	•	•	•				•
Alere Toxicology plc is now Abbott											•	
BHR Pharmaceuticals Ltd			•	•	•	•	•	•				•
Biosure (UK) Ltd												•
Chirus Limited					•							
Ciga Healthcare			•	•	•	•	•	•		•		
E&E Medical Supplies Ltd				•								•
ELLTeach UK Limited	•	•									•	
Fujifilm UK Ltd					•	•	•	•				
Haemonetics Ltd		•										
Henry Schein Medical				•				•		•	•	•
Home Health UK Ltd				•						•	•	•
Invitech Limited			•	•							•	
JRBiomedical Ltd										•		
LifeScan										•		
LTC Healthcare												•
Matrix Diagnostics Ltd											•	
Nal Von Minden Ltd			•	•	•	•	•				•	•
Neuro-technics Ltd	•					•						
Nova Biomedical	•						•	•	•	•		
Pasante Healthcare LTD												•
Prospect Diagnostics					•							
Radiometer Limited	•											
Roche Diagnostics Limited	•	•	•	•	•	•	•	•	•	•		
Siemens Healthcare Limited	•	•	•	•	•	•	•					•
Spirit Healthcare									•			
Sterilab Services			•	•								•
SureScreen Diagnostics Ltd			•	•	•		•	•		•	•	•
Wefen Ltd	•	•										
Williams Medical Supplies Ltd		•	•	•			•					•

## Lot 1 - Blood Gas Analysis

Including blood gas analysers, devices and associated equipment, consumables, reagents and software packages which will enable blood gas analysis to be performed on blood samples.

### Tests applicable via available products on the Framework

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- Acidity or basicity (pH)
- Partial pressure of oxygen (pO<sub>2</sub>)
- Partial pressure of carbon dioxide (pCO<sub>2</sub>)
- Sodium (Na<sup>+</sup>)
- Potassium (K<sup>+</sup>)
- Ionised Calcium (II) (iCa<sup>2+</sup>)
- Chloride (Cl<sup>-</sup>)
- Glucose
- Lactate
- The ratio between the concentrations of O<sub>2</sub>Hb and tHb – FO<sub>2</sub>Hb
- Total Haemoglobin - tHb
- Oxygen saturation – SO<sub>2</sub>/SaO
- Carboxyhaemoglobin - COHb
- Methaemoglobin MetHb
- Foetal haemoglobin - FHb
- Reduced haemoglobin (deoxy-Haemoglobin) - HHb
- Haematocrit Hct
- Creatinine
- Urea
- Bilirubin
- Ionised Magnesium (II) – iMg<sup>2+</sup>

### Suppliers

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- Abbott POC
- ELITech UK Ltd
- Neuro-technics Ltd
- Nova Biomedical
- Radiometer Ltd
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- Werfen Ltd

## Lot 2 - Coagulation

Including Coagulation hand held/portable analysers, devices and associated equipment such as, but not limited to, barcode scanners, test panels, reagents, internal quality control material and equipment and software packages for measuring the effect of anti-coagulation by analysing a patient's whole blood or plasma.

### Tests applicable via available products on the Framework

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- International normalised ratio (INR)
- Activated clotting time (ACT)
- Protein P2Y12
- Glycoprotein (GPIIb and/or IIIa)

### Suppliers

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- Abbott POC
- ELITech UK Ltd
- Haemonetics Ltd
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- Werfen Ltd
- Williams Medical Supplies Ltd

## Lot 3 - Urinalysis

Including hand held/portable analysers, readers, devices and associated equipment such as, but not limited to, barcode scanners, platforms, test strips, reagents, colour charts and software packages that will enable the determination of changes in urine based on a patient's urine sample.

### Tests applicable via available products on the Framework

---

- Ascorbic Acid
- Blood
- Bilirubin
- Glucose
- Ketone
- Leucocytes
- Nitrite
- Urobilinogen
- Protein
- Acidity or basicity (pH)
- Specific Gravity

### Suppliers

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- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- Invitech Limited
- Nal Von Minden Ltd
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- Sterilab Services
- Surescreen Diagnostics
- Williams Medical Supplies Ltd

## Lot 4 - Urinalysis for non-analyser visual read only

Including Urinalysis test strips, reagents, colour charts that will enable the determination of changes in urine based on a patient's urine sample.

### Tests applicable via available products on the Framework

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- Ascorbic Acid
- Blood
- Bilirubin
- Glucose
- Ketone
- Leucocytes
- Nitrite
- Urobilinogen
- Protein
- Acidity or basicity (pH)
- Specific Gravity

### Suppliers

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- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- E&E Medical Supplies Ltd
- Henry Shein Medical
- Home Health UK Ltd
- Invitech Ltd
- Nal Von Minden Ltd
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- Sterilab Services
- Surescreen Diagnostics
- Williams Medical Supplies Ltd

## Lot 5 - Multi Test Analysers & Instruments

Including multi-test instruments analysers, devices, reagents, software packages, trolleys and assays.

Tests applicable via available products on the Framework

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- Hepatitis C virus (HCV)
- Creatine kinase (CK-MB)
- N-terminal prohormone of brain natriuretic peptide (NT-proBNP)
- Brain natriuretic peptide (BNP)
- High-density lipoprotein (HDL)
- Low-density lipoprotein (LDL)
- Influenza A virus subtype H1N1 (Swine flu)
- Tuberculosis (TB)
- Alpha-fetoprotein (AFP)
- Protein D-dimer
- Human immunodeficiency virus (HIV)
- Total Haemoglobin (tHb)
- Carboxyhemoglobin –(COHb)
- Islet autoantibodies (iCa)
- Hematocrit (Hct)
- Sodium ion (Na+)
- Human chorionic gonadotropin (HCG)
- Alkaline Phosphatase (ALP)
- Alanine Transaminase (ALT)
- Amylase (AMY)
- Aspartate Transaminase (AST)
- Gamma Glutaryl Transferase (GGT)
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### Suppliers

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- Abbott POC
- Alere (Now Abbott)
- BHR Pharmaceuticals Ltd
- Chirus Limited
- Ciga Healthcare
- Fujifilm UK Ltd
- Nal Von Minden Ltd
- Prospect Diagnostics
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- Surescreen Diagnostics

## Lot 6 - Cardiac Markers

Including analysers, devices, barcode scanners, test panels, reagents, and software packages that will enable the diagnosis of acute coronary symptoms by analysing a patient's blood or plasma.

### Tests applicable via available products on the Framework

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- Myoglobin
- Creatine Kinase MB
- Troponin I
- Troponin T

### Suppliers

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- Abbott POC
- Alere (Now Abbott)
- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- Fujifilm UK Ltd
- Nal Von Minden Ltd
- Neuro-technics Ltd
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd

## Lot 7 - HbA1c Glycated Haemoglobin

Including analysers, devices, consumables, reagents and assays that will enable the measurement of haemoglobin fraction HbA1c on blood samples and any other associated testing to be performed on blood and other samples for diabetes management.

### Tests applicable via available products on the Framework

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- Micro Albumin
- Albumen Creatinine Ratio (ACR)
- C Reactive Protein (CRP)
- Lipid

### Suppliers

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- Alere (Now Abbott)
- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- Fujifilm UK Ltd
- Nal Von Minden Ltd
- Nova Biomedical
- Roche Diagnostics Ltd
- Siemens Healthcare Ltd
- SureScreen Diagnostics Ltd
- Williams Medical Supplies Ltd

## Lot 8 - Cholesterol

Including analysers, devices, and associated equipment such as barcode scanners, analysers test panels, reagents and software packages that will screen for the risk of developing heart disease by analysing a patient's whole blood or plasma.

### Tests applicable via available products on the Framework

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- High-density lipoprotein (HDL)
- Low-density lipoprotein (LDL)
- Very low-density lipoprotein VLDL
- Triglyceride

### Suppliers

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- Alere (Now Abbott)
- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- Fujifilm UK Ltd
- Henry Schein Medical
- Nova Biomedical
- Roche Diagnostics Ltd
- SureScreen Diagnostics Ltd

## Lot 9 - Blood Glucose Meters with Connectivity

Including blood glucose and ketone testing meters/instruments and associated consumables such as, but not limited to, strips and software packages that will enable blood glucose and ketone analysis to be performed on whole blood samples in general wards and departments in a primary and community setting.

### Suppliers

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- Alere (Now Abbott)
- BHR Pharmaceuticals Ltd
- Ciga Healthcare
- Fujifilm UK Ltd
- Henry Schein Medical
- Nova Biomedical
- Roche Diagnostics Ltd
- SureScreen Diagnostics Ltd

## Lot 10 - Blood Glucose Meters without Connectivity

Including blood glucose and ketone testing meters/instruments and associated consumables such as, but not limited to, strips that will enable blood glucose and ketone analysis to be performed on whole blood samples in general wards and departments in a primary and community setting.

### Suppliers

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- Ciga Healthcare
- Henry Schein Medical
- Home Health UK Ltd
- JRBiomedical Ltd
- LifeScan
- Nova Biomedical
- Roche Diagnostics
- Spirit Healthcare

## Lot 11 - Drugs of abuse

Including breathalysers and any supporting equipment including barcode scanners, test strips/dips, reagents, mouthpieces, cassettes, pipets and software packages that will enable the determination of drugs and alcohol in an individual's urine sample and other associated samples such as saliva and hair.

### Tests applicable via available products on the Framework

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Drugs of Abuse multiple panel tests measure parameters/tests, for consistency will be linked to the following abbreviations in the secondary product descriptions, but not limited to:

- Amphetamine – AMP;
- Barbiturate – BAR;
- Benzodiazepine – BZO;
- Buprenorphine – BUP;
- Cocaine – COC;
- Cotinine – COT;
- Ethylidene Dimethyl Diphenylpyrrolidine – EDDP;
- Fentanyl – FTY;
- Ketamine – KET;
- MDMA/Ecstasy – MDMA/XTC;
- Methadone – MTD;
- Methamphetamine - MET/MAMP;
- Morphine – MOP;
- Opiates – OPI;
- Oxycodone – OXY;
- Phencyclidine – PCP;
- Propoxyphene – PPX;
- Tricyclic Antidepressants – TCA;
- Cannabis – THC; and
- Tramadol – TRA.>

### Suppliers

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- Alere Toxicology
- ELLech UK Ltd
- Henry Schein Medical
- Home Health UK Ltd
- Invitech Ltd
- Matrix Diagnostics
- Nal Von Minden Ltd
- SureScreen Diagnostics

## Lot 12 - Rapid Test Kits

Including rapid test kits suitable for use by trained healthcare professionals at the point of care in front of patients. Products include strips/panels, analysers, reagents and positive and negative controls. Kits will be able to analyse one of the following sample types for testing: Blood, swab, serum and Urine.

### Tests applicable via available products on the Framework

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- Pregnancy Tests
- Hay Fever Test Kit
- Human Immunodeficiency virus (HIV) Test Kit
- Malaria
- Helicobacter pylori
- Group A Streptococcus
- Influenza

### Suppliers

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- Advanced Global Health Ltd
  - Alere (Now Abbott)
  - BHR Pharmaceuticals Ltd
  - Biosure (UK) Ltd
  - E&E Medical Supplies Ltd
  - Henry Schein Medical
  - Home Health UK Ltd
  - LTC Healthcare
  - Nal Von Minden Ltd
  - Pasante Healthcare Ltd
  - Siemens Healthcare Limited
  - Sterilab Services
  - SureScreen Diagnostics Ltd
  - Williams Medical Supplies Ltd
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# Point of Care Testing Managed Services (NoECPC Novated Framework)

OJEU reference: 2015/S 178-323878

Period of framework agreement: 11/01/2016 to 10/01/2020

The objective of this framework is to enable trusts to procure a Point of Care Testing Managed Service Contract in an efficient and cost-effective manner enabling all their bespoke requirements to be fully met in any contract that may be formed under the framework agreement.

This framework is aimed for those trusts with POCT requirements in more than one category area who wish to appoint a single provider to manage ALL their POCT requirements including where necessary third-party contracts. This is expected to also enable trusts to novate where requested and contractually able, existing or future contracts during the life of the MSC.

A trust should not purposefully split their POCT requirements and use this framework to appoint multiple MSC providers for their POCT sub-categories.

The NOE CPC's definition of POCT category area includes but is not limited to:

- Blood Glucose
- Blood Gas
- Ketone
- INR
- Urinalysis
- HCG testing (pregnancy testing)
- Creatinine
- HBA1C
- Lactate
- Multifunctional devices
- Haemoglobin
- Foetal Fibronectin
- Serology/ HIV
- POCT connectivity IT systems

This framework is specifically for a Managed Service Contract between a trust and supplier. It is not to be used to negate the responsibilities a trust has to demonstrate Value for Money for the goods and services that are managed under this Managed Service Contract.

## Suppliers

- Chrystal Consulting
- Genmed
- Radiometer
- Roche

# Enquiry and Order Process: The Customer Journey

## Getting Started: Is the product/supplier of interest available via this framework?

We advise our customers to check out our list of available products and suppliers for each framework to ensure a fast and easy process. For details on what is in scope please refer to the lot breakdown outlined in this document and the 'Product and Supplier Matrix' referred to in 'Useful Documents & Resources'.

Should you require further information please your Regional Account Manager.

## Purchasing Consumables

All consumables are available to purchase via the NHS Supply Chain on-line catalogue:

<http://www.supplychain.nhs.uk>

If you would like to look at product match completing for direct and in-direct alternatives:

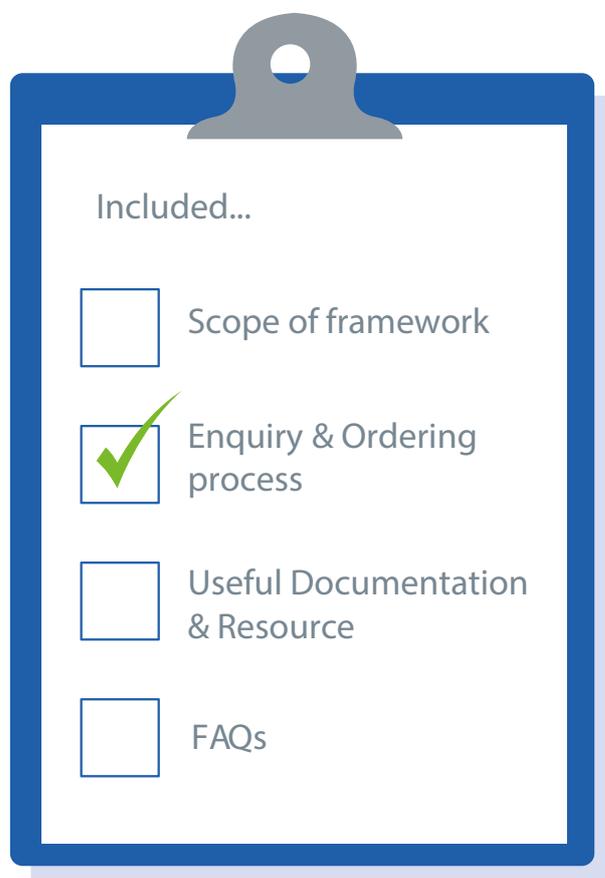
- Step 1: Contact your Account Manager who will issue you with the relevant template
- Step 2: The team will assess the products held on the NHS Supply Chain website and contact the suppliers for any alternatives they may be able to offer
- Step 3: A file with all direct and in-direct alternatives will be issued to you showing pricing and the total potential savings to be achieved.

## Purchasing directly with Supplier

### Do you require a quotation?

If you already have a quotation from a supplier...

- Step 1) Please let us know the product and supplier you wish to order from.
- Step 2) If the supplier is not awarded to supply via this framework, we will get back to you to check whether you would like us to approach other suppliers with direct/ in-direct alternatives. If you want us to acquire a list of available alternative equipment and pricing that meet your needs, please follow below process for 'without quotation'.
- Step 3) If the supplier and product is supplied via this framework and you wish to proceed with the quotation please send us the quotation you have received from the supplier. We will validate the quote and ensure your order can be processed via the framework agreement. Once validated we will issue a Unique Reference Number (URN) and the Framework Reference.
- Step 4) Finally please let us know whether the order has been placed and provide us with:
  - The purchase order number
  - The date the purchase order was raised
  - The delivery date
  - The total value of the purchase order
  - A copy of the purchase order



## If you **do not** have and need a quotation...

- Step 1) Please supply us with a specification. The specification can be minimal or detailed depending on whether you want:
  - A full list of what is available
  - A narrowed list of that meets your specific requirements. In this case please send us a list of the minimum/ essential requirements ('musts') and also clearly list any desirable requirements. An example of what this could include: the minimum outputs, any restrictions with size, capacity (fridges/freezers). Please find a Statement of Requirement Form (SOR) under 'Useful Documents & Resources' section.
- Step 2) We will then request comparative pricing from the relevant suppliers against this specification asking them to confirm that the equipment delivers these requirements. In some incidences the supplier(s) will make a site visit to discuss specification requirements. Once received the pricing is issued to you.
- Step 3) Any clinical assessment can then be made by you.
- Step 4) Please inform us which equipment/supplier you wish to purchase. Depending on the route to order we will issue either:
  - An NPC for ordering via the national catalogue or
  - A Unique Reference Number (URN) and the Framework ReferencePlease note that this process usually takes 7 working days.
- Step 5) Finally please let us know whether the order has been placed and provide us with:
  - [The purchase order number](#)
  - [The date the purchase order was raised](#)
  - [The total value of the purchase order](#)
  - [A copy of the purchase order](#)

## Reagent Rental & Quantity Commitment

To ensure your quotation is covered and complies with our framework all enquiries and pricing must come through NHS Supply Chain and not direct with the supplier.

- Step 1) Contact the relevant NHS Supply Chain Account Manager
- Step 2) Complete an Enquiry Form – See 'Useful Documents & Resources' section for further information
- Step 3) Our specialised team of NHS Supply Chain buyers will explore your requirements and purchasing options available to you. Pricing will either be taken from the agreement or requested from the supplier as an 'extension of framework pricing'
- Step 4) Your NHS Supply Chain Account Manager will provide finalised quotations as per your requirements
- Step 5) Once you are ready to order you will be issued with a Memorandum of Agreement (to be signed by the trust and supplier) and your specific NPC codes. These will enable you to place your orders electronically via the NHS Supply Chain online ordering system.

## Direct Award / Call Off

If a trust can determine which supplier represents best value for money from the detail provided within the supplier's tender submissions to the framework agreement using the supplier submitted pricing schedules to the framework, a trust can direct award.

For clarity, bespoke terms or pricing cannot be supported under direct award, a trust must accept the offer listed in the framework using the frameworks terms & conditions and framework agreement submitted pricing schedule.

A trust cannot direct award and use locally agreed prices as this is in breach of the framework and would therefore not be compliant. If a trust requires "bespoke" pricing, a further competition must be carried out.

# Managed Service Contract

How a contract can be awarded: A contract can only be awarded in two ways...

## 1) Direct Award / Call Off

A direct award (without re-opening competition) can be made where the participating organisation can satisfy its requirements for services without supplementing and refining the call-off terms and conditions and can establish, from the offers made by framework suppliers in response to the original ITT for the establishment of the framework, which of those suppliers will deliver the most economically advantageous solution to that participating organisation's requirements.

A part of the requirement of this tender is for bidders to provide custom marketing material detailing their managed service contract offer detailing the benefits and restrictions together with a list of ALL potential management fees that are submitted to this framework for trusts to examine. This 4x A4 page (maximum) document will be provided to trusts upon request along with the suppliers submitted response document.

The supplier should this be the route to market MUST fix the fees submitted to the framework for the duration of the MSC contract and no alterations can be made to the management fees (even in a downward movement). For clarity, the supplier cannot invoice for any other fees regarding the management of the contract if they are not submitted to the framework for the life of the contract. If a trust wants to "direct award", they will be required to sign a "framework access form (FAF)" prior to any contract being formed. This is to ensure the contract is fully compliant with the framework terms and conditions.



## 1) Further Competition

A further competition will be used to establish the most economically advantageous tender (MEAT) in order to meet the specific requirements of the participating organisation/authority as laid down in the further competition documentation.

A trust will provide a detailed specification and evaluation questions for their bespoke requirement. Their requirement MUST fall within the parameters of the framework as detailed below. Each further competition will clearly state the stages the process it will go through up front (including details on site visits/ presentations/ references etc. as applicable) and how marks will be awarded at each stage. They will also detail at what stages supplier numbers may be reduced.

The further competition will be issued to ALL suppliers awarded onto the framework agreement, and it is the responsibility of the supplier to register interest and submit an offer within the timeframe stipulated should they wish to participate.

A supplier can submit a bespoke offer as part of the further competition and is not bound to fixing the management fees or services that were submitted to the framework.

Each further competition invitation will reflect the precise nature of an organisation's local requirement, albeit in accordance with the permitted scope of service as outlined within the over-arching framework agreement.

When using this agreement to run local call off/further competitions under the framework agreement participating organisations may only adjust/ amend the criteria weightings within the following ranges to reflect their bespoke requirements:

Criteria	Weighting (%)
General Service Requirements	20 - 70
Clinical/Technical Requirements	10 - 60
Support & Installation	10 - 60
Price	20 - 70

It is recognised that the duration of contracts/call offs awarded under the framework agreement may vary and on occasions the nature of the requirement may be such that a contract/call off may extend beyond the expiry date of the framework agreement itself.

## Further Competition Process

To ensure continuity, and for the benefit of all involved, it is expected that all conducted further competitions will follow the same process as detailed below.



We will also provide trusts with the same template ‘further competition documentation’ to complete for continuity purposes.

Again, prior to awarding a contract the trust will be required to sign a “framework access form (FAF)” prior to any contract being formed. This is to ensure the contract is fully compliant with the framework terms and conditions.

## Terms and conditions

The applicable version of the terms and conditions are the NHS Terms & Conditions for the Provision of Managed Services.

If a customer and supplier want to utilise further terms and conditions for the benefit of the contract, should there be any contradiction between terms, the NHS Framework Agreement for the Provision of Services (August 2014) will prevail.

## Managed Equipment Service: An important note on taxation

Please note that the framework arrangements generally, and the NHS Terms and Conditions for the Provision of Managed Services (SCCL call-off contract version) have not been developed to achieve any particular tax treatment (such as in relation to the reclaim of value added tax (VAT)). Specific tax advice should always be sought by the customer in relation to any managed services project in connection with the tax treatment and implications of the specific project scope and approach. Please also note that tax law and policy is always developing and, as a result, up-to-date tax advice should be obtained in respect of each individual managed services project.

Neither Akeso&Co, SCCL, nor its professional advisers, can be liable to any participating organisation in respect of the tax treatment of any particular project or contract, including in respect of any loss, liability, charges, interest or fines suffered by or levied against any participating organisation in connection with the tax treatment of the framework or any call-off contract entered into pursuant to the framework.

# Useful Documents and Resources

We understand the importance of providing a quick and easy ordering process. We have provided a list of comprehensive resources and useful material to help our customers get the information they need quickly.

Documentation	Use	Where to find
Product and Supplier Matrix	This document provides a full list of product categories and the corresponding supplier and supplier contacts for each lot	Available on the NHS Supply Chain website
Statement of Requirements Form (SOR)	This document requires completing by a technically qualified person to identify the needs of the customer.	Your Account Manager can provide access to these documents.
Customer Guide	This document provides a useful overview of the NHS Supply Chain operation with important advice including what to do when a product is not available, deliveries and returning of products	Available on the NHS Supply Chain website



# Frequently Asked Questions

## 1) What products are included within this framework?

Please see the Framework General Information for further information on the suppliers, their analysers and applicable assays.

## 2) How do I order from this framework?

Once you have received your quotation from your relevant Account Manager you will receive specific details on raising orders which can either be via our on-line catalogue or direct with the supplier.

## 3) Can you complete a product match against the products I currently order from NHS Supply Chain?

If you would like to look at product match completing for direct and in-direct alternatives:

- Step 1: Contact your Account Manager who will issue you with the relevant template
- Step 2: The team will assess the products held on the NHS SC website and contact the suppliers for any alternatives they may be able to offer
- Step 3: A file with all direct and in-direct alternatives will be issued to you showing pricing and the total potential savings to be achieved.

## 4) Do I need to complete a mini-competition, or can a direct award be made from this agreement?

The extensive pricing matrix allows us to complete a direct award from this agreement and no mini competition is required. A mini competition is recommended if you are unsure of your required solution.

## 5) What are the timescales from making a request for a price to raising the relevant paperwork enabling us to sign an agreement with a supplier?

Due to the extensive pricing we state a minimum of two weeks is required to complete this process.

## 6) Can I speak directly to the supplier to discuss bespoke specifications then still purchase via the framework?

Yes, however please advise relevant supplier/s that the route of purchase is via NHS SC framework to ensure you obtain a quote with all available framework discounts.

## 7) Does this price include maintenance/Service for the life of the equipment?

No, but all equipment comes with a 2 to 5-year warranty as standard however if you require a maintenance/service contract this needs to be stated on your initial pricing enquiry so we can arrange a separate quotation from the suppliers. Examples of current pricing which will remain confidential and only be used internally for validation of any savings achieved.

## 8) Can I obtain pricing for maintenance/Service after I have purchased the equipment?

Yes, you can obtain quotes for Maintenance post-sale, this is managed via a different framework. For further details please see <https://www.supplychain.nhs.uk/product-information/contract-launch-brief/maintenance-repair-and-calibration-of-medical-equipment/>

## 9) Does price include training/demonstration/set up of equipment?

This would need to be discussed with the Supplier at initial enquiry stage.

# Customer Feedback

We are keen to hear feedback on your experience using our framework, please either direct this via your Account Manager or via Customer Services including any product issues and concerns you would like to raise for equipment purchased via this framework.

Please provide your feedback via the following link;  
<https://www.supplychain.nhs.uk/ordering/customer-feedback/>