

Procurement Toolkit



The Procurement Process



Who is involved?

Nationally, Regionally



How does it work?

e-Procurement



Where do I start?

What is the process?

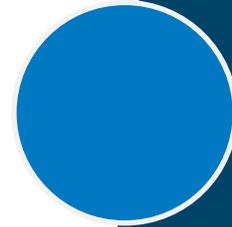
What data do I need to present?



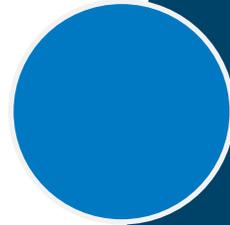
Where do I get help?

Directory of contacts

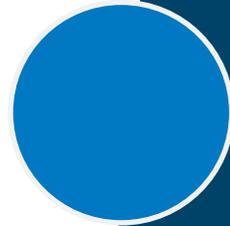
Who's involved?



Regionally – HINs, NHS Trusts, Primary Care providers



Nationally – Crown Commercial services, NHS Supply Chain, NICE, Procurement hubs and NHS shared business services, NHS Centre for Procurement Efficiency, Trade Associations



**UK Government
Department of Health and Social Care**

Regionally – NHS Trusts, ICSs & GPs

Individual NHS Trusts procure goods and services from SMEs and larger organisations at national regional and local levels. They are free to decide whether to purchase their supplies from individual suppliers, regional hubs or NHS Supply Chain.

Innovations that demonstrate cost efficiencies within care pathways will be sourced via Integrated Care Systems (ICSs) and filter down to Primary Care providers.

ICSs are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in the area, 42 ICSs are established across England.

Integrated Care Partnership (ICP) is a committee jointly formed between the NHS care board and all upper-tier local authorities that fall within the ICS area, responsible for producing integrated care strategy on how to meet the wellbeing needs of the population in the ICS.

Integrated Care Board (ICB) is a statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and coordinating the provision of health services in the ICS area.



Regionally – NHS Trusts, ICSs & GPs

Third party wholesalers can also provide consumables and medical devices, as well as logistics and supply chain services to the healthcare sector, for example:

<http://www.squadronmedical.co.uk/>

<http://www.bunzl.com/business/market-sectors.aspx>

<https://www.aah.co.uk/content/wholesale-0>

<http://www.vicareydaavidson.com/>

GP surgeries make local purchasing decisions regarding consumables, medical supplies and diagnostic equipment. These are sourced from third party suppliers, for example:

- <http://www.primarycaresupplies.co.uk/>
- <http://www.gpsupplies.com/>
- <http://www.medical-supermarket.com>

Regionally – NHS Procurement Hubs

NHS Regional Procurement Hubs were established to provide collaborative procurement opportunities to the NHS on a regional basis.

There are four Hubs that work collaboratively: NHS Commercial Solutions, East of England NHS Collaborative Procurement Hub, NHS London Procurement Partnership and North of England NHS Commercial Procurement Collaborative. **About Us**

Support available from Hubs include:

- **Advice and guidance** – commercial, procurement and market management advice and guidance support to local digital procurements and contracts
- **Market engagement** – support to deliver pre-procurement activity to define your needs and understand the supplier landscape through proactive and compliant supplier engagement activity
- **Identification and support for collaborative procurement opportunities** – enabling value for money investment through economies of scale
- **Facilitation and signposting** to best fit procurement frameworks – to reduce duplication and drive efficiency procurement framework strategy recommendations

NICE

National Institute for
Health and Care Excellence

Nationally – National Institute for Health and Care Excellence (NICE)

NICE “provides national guidance and advice to improve health and social care.” <https://www.nice.org.uk/>

The **NICE medical technologies evaluation programme (MTEP)** selects and evaluates new or innovative medical technologies that could offer substantial benefits to patients.

Please see: About MTEP

MTEP helps the NHS adopt efficient and cost-effective medical devices and diagnostics more rapidly and consistently. **However, the MTEP evaluation programme is not a regulatory requirement, nor is it mandatory for new technologies to undergo the programme**

The types of products which might be evaluated could be medical devices that deliver treatment during surgical procedures; technologies that give greater independence to patients; and diagnostic devices or tests used to detect or monitor medical conditions



Nationally – Trade Associations

The **Association of British Healthcare Industries (ABHI)** supports the HealthTech community to provide products and services that help people live healthier lives. They do this by:

- Shaping the Future
- Leading Access to HealthTech
- Influencing Regulation
- Supporting Growth
- Building Trust

ABHI is promoting the value of technology across the patient pathway as well as bringing together the leading minds in the area of digital health.

All members are obliged to sign up to the ABHI Code of Business. <https://www.abhi.org.uk/what-we-do/building-trust/code-of-business-practice/>
<https://www.abhi.org.uk/>

Nationally – NHS Shared Business Services (SBS)

NHS SBS are the “market leaders in business support services” for the NHS and work in partnership with more than 35% of all NHS Trusts and organisations. They have framework contracts that cover health and corporate services including IT, Legal, Estates & Facilities and Business Services.

They have limited influence in procurement decisions, but their role includes support with procurement in a variety of ways. They help with operational procurement and offer access to a full portfolio of negotiated contracts and frameworks, including full procurement business process outsourcing services.

For more information see: [About Us | NHS SBS](#)

They are able to procure products which fall within the remit for NHS Supply Chain and therefore trusts are able to buy these products through them.

NHS SBS also allow suppliers to submit **innovative products for assessment**. NHS SBS will review the innovations and advise companies how to proceed: <https://www.sbs.nhs.uk/proc-supplier-innovation-ideas>

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.The text 'Supply Chain' in a bold, black, sans-serif font. The background behind the text is a grey and white checkerboard pattern. To the right of the text is a network diagram with several grey circles connected by thin lines.

Nationally – NHS Supply Chain (SC)

NHS SC provides patient-focussed healthcare products and supply chain services to the NHS and is now operated by 9 different companies on behalf of the SCCL <http://www.supplychain.nhs.uk/>

NHS SC has an online and print catalogue that NHS organisations can purchase from <https://my.supplychain.nhs.uk/catalogue>

Supplier news can be found at <https://www.supplychain.nhs.uk/news/supplier-news/>

The **Supply Chain Coordination Limited (SCCL)** is the management function of the new Supply Chain operating model, previously known as the Future Operating Model and it provides a range of critical central services to NHS organisations, NHS contractors, patients and the public <https://www.supplychain.nhs.uk/sccl/>

More information on the roles and processes within NHS Supply Chain can be found [here](#)

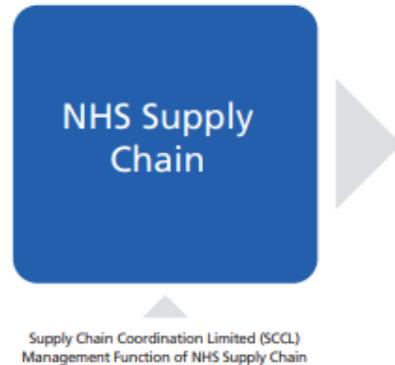
NHS SC – Operating Model

The operating model consists of 13 separate towers which the DHSC went out to tender for.

Eleven comprise the procurement functions known as category towers.

Each tower has a specific scope in terms of products, developed in consultation with the NHS.

Suppliers who bid and were successful in winning a tower are unable to undertake procurement exercises for the products that sit within the other towers, and thus any of their frameworks had to novate to the new provider.



	Products and Services	Providers
Medical	NHS Supply Chain: Ward Based Consumables	DHL Life Sciences and Healthcare UK
	NHS Supply Chain: Sterile Intervention Equipment and Associated Consumables	Collaborative Procurement Partnership LLP
	NHS Supply Chain: Infection Control and Wound Care	DHL Life Sciences and Healthcare UK
	NHS Supply Chain: Orthopaedics, Trauma and Spine, and Ophthalmology	Collaborative Procurement Partnership LLP
	NHS Supply Chain: Rehabilitation, Disabled Services, Women's Health and Associated Consumables	Collaborative Procurement Partnership LLP
	NHS Supply Chain: Cardio-vascular, Radiology, Endoscopy, Audiology and Pain Management	HST
Capital	NHS Supply Chain: Large Diagnostic Capital Equipment including Mobile and Services	DHL Life Sciences and Healthcare UK
	NHS Supply Chain: Diagnostic, Pathology and Therapy Technologies, and Services	Akeso & Company
Non Medical	NHS Supply Chain: Office Solutions	Crown Commercial Service
	NHS Supply Chain: Food	Foodbuy
	NHS Supply Chain: Hotel Services	NHS North of England Commercial Procurement Collaborative
Support Services	NHS Supply Chain: Logistics	Unipart Group Ltd
	NHS Supply Chain: Supporting Technology	DXC Technology

Nationally – NHS SC

NHS
Supply
Chain
brings
certain
benefits to
suppliers
such as:

Reduced point of sales, a single route to market for suppliers instead of knocking on 240 trust doors. This is a key benefit for SMEs in particular.

Specialist procurement conversations with suppliers. [The Category Tower Service Providers \(CTSPs\)](#) have buying teams which have specialist knowledge of their product areas.

Regional distribution centres with over 9000 stocked lines which allow for increased Supply Chain resilience.

NHS Supply Chain has a dedicated Supplier Relationship Management (SRM) team who engage regularly with suppliers, face to face and at a variety of national and regional events.

Clearer route for innovative products into NHS Supply Chain through better links with and collaboration with national programmes, such as the National Wound Care Strategy.

Nationally NHS SC

Category Towers

Towers 1,3 and 7 are DHL managed

Towers 2,4, and 5 are CPP managed (Collaborative Procurement Partnership)

Tower 1 – Ward Base

DHL were successful in their bid for ward base consumables which means they will procure products such as IV Therapy, Patient Assessment Devices and Electrodes for the NHS.

[About T1](#)

Tower 3 – Infection Control and Wound Care

DHL were successful in their bid for Infection Control and Wound Care. They will procure products such as Wipes, Dressings and Wound Care for the NHS.

[About T3](#)

Tower 7 – Large Diagnostic Capital Devices

- DHL were successful in their bid for Large Diagnostic Capital Devices Inc Mobile & Consumables. They will procure products such as CT Scanners, Dental Surgery Equipment and Maintenance and Leasing of all Devices.

[About T7](#)

Tower 2 - Sterile Intervention Equipment

CPP were successful in their bid for Sterile Intervention Equipment and Associated Consumables. they will procure products such as Theatre Equipment, Procedure Packs and Gowns for the NHS.

[About T2](#)

Tower 4- Orthopaedics, Trauma & Spine and Ophthalmology

CPP were successful in their bid for Orthopaedics, Trauma & Spine and Ophthalmology. They will procure products such as Optical Items and Surgical Implants for the NHS.

[About T4](#)

Tower 5 – Rehabilitation, Disable Services, Woman's Health

CPP were successful in their bid for Rehabilitation, Disable Services, Woman's Health & Associated consumables. They will procure products such as Walking Aids, Continence Products and Woman Health Products.

[About T5](#)

Nationally NHS SC

Category Towers

Towers 6,8,9,10,11 are managed by separate entities.

Tower 6 – Cardio-Vascular, Radiology, Endoscopy, Audiology

HST is a joint venture made up between DHL Life Sciences and Healthcare and Vizient Inc.

They procure products such as Hearing Aids, Stents and Pacemakers.

Tower 8 - Diagnostic Equipment

Akeso & Company Ltd is an independent, leading specialist provider of procurement support in healthcare.

They procure products such as Laboratory Equipment, Diathermy Equipment and Cardio Equipment.

[About T8](#)

Tower 9 – Office Solutions

Crown Commercial Services (CCS) are the Centralised commercial and procurement services for Government.

CCS were successful in their bid for Office Solutions. They procure products such as Office Furniture and stationery.

[About T9](#)

Tower 10 –Food

Foodbuy is a leading food procurement organisation based in the UK.

Foodbuy were successful in their bid for food meaning they procure products such as ambient groceries, fresh Food and for school fruit and veg.

[About T10](#)

Tower 11 – NHS Hotel Services

NHS North of England Commercial Procurement Collaborative (NOE CPC), were successful in their bid for hotel services which means they procure products such as catering consumables and domestic management for the NHS.

[About T11](#)



Nationally – Department of Health and Social Care (DHSC)

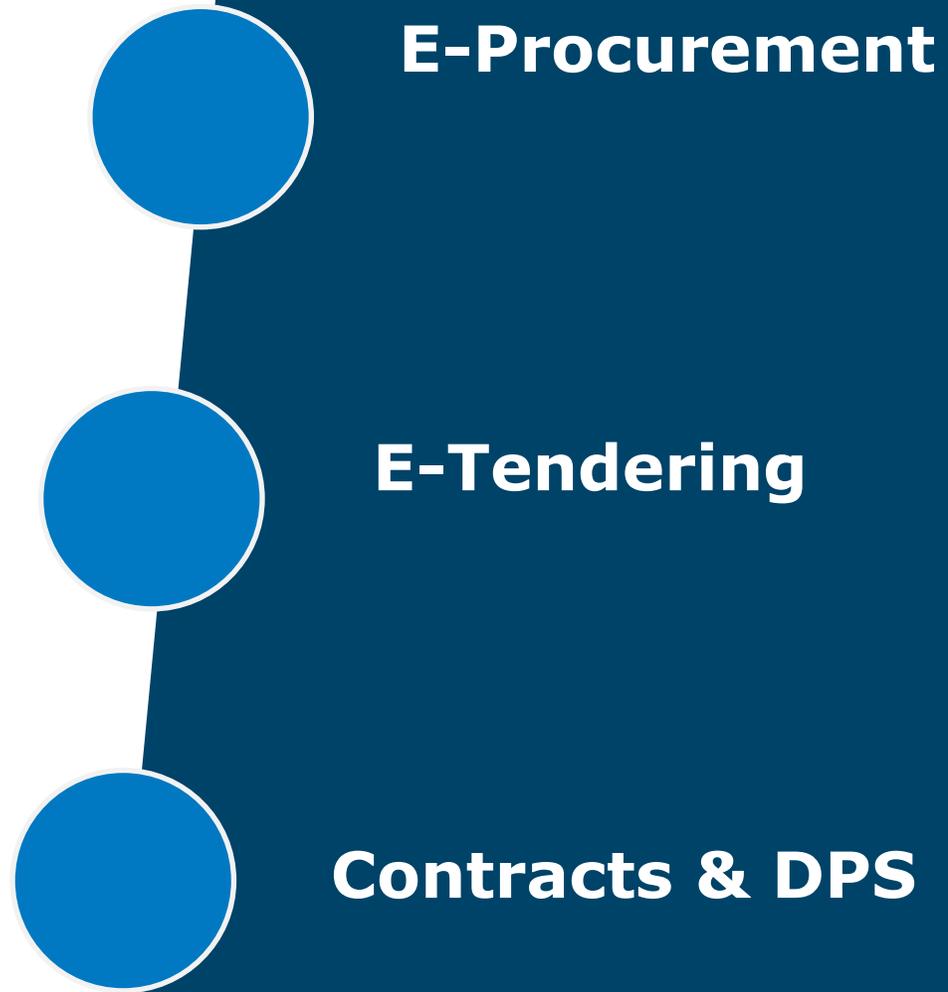
The DHSC supports the Secretary of State for Health by setting national policy and legislation, managing healthcare system relationships rather than directly overseeing NHS organizations. It is aided by 15 agencies, including NHS England and NHS Information.

DHSC Priorities:

- Ensure safety and manage global health relations, including EU Exit.
- Promote health and independence in communities by transforming NHS services.
- Support the NHS in delivering high-quality, sustainable hospital care and securing a skilled workforce.
- Foster research and innovation to enhance health and economic productivity.
- Ensure accountability to Parliament and taxpayers while improving efficiency.
- Drive excellence in commercial practices to create value in health and social care.
- Enhance health and social care through necessary technology.

<https://www.gov.uk/government/organisations/department-of-health-and-social-care/about>

How does Procurement work?



NHS Procurement

How to access NHS Procurement Channels:

- 1) Selling direct to trusts or primary care organisations
- 2) National framework collaborations and contracts e.g. Category Tower Service Providers
- 3) Selling through collaborative purchasing arrangements e.g. hubs
- 4) Government tenders and contracts

<https://www.gov.uk/guidance/partnering-with-the-nhs-to-sell-goods-and-services>

NHS Supply Chain offer an e-Tendering service, which provides a simple secure and efficient means for managing tendering activity and contract negotiations with suppliers online.

It helps buyers and suppliers reduce the time, effort and costs involved in the purchasing lifecycle. It allows suppliers to express an interest in contract opportunities, to receive invitations to tender and download tender documentation.

E-Procurement – Key information



To apply for any tenders you will need to be a registered user of the eProcurement tool, **Jaggaer**.
Registering as soon as possible can help reduce delays.

See: <https://nhssupplychain.app.jaggaer.com/web/login.html> and <https://www.jaggaer.com/supplier-support>



All medical devices, including in vitro diagnostic medical devices (IVDs), custom-made devices and systems or procedure packs, **need to be registered with the MHRA** before they are placed on the Great Britain market. Evidence of this will be required.

As of 1st January 2022, non-UK manufacturers will require a UK Responsible Person who is registered with the MHRA for the purposes of registering devices placed on the Great Britain market.

E-Procurement – Key information



It is now **mandatory to submit Carbon Reduction plans** for any public procurement contract with NHS supply chain. To find out more information please see [Procurement Policy Note 06/21: Taking account of Carbon Reduction Plans in the procurement of major government contracts - GOV.UK \(www.gov.uk\)](#) and [NHS England » Carbon reduction plan requirements for the procurement of NHS goods, services and works](#)



<https://www.find-tender.service.gov.uk/Search>. - where you can register to be informed on when a prior information notice is released, or a tender is released in your product area.

<https://www.supplychain.nhs.uk/categories/> will give you dates of when the frameworks will be ending – we go out to tender approximately 1 year in advance of the framework end date.

E-Procurement – Key information

Net Zero :

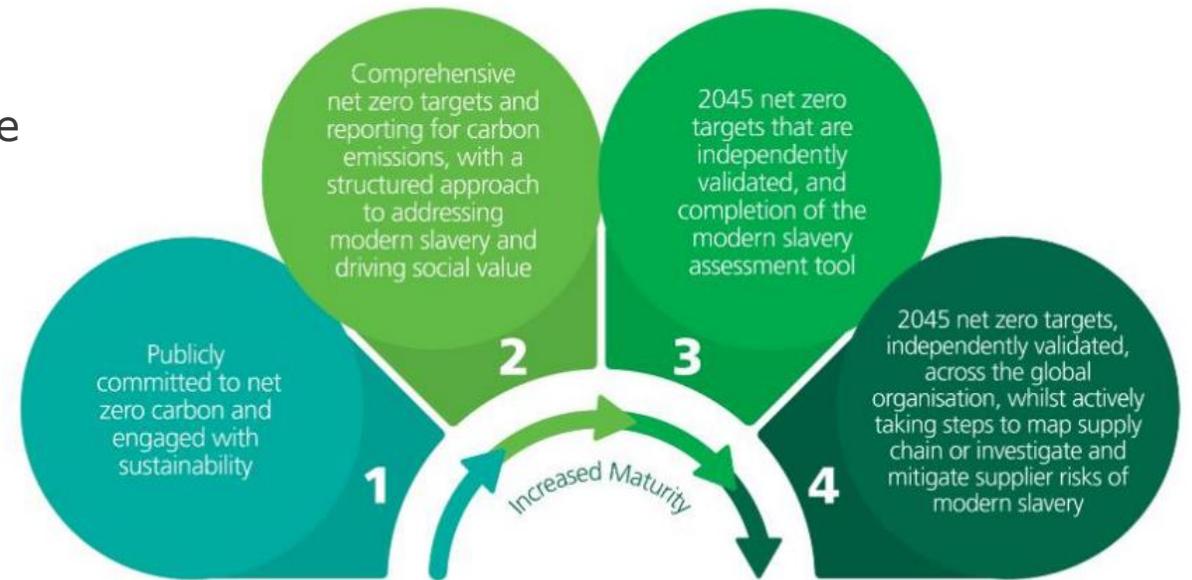
For all NHS Supply Chain frameworks completion of Evergreen is required.

The Evergreen Sustainable Supplier Assessment is a self-assessment and reporting tool for suppliers to share sustainability information with the NHS, providing a single route for information and data sharing between suppliers and the NHS.

For more information: Environmental Sustainability toolkit: [Here](#)

After completing the assessment, suppliers will receive a sustainability maturity score against NHS priorities, which signposts their current position and pathway to progress.

Evergreen Sustainable Supplier Assessment Summary of Maturity Criteria



england.nhs.uk/evergreen

June 2023

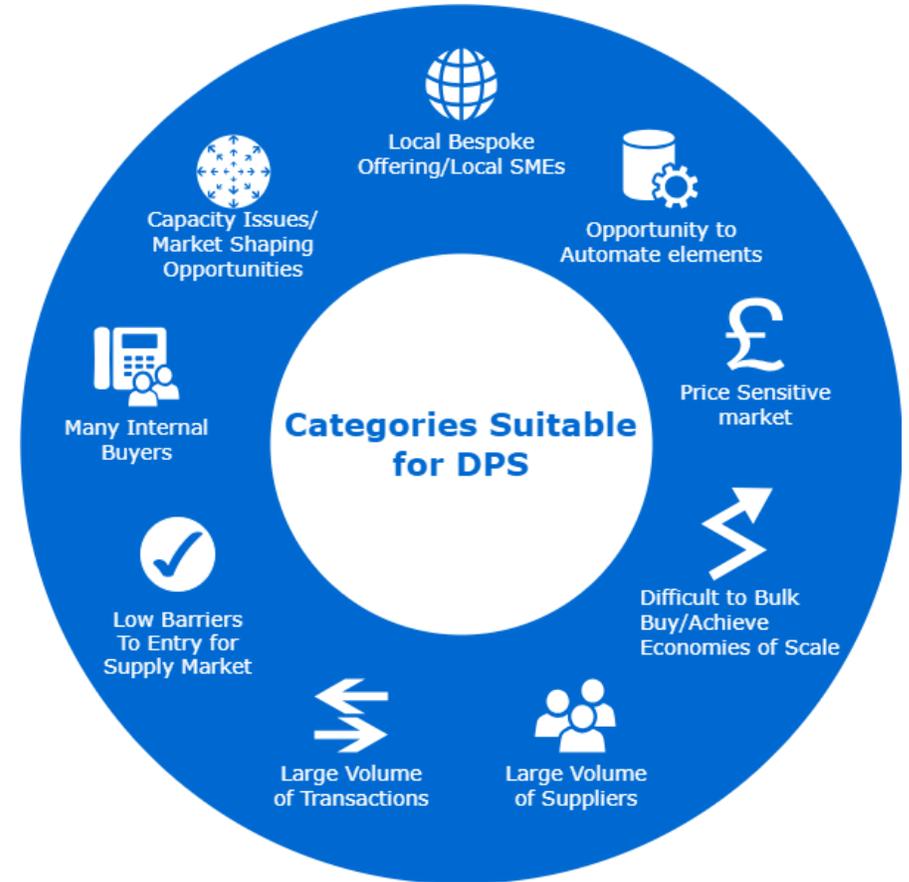
Dynamic Purchasing Systems

Dynamic Purchasing Systems (DPS) are 1 of 4 types of agreements available through Crown Commercial Service (CCS). They are designed to offer customers a quick, easy and flexible route to market.

DPSs are easy to use and can reduce procurement times – a **simple procurement can be initiated in just 10 days**, significantly shorter than more traditional procurements which can often take months.

[Visit CCS website to take a look](#) at the DPSs currently on offer.

A DPS allows suppliers to join at any time, increasing competition and choice and meaning that it is open to new businesses, innovations and emerging technologies throughout the life of the DPS.



Dynamic Purchasing System

How to sell through a DPS:

1. Find a DPS you like to join and register as a supplier on the DPS Marketplace
2. You will need to complete a standard Pre-Qualification Questionnaire (PQQ)
3. If you meet the exclusion and selection criteria in the PQQ you will be added as a supplier to the DPS
 - if you are not added as a supplier, we will provide you with useful feedback to help you re-apply
4. Buyers will award individual contracts through the DPS
5. Buyers will invite all suppliers on the DPS (or all those included in their filtered selection) to compete and bid for a specific contract
6. The winning supplier will be awarded the contract by the buyer

Digital procurement and frameworks

- **Cloud software services on the G-Cloud framework:** [G-Cloud suppliers' guide](#): information about the application process, including eligible services and when to apply.
- **Digital specialists services on the Digital Outcomes and Specialists framework:** [Digital Outcomes and Specialists suppliers' guide](#): information about the application process, including eligible services and when to apply.
- **Buying and selling on the digital marketplace**: Guidance for buyers and suppliers of cloud technology, digital outcomes, digital specialists, user research participants and labs.
- **Health Systems Support Framework (HSSF)**: The Health Systems Support Framework provides a quick and easy route to access support services from innovative third party suppliers at the leading edge of health and care system reform, including advanced analytics, population health management, digital and service transformation.
- Other places you can go to search for upcoming tenders and opportunities
 - [Find a Tender](#) for high-value opportunities or awarded contracts across the whole of the UK
 - [Public Contracts Scotland](#)
 - [Sell2Wales](#)
 - [eSourcing NI](#) and [eTendersNI](#) for Northern Ireland

Where do I start?



Key tips for procurement

What is the process?

Key tips from NHS Trust Procurement Leads

Engage early

Procurement should be your first point of contact as they are crucial through the process. If you do not have a clinical contact, Procurement will direct you to the correct people.

Clinician Support

If you have already met a clinician who is interested in your product, inform Procurement.

Honesty

Be honest about your product, its capabilities and who you have spoken to. Don't exaggerate what you have achieved so far. Focus on the specific benefits your product can bring to each Trust/Hospital and the possible impact on the care pathway.

Know your competition

Research the area and the products you may be competing with, especially with regards to what the Trust you are approaching is already using. Robust competitor analysis is needed.

Key tips from NHS Trust Procurement Leads

Business Case

Following a successful product evaluation, a business case is prepared by relevant general managers and clinicians, depending on the Trust. It requires details of costs, maintenance requirements and training provision.

Contact Procurement

If you are struggling, procurement can assist you before submission to smooth out any issues and portray your bid in the best light.

Decision to buy

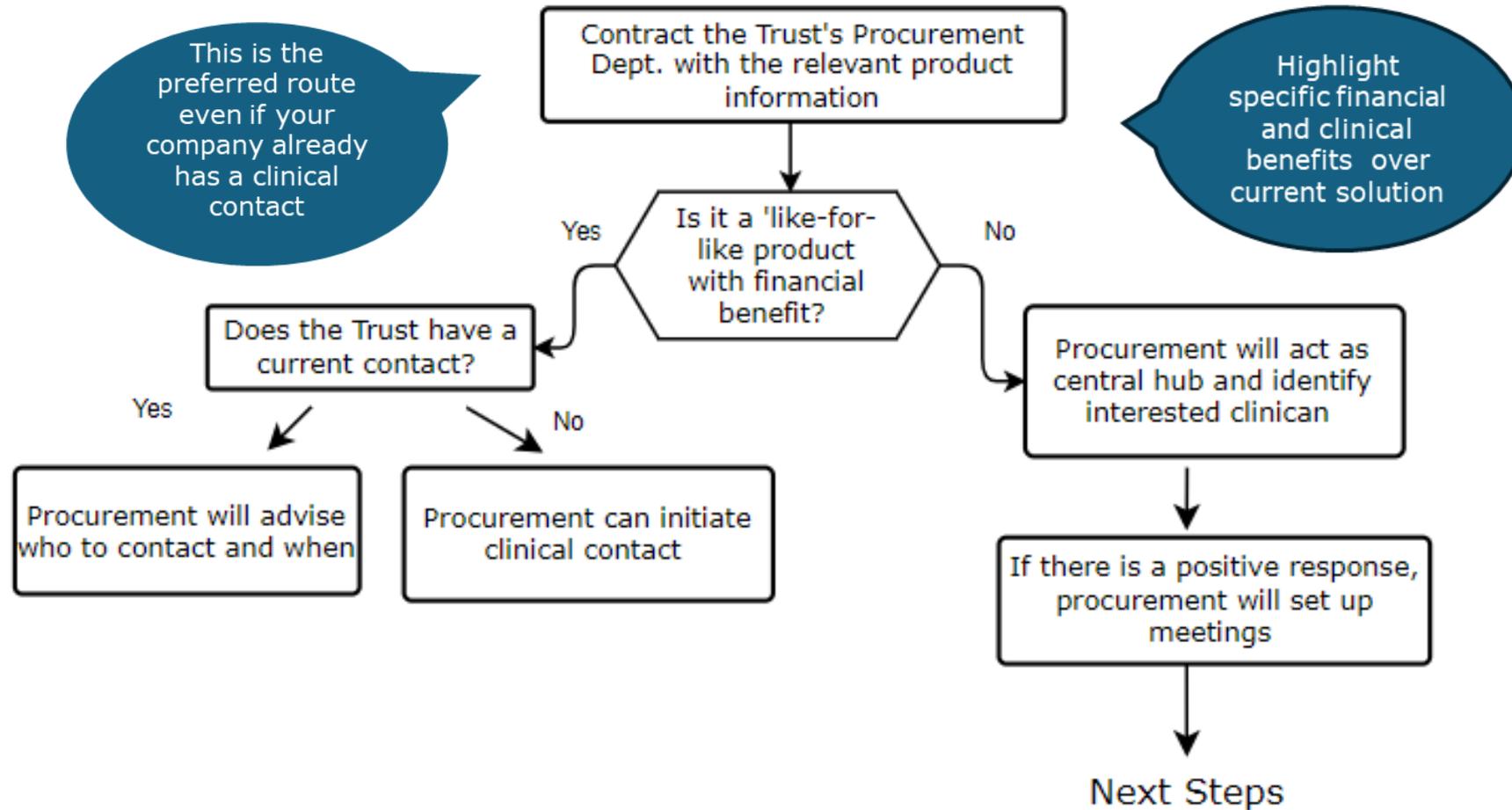
Be aware that the clinician/procurement team rarely make the final decision to buy. It is likely that a business case for the product will go to an Investment Approval committee who will also consider alternative products.

No Guarantee

Please be aware that even if a Trust trials your product, and it is very popular with a clinician, there is still no absolute guarantee that your product will be purchased.

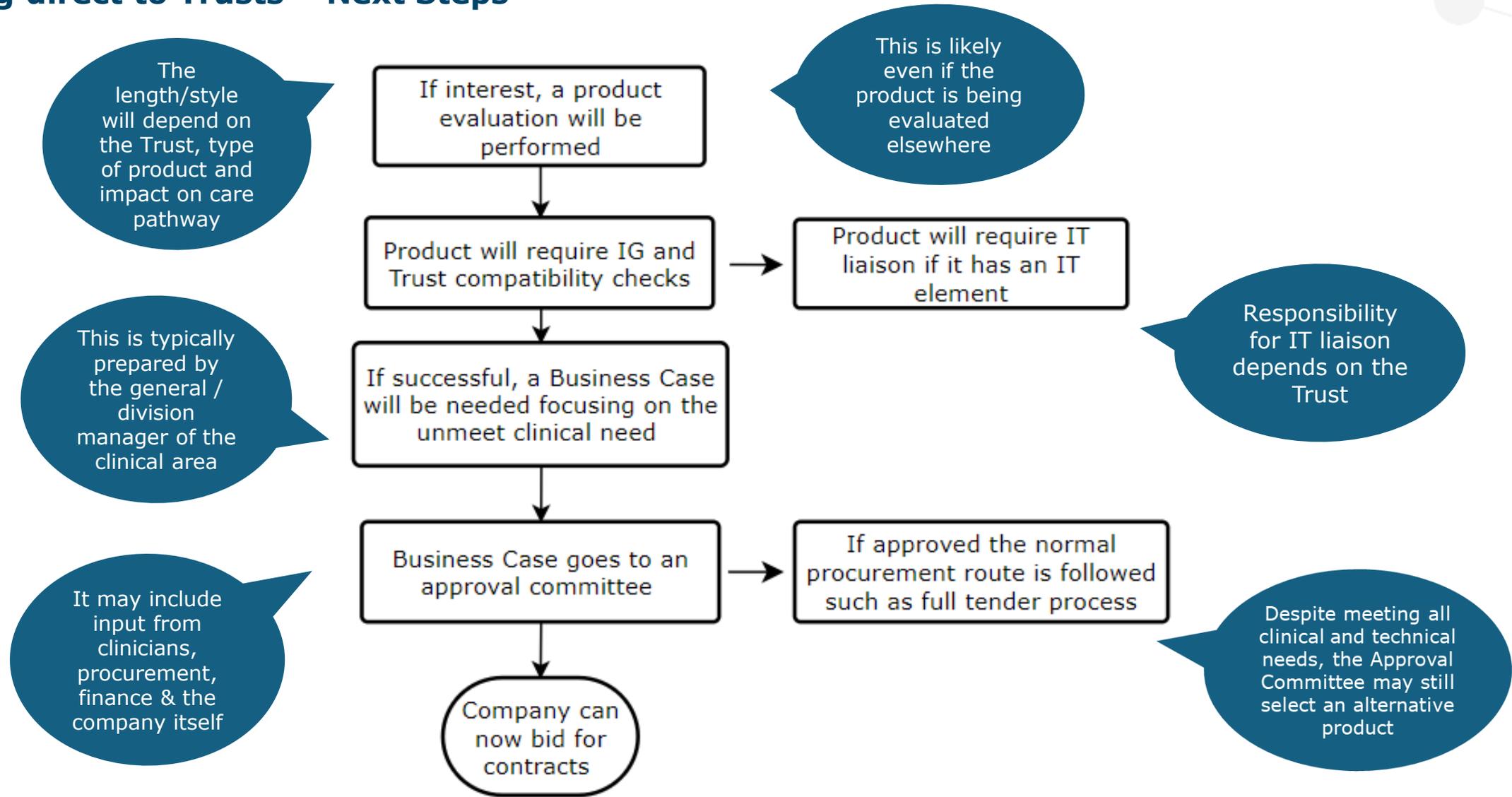
What is the process?

Selling direct to Trusts

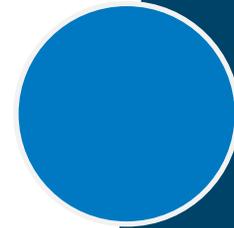


What is the process?

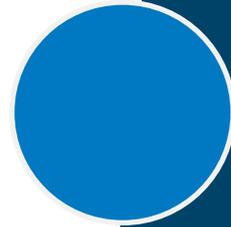
Selling direct to Trusts – Next Steps



Where do I get help?



Directory of contacts



Key website links

Directory of Contacts:

NICE: nice@nice.org.uk

Key website: <https://www.nice.org.uk/About/What-we-do/Our-Programmes/NICE-guidance/NICE-medical-technologies-evaluation-programme>

SSCL: FOM@dh.gsi.gov.uk

Key website: <https://www.supplychain.nhs.uk/sccl/>

DHSC: smeenquiries@dh.gsi.gov.uk

Key website: <https://www.gov.uk/government/organisations/department-of-health/about/procurement>

NHS SC: customer.service@supplychain.nhs.uk or
<https://www.supplychain.nhs.uk/contact/>

Key website: <http://www.supplychain.nhs.uk/suppliers/>

ABHI: enquiries@abhi.org.uk

Key websites: <https://www.abhi.org.uk/>

Procurement Quick Links

[NHS procurement - GOV.UK \(www.gov.uk\)](#) [Greener NHS » Suppliers \(england.nhs.uk\)](#)

[NHS England » Evergreen Sustainable Supplier Assessment](#)

[Modern Slavery Assessment Tool - Supplier Registration Service \(cabinetoffice.gov.uk\)](#)

<https://www.contractsfinder.service.gov.uk/> Contracts Finder

<https://www.find-tender.service.gov.uk/Search> - Find a Tender

<https://www.sell2wales.gov.wales> - Welsh procurement opportunities site

<https://www.publiccontractsscotland.gov.uk> - Scottish procurement opportunities site

<https://www.gov.uk/government/organisations/government-commercial-function> Government Commercial Function website

<https://innovation.nhs.uk/> - Innovation Hub link

value-match.co.uk – Value Match