

# Health and Social Care Equipment and Associated Services Framework Agreement

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## User Guide

Ref No: 1061





## About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services. Established in 1974 by a group of 13 local authorities, we’re the UK’s largest public sector buying organisation and we’re still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance, and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

### Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick, and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there’s an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

## Overview

Start date:	13 October 2021
Expiry date:	12 October 2025
Extension(s) (if applicable)	None
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years.
Contract notice ref. no:	2021/S 000-016869
Potential maximum value:	£50m
Rebate:	1.5% paid by provider
Geographical location(s):	National

## Specification, overview and lot structure

The Health and Social Care Equipment and Associated Services framework will allow contracting authorities (CA's) NHS trusts and other public sector organisations to source their health and social care equipment and associated services via a compliant route to market. It will help to address budgetary pressures, creates efficiencies, and realises value for money.

The framework is here to support a variety of public sector colleagues in procurement, commissioning and service delivery teams including equipment stores.

The overall objective is to provide a flexible route to market so that customers can access the right types of equipment to cover a range of requirements, from supporting people to remain independent and stay in their own homes for longer and/or a provision in care environments.

The framework consists of two lots.

### **Lot 1 – Health and Social Care Equipment and Associated Services**

Service users have an assessment and if their needs meet local eligibility criteria, equipment is provided. The type of equipment and services covered within the scope of this lot will help support this process.

#### **Managed service**

Lot 1 is aimed at customers who are seeking a 'strategic' procurement solution for all their health and social care equipment and associated services who wish to deal with only one provider – the sole provider.

The sole provider NRS will work with the customer to provide a service to cover all community equipment service needs. They will discuss the current challenges with equipment, their equipment requirements and whether any of the associated services, are required. By putting all the customers equipment requirements through this lot will enable NRS to achieve economies of scales and therefore ensuring best value for your local authority, NHS trusts, and other public sector organisations.

Being able to provide NRS with typical equipment list(s), specifications, including estimated annual volumes is helpful.

It is NRS's responsibility to work with their supply chain to source the customers equipment needs and offer them suitable products or close technical equivalent (CTE's) to meet their requirements. This may also involve offering equipment demonstrations to the customer. NRS recognise some of the challenges of moving to a new arrangement and can support this process by including their specialist OT's in the decision making process.

NRS will agree with the customer, stocking levels of each product, to ensure sufficient stocks are always available for their call-offs and will be agreed at contract implementation to alleviate potential out of stock situations.

An output from the above process, will be a defined equipment list, with set prices for customers to use to call off from.

Whilst customers can do individual purchases for items of equipment, the managed service is aimed at ongoing relationships for all the customers services and equipment requirements, which will be called-off regularly into their own stores and/or service users homes.



Delivery prices were obtained as part of the tender process and are available, but please note that these are for information only and the associated delivery costs will be agreed with the customer at call-off stage, dependent on their individual requirements.

#### Pricing schedule – equipment

In addition to the managed service part of this lot, there is also a set price list for commonly purchased equipment products, which customers can direct award from. The prices are per product and a quantity of one and the prices will be held for 24 months from the establishment of the framework. If the customer requires multiples of products, then an option would be available to request a bespoke quotation based on their requirements, as they may benefit from economies of scale, ensuring best value for money. The purchase order would be placed directly with NRS.

Product areas and services within the scope of the goods and service provision will include but is not limited to:

Daily living aids	Kitchen aids
Bariatric equipment across all within the scope	Equipment for people with sensory impairments – visual and hearing
Walking aids and tubular steel products	Multi-sensory equipment
Postural support equipment – paediatric and adult	Wheelchairs and accessories
Ergonomic equipment and chairs	Hoists, lifting equipment and accessories
Paediatric equipment, cots, beds, changing equipment	Pressure area care
Specialist chairs	Beds and accessories
Seating and accessories	Patient moving and handling equipment
Bathing/showering non-electrical equipment and adaptations	Dementia care products
Bathing electrically powered	Access ramps
Toileting equipment and adaptations	Patient ramps, temporary steps and step climbers
Internal and external grab rails	Medical products
Rehabilitation and therapy products and equipment	Equipment demonstration, training, advice and support

Health and social care assessment and support services

**Associated services**

Health and social care assessment and support services are also available with this lot, types of services covered are occupational therapy assessments, trusted advisor service, blue badge assessments and self-funder support tools.

**Lot 2 – Service and Maintenance of Health and Social Care Equipment**

Lot 2 enables customers to access providers to service and maintain their equipment which will meet the health and safety requirements for providing equipment to service users.

The indicative types of equipment covered within this lot, are listed below:

Bariatric equipment across all areas within the scope	Multi-sensory equipment
Paediatric walking frames, postural support stands, prone standers	Wheelchairs and accessories
Ergonomic equipment and chairs	Manual and electric hoists and accessories
Postural support equipment	Pressure area care
Specialist chairs	Beds and accessories
Seating and accessories	Patient moving and handling equipment
Bathing/showering non-electrical equipment and adaptations	Access ramps
Bathing electrically powered	Patient ramps, temporary steps and step climbers
Toileting equipment and adaptations	Medical products
Equipment for people with sensory impairments	

There are set pricing schedules available for lot 2. These are split down by maintenance service charges (standard and out of hours rates) and servicing of existing equipment. The prices detailed in the pricing schedule will be held for 24 months from the establishment of the framework.

The providers have confirmed that their engineers/technicians have undertaken the necessary training and hold the relevant qualifications and vetted with all British Standards, CE Certification, UK Legislation and Regulations, the manufacturers specification, Health and Safety Executive Guidance, Accepted Codes of Practice, LOLER 1998 and PUWER 1998.

There are options available within this lot for the customer. They're able to do a direct award based on the pricing schedules and specification or run a further competition based on their individual requirements.

Providers were asked which geographical regions they would like to offer their service and maintenance service to and you will find these details in the providers section.

## Benefits of using the framework agreement

YPO's framework agreements are established to allow customers to purchase goods, works or services from providers via either direct award or further competition.

- Lot 1 – access to a sole provider and supply chain which allows you to choose your own equipment flexibly via a managed service, pricing schedule for most common equipment types and the opportunity to call off associated services, if required
- Lot 2 – confirmed pricing schedules for service and maintenance to allow direct award or option to undertake a further competition, if required
- Lot 2 - providers have been awarded geographically and you can directly call-off from the framework or have the option to undertake a further competition exercise
- Pre-defined specifications for both lots, option to amend to individual customer requirement
- Customers can choose to specify or provide amended Call-Off Terms and Conditions to those contained within the original framework agreement, as necessary to meet their own requirements
- Customers may wish to undertake a multi-lot call-off via direct award under the framework, provided the same provider(s) are appointed to each lot. Where this is the case, a direct award can be made to a provider if the participating customer can demonstrate the selected provider offers the most economically advantageous offer for both lots
- Document templates available for further competition, Call-off Order Form, Confirmation of Award
- YPO can fully manage your further competition (call-off), if required
- Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement
- Assured provider standards – providers are 'pre-qualified' as to their general suitability
- Aggregation of spend – customers will receive the benefits of the aggregated spend volume and increased leverage in the market

## Providers

## Lot 1 – Health and Social Care Equipment and Associated Services

Provider	Contact
<b>NRS Healthcare</b> Sherwood House Cartwright Way Forest Business Park Bardon Hill Coalville Leicestershire LE67 1UB	<b>Mark Baumann</b> Head of Sales Email: mbaumann@nrshealthcare.co.uk Mob: 07511 051703

## Lot 2 – Service and Maintenance for Health and Social Care Equipment

Provider	Contact
<b>NRS Healthcare</b> Sherwood House Cartwright Way Forest Business Park Bardon Hill Coalville Leicestershire LE67 1UB	<b>Paul Cairns</b> Director of Mobilisation Email: pcairns@nrs-uk.co.uk Mob: 07710 149654
<b>Medequip Assistive Technology Ltd</b> Unit 2, The Summit Centre Skyport Drive Harmondsworth West Drayton UB7 0LI	<b>Andrew Firth</b> Director of Operations - Medequip Email: andrew.firth@medequip-uk.com Mob: 07896 232762
<b>Millbrook Healthcare Ltd</b> Nutsey Lane Calmore Industrial Park Totton Southampton SO40 3XJ	<b>Lee Davies</b> Group Commercial and Development Director Email: contracts@millbrookhealthcare.co.uk Mob: 07896 707309

Lot 2 – Providers geographical breakdown

REGION	PROVIDERS		
	NRS Healthcare	Medequip Assistive Technology Ltd	Medequip Assistive Technology Ltd
East Midlands	✓	✓	✓
West Midlands	✓	✓	✓
East of England	✓	✓	✓
South East	✓	✓	✓
South West	✓	✓	✓
North West	✓	✓	✓
North East	✓	✓	✓
Yorkshire and The Humber	✓	✓	✓
London	✓	✓	✓
Scotland	✓		
Wales	✓	✓	
Northern Ireland	✓		

How to award/call-off from the framework

To access the framework agreement, customers should complete and return the Non-Disclosure and Customer Access Agreement, you can find a copy of the template on the framework page on the website: [www.ypo.co.uk/frameworks-home/900601#details](http://www.ypo.co.uk/frameworks-home/900601#details)

**Lot 1 - Direct award only**

The selection/award criteria used to establish the framework agreement and acceptance of the provider onto lot 1 was:

CRITERION	PERCENTAGE WEIGHTINGS
Quality	60%
Price	20%
Sustainability/social value	10%
Net zero – carbon reduction	10%



**Lot 2 – Direct award and further competition**  
The selection/award criteria used to establish the framework agreement and acceptance of the providers onto lot 2 was:

CRITERION	PERCENTAGE WEIGHTINGS
Price	60%
Quality	20%
Sustainability/social value	10%
Net zero – carbon reduction	10%

**Direct award**  
Direct award is an efficient and simple process. Lot 2 providers were ranked based on the evaluation of the tender exercise. Customers should consider the providers in order of rank and can direct award to the provider that represents the most economically advantageous offer based on their requirements.

- Provider ranking:
1. Medequip Assistive Technology Ltd
  2. NRS Healthcare
  3. Millbrook Healthcare Ltd

**Further competition**  
Customers can also run a further competition which reopens competition to establish their exact requirements.

When undertaking the further competition, customers need to invite all providers to submit a bid in response to their individual requirements. Any changes to the Call-Off Terms and Conditions or amended clauses in the specification all need to be made clear to providers so that they can ensure this is taken into consideration when formulating their bid.

When running a further competition, customers are required to use the same criteria that was used in the original tender (price, quality, sustainability/social value, net zero – carbon reduction) and can choose whether to carry the original scores through or reopen each criterion to competition.

When a criterion has been reopened for competition, customers can amend the weighting by +/- 10% from that used in the original tender (as described in the table

CRITERION	ORIGINAL TENDER WEIGHTING	PERCENTAGE WEIGHTINGS
Price	60%	50% - 70%
Quality	20%	10% - 30%
Sustainability/social value	10%	20%
Net zero – carbon reduction	10%	20%

Evaluation must be fair and transparent and the methodologies used to evaluate must be provided to the providers within the further competition documentation, including the evaluation criteria and the weightings that are applied.

Customers should award based on the most economically advantageous tender (MEAT).

YPO can help customers produce questions, pricing schedules and evaluation criteria to undertake a further competition if required,

Clarification responses, evaluation of submissions, drafting of award letters and contracts, and applicable Contract Award Notices are elements of the process that will need to be completed by the customers. Customers must inform YPO of the outcome of any further competition they undertake themselves.

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## Terms and conditions

Providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and providers to amend any terms if required.

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## Contact information

For further information or to discuss individual requirements, please use the contact details below:

### Claire Deacey

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Tel: **07814 290584** | Email: **socialcare@ypo.co.uk**

### Laura Megson

Category Buyer | Social Care and Emergency Services  
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### Andy Perrins

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Tel: **07741 660261** | Email: **socialcare@ypo.co.uk**