



Analysis and Recovery

(Ref: 2025/S 000-011058)

Contract period: 1 April 2025 to 31 March 2028

Contract notice: 2024/S 000-037207 | Fully compliant with PCR 2015



eocph.nhs.uk



frameworks@eocph.nhs.uk



East of England NHS Collaborative
Procurement Hub (EOECPH)

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01 ABOUT US



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WELCOME

The East of England NHS Collaborative Procurement Hub was originally established by the region's trusts in 2006, founded on a simple belief: collaboration makes us stronger. Since then, we have grown into a procurement and advisory partner for organisations across the NHS and wider public sector supporting members, non-members, regional systems and national programmes alike.

As the landscape has evolved, so have we. What began as a member created organisation is now a flexible, multi-access hub offering a range of ways to work with us: through membership, service partnerships, consultancy support or direct use of our frameworks.

What has never changed is our commitment to strengthening the organisations and communities we serve. From trusts and ICSs to local authorities and emergency services, we help partners turn complex challenges into shared achievements.

Today, we're more than a procurement hub; we're a collaborative force for progress. By bringing people, insight and innovation together, we help organisations deliver value, efficiencies and expertise where they are needed most.

As the landscape continues to evolve, so will we – guided by the same belief in collaboration that has defined our journey from the very start.



This guide will help you access our frameworks confidently and efficiently, ensuring compliance and maximising value. If you need further support at any stage, our team is here to help.

FRAMEWORKS@EOECPH.NHS.UK

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WHY USE THIS FRAMEWORK

Every Hub framework is designed with one goal in mind: to give you a fast, compliant and high-quality route to market that helps you deliver the best outcomes for your teams, patients and communities.



By using this framework, you benefit from years of shared expertise, strong supplier relationships and the combined strength of regional and national collaboration. You can move quickly, confidently and compliantly knowing that every framework has been built to save time, reduce risk and maximise value.



Whether you're running a mini competition or exploring a direct award, you'll have clear guidance, compliant processes and support grounded in our expertise in public procurement regulations. Our role is to provide robust frameworks and the assurance that your procurement activity meets the required standards every step of the way.

Choosing a Hub framework isn't about ticking a box – it's about unlocking better outcomes, faster.

- ✓ **Confidence from the start:** Fully compliant, quality assured frameworks.
- ✓ **Save time and money:** Streamlined routes to market reduce procurement costs and administrative burden.
- ✓ **Tailored to you:** Award options that fit your timelines, service requirements and organisational context.
- ✓ **Impact that matters:** Suppliers who understand the unique challenges of public and health sector organisations, delivering measurable value, efficiency and improved outcomes.

With every framework, you gain more than a contract. You gain a partner committed to strengthening your organisation and the communities you serve.

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WHY CHOOSE THE HUB?



We offer a range of ways to work with us as a member, a framework user, a commissioning partner or through bespoke consultancy support.

KNOWLEDGE

Extensive NHS and wider public procurement expertise supported by regional insight and national collaboration.

SUPPORT

Hands on guidance throughout the process, offering friendly, impartial advice whether you're a member or engaging with us through another route.

CHOICE

A wide range of pre-qualified suppliers across multiple lots and service types.

COMPLIANCE

Fully aligned with the relevant regulations assured through robust governance.

EASE OF USE

Templates, guidance and support that make procurement simple, smooth and efficient.

VALUE BEYOND COST

Our frameworks and services deliver more than savings they support better planning, reduced risk, operational improvement and measurable outcomes.

MULTIPLE WAYS TO PARTNER

Join as a member, use our frameworks, commission standalone projects or access consultancy support.

INCLUSIVE ACCESS

Any NHS and wider public sector organisation can use our frameworks free of charge.

MARKET INSIGHT

Enhanced understanding of supplier markets and system-wide priorities through strong national partnerships.

TRUSTED EXPERTISE

Built from supporting both members and non-member organisations across health and public sector settings.

A COMMITMENT TO SYSTEM WIDE IMPROVEMENT

Helping organisations deliver better outcomes together.

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FRAMEWORK BENEFITS

AT A GLANCE

Our frameworks are free to access for all NHS organisations.
Membership is not required.

FREE TO ACCESS

For NHS organisations and publicly funded entities, in whole or in part throughout the whole of the UK, including Northern Ireland, Scotland and Wales

FLEXIBLE PROCUREMENT ROUTES

Or streamlined procurement options: mini competition or direct award

PRACTICAL, TAILORED SUPPORT

At every stage of the procurement process.

CUSTOMISED

End-to-end support from the Hub team

ACCESS

To experienced, pre-qualified suppliers

COST EFFICIENCY

Via aggregated spend and competitive day rates

FRAMEWORK

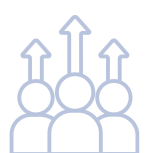
Managed and monitored with customer feedback incorporated

SOCIAL VALUE

Embedded in supplier selection

INFORMED

By regional insight, aligned with national priorities and supported by strong supplier relationships.



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FRAMEWORK OVERVIEW

This buyer's guide and mini competition document is intended to provide information about the Analysis and Recovery framework and to provide practical support and documentation to contracting authorities who wish to procure services under the framework.

Please note, the guidance provided within this document applies only to this framework. Contracting authorities should ensure they refer to the specific guidance document relevant to any other framework agreement they wish to access to ensure that the right processes are being followed.

The framework has been set up for retrospective analytical reviews and analysis of core spend and transactions to be costed on a 'no win, no fee' basis. Awards against this framework can be undertaken via two options:

**OPTION 1:
MINI COMPETITION**

**OPTION 2:
DIRECT AWARD**

The ABI percentage relates to the service charge element applicable on the recovered savings. The framework is no win no fee. ABI is 5% of supplier invoice fees (approximately 1% of recoveries identified)

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FRAMEWORK OVERVIEW

THIS FRAMEWORKS CONSISTS OF 10 LOTS:

Lot 1	Telecommunications Contract Reviews (Landlines and Mobiles)
Lot 2	Energy Contract Reviews (Electricity, Gas, Renewable Energy and Fuels)
Lot 3	Water Contract Reviews
Lot 4	Water Management Service
Lot 5	Business Rates Review and Revaluation
Lot 6	Value Added Tax (VAT) Reviews
Lot 7	Accounts Payable Transaction Reviews
Lot 8	Private and Overseas Patients: Income Generation and Recovery
Lot 9	General Contract Compliance
Lot 10	Multidisciplinary Service Provision, Income Generation and Consultancy

The lot specifications issued to suppliers under the original framework tender documents are available in Document 4 within the framework mini competition documents.



Access to framework documentation will be provided following receipt of a completed and signed access agreement. Access agreements can be requested from frameworks@eoecph.nhs.uk.

All suppliers awarded to this framework have demonstrated previous consultancy experience within publicly funded entities within the United Kingdom and case studies regarding some of these works are available on request.

SUPPLIERS AND LOTS

Lot 1

Telecommunications Contract Reviews (Landlines and Mobiles)

Suppliers on this lot can carry out analysis of:

- ✓ Public Switch Telephone Network (PSTN) Lines
- ✓ Call plans
- ✓ Multi-protocol Label Switching (MPLS)/Ethernet
- ✓ Leased Line Services
- ✓ Maintenance Charges
- ✓ Mobile/Voice data

SUPPLIERS ON LOT 1:



Audit Partnership Ltd
Cost Clarity Ltd
J.S Held UK Ltd
PCMG

SUPPLIERS AND LOTS

Lot 2

Energy Contract Reviews (Electricity, Gas, Renewable Energy and Fuels)

Suppliers on this lot can carry out analysis of the following:

- ✓ Invoices
- ✓ Tariffs
- ✓ Distribution Charges
- ✓ Transmission Charges
- ✓ Metering Charges
- ✓ VAT rates
- ✓ Climate Levy Changes
- ✓ Environmental Costs
- ✓ Capacity Charges
- ✓ Data Collection Charges

SUPPLIERS ON LOT 2:



Audit Partnership Ltd
Axiom Utilities Ltd
Cost Advice Services Ltd
Cost Clarity Ltd
J.S Held UK Ltd
PCMG
Schneider Electric

SUPPLIERS AND LOTS

Lot 3

Water Contract Reviews

Suppliers can carry out analysis of the following:

- ✓ Invoices
- ✓ Tariffs
- ✓ Distribution Charges
- ✓ Transmission Charges
- ✓ Metering Charges
- ✓ VAT rates
- ✓ Climate Levy Changes
- ✓ Environmental Costs
- ✓ Capacity Charges
- ✓ Data Collection Charges

SUPPLIERS ON LOT 3:



Advanced Demand Side Management Ltd
Audit Partnership Ltd
Axiom Utilities Ltd
Cost Advice Services Ltd
Cost Clarity Ltd
PCMG
Schneider Electric

SUPPLIERS AND LOTS

Lot 4

Water Management Service

Suppliers can carry out a full review of a Contracting Authorities current and historic water services with an in-depth review of site water consumption and costs and propose management tools.

SUPPLIERS ON LOT 4:



Advanced Demand Side Management Ltd
Cost Advice Services Ltd
PCMG
Schneider Electric

SUPPLIERS AND LOTS

Lot 5

Business Rates Review and Revaluation

Suppliers can carry out analysis of:

- ✓ Property Lease charges,
- ✓ Rental charges,
- ✓ VAT charges as applicable,
- ✓ Insurance Payments & Exemptions,
- ✓ Business Rates and Rates Relief

In the case of Business Rates, reviews are to be undertaken for both the current rateable values and future revaluations. The current rateable values are based on the 1 April 2021 valuation, that came into effect 1 April 2023. Future revaluations will take place on a 3-year valuation cycle with the next Valuation List due to start on 1 April 2026.

SUPPLIERS ON LOT 5:



Avison Young

SUPPLIERS AND LOTS

Lot 6

Value Added Tax (VAT) Reviews

Suppliers can carry out in depth reviews of:

- ✓ Input and Output VAT
- ✓ VAT Rates
- ✓ Exemption Calculation

SUPPLIERS ON LOT 6:



Berthold Bauer VAT Consultants
CRS VAT trading as CRSTAX
Ernst & Young LLP
KPMG LLP
Liaison Financial Services Ltd
NHS Shared Business Services
RSM UK Tax and Accounting Ltd

SUPPLIERS AND LOTS

Lot 7

Accounts Payable Transaction Reviews

Suppliers can perform a full review on historic and current data, to include, but not limited to:

- ✓ All Accounts Payable activity
- ✓ Accounts Payable Contracts
- ✓ Purchase Orders
- ✓ Identify duplicate payments, Over or underpayments,
- ✓ Identify discrepancies between contract pricing/rates and invoiced pricing/rates.

SUPPLIERS ON LOT 7:



Audit Partnership Ltd
Deloitte LLP
J.S Held UK Ltd
Liaison Financial Services Ltd
Rockford Associates Ltd
Twice2much

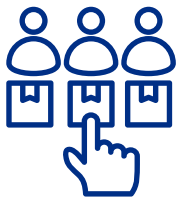
SUPPLIERS AND LOTS

Lot 8

Private and Overseas Patients: Income Generation and Recovery

Suppliers can carry out reviews with a Contracting Authority to identify opportunities as well as missed or non-payment of private patient invoicing

SUPPLIERS ON LOT 8:



Liaison Financial Services Ltd

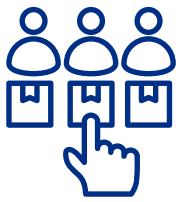
SUPPLIERS AND LOTS

Lot 9

General Contract Compliance

Suppliers can carry out assignment reviews on a Contracting Authority's contracts, data or other related information, focusing on price and contractual terms for areas that are not covered by lots one to eight.

SUPPLIERS ON LOT 9:



Audit Partnership Ltd
Deloitte LLP

SUPPLIERS AND LOTS

Lot 10

Multidisciplinary Service Provision, Income Generation and Consultancy

This lot has multiple purposes:

- ✓ To bundle services from multiple Lots a Provider has been awarded to.
- ✓ To allow for contingency fee services based on future possible savings.

SUPPLIERS ON LOT 10:



Advanced Demand Side Management Ltd
Audit Partnership Ltd
Axiom Utilities Ltd
Cost Clarity Ltd
CRS VAT trading as CRSTAX
Deloitte LLP
J.S Held UK Ltd
Liaison Financial Services Ltd

03 PROCUREMENT CONSIDERATIONS

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PROCUREMENT PROCESS

We provide flexible, compliant options to secure services from the framework:

MINI COMPETITION

- ✓ Publish your service specification to all eligible suppliers in the lot.
- ✓ Evaluate responses using criteria tailored to your local needs.
- ✓ Award the contract and obtain an order **code** for call-off references

DIRECT AWARD

- ✓ Select the best value supplier based on:
 - framework information
 - available intelligence
- ✓ An efficient, compliant approach using pre-evaluated suppliers.



TIPS FOR SUCCESS:

1

Tailor your needs

Focus on your bespoke needs rather than capability checks (suppliers are pre-qualified).

2

Provide information

Make sure to provide sufficient information to allow accurate responses.

3

Share pricing

Share pricing with the Hub for due diligence before final award.

4

Engage stakeholders

Engage with relevant stakeholder prior to going to out to tender (include early on in tender).

5

Plan ahead

Allow sufficient time for a comprehensive submission.

6

Pre-market engagement

Run pre-market engagement prior to issuing a tender.



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PROCUREMENT PROCESS

IMPORTANT INFORMATION

- ✓ Terms and conditions have been issued for the framework; these should be incorporated into any call-off order contract awarded against the framework. Contracting authorities should not accept alternative terms offered by a supplier where they do not reference and accept the overarching requirements of the framework agreement.
- ✓ The call-off order provides additional information and can be found in the documentation provided. This form should be completed and signed off by both parties (the contracting authority and supplier) on award and a copy returned to frameworks@eoeceph.nhs.uk. The Hub will issue an access code which must be included on all contractual documentation for compliance.
- ✓ The framework sets an upper limit of fees which can be applied. The Hub will carry out due diligence on pricing offered under mini competition on behalf of the contracting authority. Fees submitted under the framework are treated as commercially confidential and are not published to support fair competition and enable providers to offer their best prices through mini competitions. Please submit the mini competition's preferred bidder's prices to enable the due diligence to be carried out ahead of a supplier's award via email to frameworks@eoeceph.nhs.uk.
- ✓ Local specifications should not include or ask for information which is considered qualifying or references capability or eligibility requirements. The framework provides this assurance, mini competitions should focus on bespoke needs and the ability to deliver the services required.
- ✓ Contracting authorities should ensure questions asked in the mini competition are relevant to their local needs and requirement when mini competition is carried out.
- ✓ Please ensure you provide sufficient information to enable the suppliers to respond to your mini competition.
- ✓ Insurance documents and financial standing for all suppliers is checked annually. Please get in touch via email frameworks@eoeceph.nhs.uk to confirm when the insurance documents and financial standing was last checked. We advise doing this prior to award of your contract.

This Hub framework is managed by the Procurement, Assurance and Compliance team. If you have any queries concerning the framework or competition requirements, please contact them via email at frameworks@eoeceph.nhs.uk. We aim to respond to all queries within two working days of receipt.

PROCUREMENT PROCESS

MINI COMPETITION AND DIRECT AWARD

ORDER CODE

Contracting authorities must obtain a unique order code after calling off from the framework. This code must be quoted on all correspondence, commercial documents and contractual paperwork issued to the supplier.

MINI COMPETITIONS

Mini competition is the preferred procurement route as it provides transparency and helps ensure best value for money.

Process:

- ✓ The contracting authority publishes a service specification for the mini competition.
- ✓ All eligible suppliers must be invited to submit a response.
- ✓ Responses are evaluated using the criteria set out in the mini competition documents.
- ✓ The Hub provides governance and assurance on day rates and contract costs submitted as part of the competition.
- ✓ When a contract is awarded and both parties have signed the call-off order, the contracting authority obtains an order code from their procurement support supplier or from the Hub.

Contracting authorities may tailor or refine the evaluation criteria when re-opening competition to reflect local priorities.



Example:

During evaluation, the contracting authority may choose to weigh elements related to collaboration, upskilling and assurance of business objectives and key risks to ensure maximum value from the chosen supplier.

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PROCUREMENT PROCESS

The mini competition documents include drafting notes **DN [TEXT ENTERED BY WAY OF INFORMATION]**. These are to be deleted as you complete the tender with your local bespoke needs and should not to be left in at the point you issue the mini competition to suppliers.

DIRECT AWARD

Direct award without mini competition is permissible where the contracting authority can clearly demonstrate best value for money from a single supplier.

This may be evidenced through:

- ✓ Framework information
- ✓ Supplier websites
- ✓ Market intelligence
- ✓ Other credible sources of information

Direct award should only be used when the requirement and the market make the selection of the supplier clear and justified.

While supplier pricing remains commercial-in-confidence and is not published in framework documentation, it is available on request to support contracting decisions.

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TEMPLATES

Base templates for a mini competition under this framework are included within the document set. Please ensure all yellow highlighted drafting areas/notes are completed and deleted where necessary prior to publication.

Once the mini competition process is complete, you should communicate your decisions to suppliers who have submitted bids.

The use of these templates is not mandatory for mini competitions under this framework and contracting authorities are able to use their own documents.

MINI COMPETITION (EVALUATION CRITERIA AND TEMPLATE DOCUMENTS)



When a contracting authority wishes to undertake a mini competition, they have the option to review the evaluation criteria against their local needs and update certain elements as required.

The evaluation criteria can be amended at mini competition stage and emphasis can be placed onto areas which best reflects the contracting authority's needs or business objectives. Where no special emphasis is needed, the weighting and sub-criteria can remain unchanged.

GENERIC MINI COMPETITION EVALUATION HEADINGS FOR LOCAL CONTEXT:

1	Social value	10%, or as detailed by the contracting authority
		✓ Climate change (framework level) ✓ Economic inequality (framework level)
2	Quality	60%, or as detailed by the contracting authority
		✓ Approach to local delivery for the contracting authority ✓ Planning, transition and implementation
3	Commercial	30%, or as detailed by the contracting authority
		✓ Cost and competitiveness – (day rates)

Contracting authorities have flexibility to adjust the components and weightings under the broad evaluation headings to reflect their local requirements. For example, they may choose to focus heavily on a particular criterion, such as commercial or quality assurance. However, social value must always carry a minimum weighting of 10% in the evaluation to ensure this factor is considered in every procurement.

TEMPLATES

CALL-OFF ORDER CONTRACT TERM

Please ensure you use the call-off order contract template and terms and conditions provided in the document set to secure services under this framework for both mini competition and direct award. As noted within the framework agreement, alternative terms and conditions may be used where both parties agree. Examples of some differing terms and conditions can be found within the framework agreement. Where different terms and conditions are utilised, these must be detailed within the order form.



IMPORTANT NOTE:

Once a call-off contract is signed by both parties, request a unique order code from the Hub. Returning a fully signed call-off order to frameworks@eoecph.nhs.uk ensures your contract is officially recognised and allows you to:

- Legally call off services under the framework
- Quote the order code on all correspondence and commercial documents
- Benefit from framework governance and support throughout the contract

COMPLIANCE AND GOVERNANCE



- ✓ Framework fully compliant with PCR 2015
- ✓ Annual verification of supplier insurance and financial standing
- ✓ Hub oversight ensures governance, compliance and protection throughout the procurement process

FTS NOTICES / REFERENCES

Notice type	Reference	Link
Contract award	2025/S 000-011058	Find a Tender

ETHICAL COMMITMENTS

MODERN SLAVERY

A modern slavery risk assessment was undertaken at framework level and the overall risk has been assessed as **medium**.

The services procured under this Framework are professional, consultancy-based services rather than labour-intensive or commodity-based provision and do not involve the procurement of high-risk goods or complex overseas supply chains. Delivery models are typically knowledge-led, office-based, and operate within the UK's regulated public sector environment, where employment law and professional standard provide additional protection.

At framework level, suppliers that are relevant commercial organisations were required to confirm compliance with section 54 of the Modern Slavery Act 2015, and all call-off contracts must be awarded using NHS standard terms and conditions for services, which include provisions relating to ethical employment practices and modern slavery.

While modern slavery risk has been assessed at framework level, Contracting Authorities should continue to apply proportionate due diligence at call-off, reflecting the specific delivery model and any subcontracting arrangements. Any issues arising during contract delivery, or changes that may affect the modern slavery risk profile, must be notified to the framework owner.

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ETHICAL COMMITMENTS

SOCIAL VALUE

Social Value has been embedded at framework level in line with PPN 06/20.

THEME 3: FIGHTING CLIMATE CHANGE

The questions asked are: Describe your organisation's commitment to fighting climate change beyond the immediate performance of the contract. Please detail the specific initiatives you will implement to reduce greenhouse gas emissions, improve environmental outcomes, and engage with your supply chain, staff, and the community to promote environmental stewardship. Explain how you will prioritise emission reductions over offsetting, and provide examples of activities that support environmental improvement beyond your own organisation, such as community projects, partnerships, or awareness-raising campaigns.

THEME 5: WELLBEING

The questions asked are: How will your organisation raise awareness among staff, clients, and suppliers to promote strong, integrated communities in the areas where your services are delivered? Provide examples of any training, engagement, or educational activities that will promote financial literacy and inclusion within underserved groups.

NET ZERO AND CARBON REDUCTION COMMITMENTS

As part of the framework establishment process, suppliers were required to provide a Carbon Reduction Plan under PPN 06/21.

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- ✓ Contact information for awarded suppliers
- ✓ Contact and support

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CONTACT INFORMATION FOR AWARDED SUPPLIERS

The contact information for awarded suppliers is available in a separate document: [view the supplier matrix by clicking here](#). Alternatively, copy-paste the below URL into your browser:

https://eoenhscph.sharepoint.com/:x:/s/FileShare/IQCI8Tn0LRd3RI_iRoRn2cKrAe1TllvrJsnpdIUiVMqr8nM?e=5K3c4e

The Hub can help Partnership with Purpose

Contact us

We're here to support you through the entire procurement journey, from guidance to award and beyond. Your goals are our priority, and our frameworks are designed to deliver peace of mind, value and real impact.



eoecph.nhs.uk



Hub@eoecph.nhs.uk
General enquiries



frameworks@eoecph.nhs.uk
Procurement, Assurance and Compliance team



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