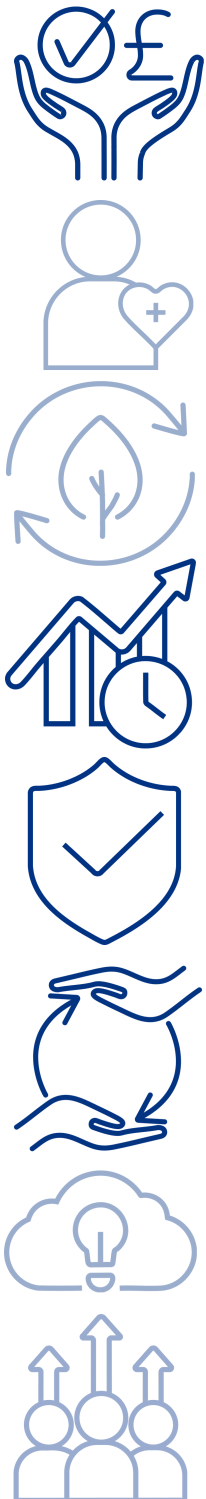


FRAMEWORK BUYERS' GUIDE

LAST UPDATED AUGUST 2026



Collaborative
Procurement Hub



Managed Neutral Vendor Services

(Contract Details Notice:
2026/S 000-007378)

Contract period: 4 January 2026 to 3 January 2030

Tender notice reference: 2025/S 000-053607 | Fully compliant with PA23 | ABI: 1%



eocph.nhs.uk



frameworks@eocph.nhs.uk



[East of England NHS Collaborative
Procurement Hub \(EOCPH\)](#)

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CONTENTS

01	ABOUT US	1.1 <u>Welcome</u>	02
			
		1.2 <u>Why use this framework</u>	03
			
		1.3 <u>Why choose the Hub?</u>	04
			
02	THE FRAMEWORK	2.1 <u>Framework benefits at a glance</u>	05
			
		2.2 <u>Framework overview</u>	06
			
		2.3 <u>Suppliers and lots</u>	08
			
03	PROCUREMENT CONSIDERATIONS	3.1 <u>Procurement process</u>	09
			
		3.2 <u>Notices for awarding call-off contracts</u>	13
			
		3.2 <u>Templates</u>	14
			
		<u>Call-off order contract term</u>	
<u>Compliance and governance</u>			
<u>FTS notices/references</u>			
		3.3 <u>Ethical commitments</u>	16
			
04	APPENDIX	4.1 <u>Contact information for awarded suppliers</u>	19
			
		4.2 <u>Contact and support</u>	20
			

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01 ABOUT US



THIS WAY TO:

02

THE FRAMEWORK

03

PROCUREMENT
CONSIDERATIONS

04

APPENDIX

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

 [NEXT SECTION](#)

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 call off with competition or exploring a call off without competition, 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.

 [NEXT SECTION](#)

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.

02 THE FRAMEWORK

>>> THIS WAY TO:

01 ABOUT US

03 PROCUREMENT
CONSIDERATIONS

04 APPENDIX

FRAMEWORK BENEFITS

AT A GLANCE

Our frameworks are free to access for all public sector 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: call off with competition.

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

Call off with competition only, ensuring best value for money.

FRAMEWORK

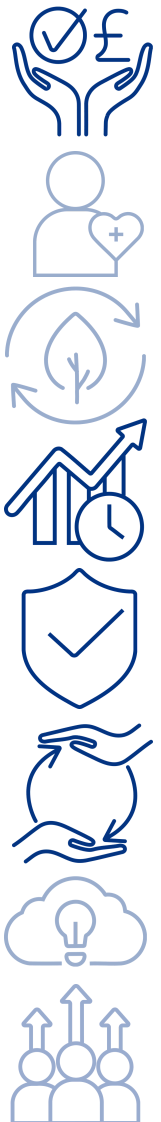
Managed and monitored with customer feedback incorporated.

SOCIAL VALUE

Embedded in supplier selection.

INFORMED

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



 [NEXT SECTION](#)

FRAMEWORK OVERVIEW

This buyer's guide and call off with competition document is intended to provide information about the Managed Neutral Vendor Services 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 bespoke managed neutral vendor services services to be costed in line with the Contracting Authorities requirements. Awards against this framework can be undertaken via:

CALL OFF WITH COMPETITION

 [NEXT SECTION](#)

FRAMEWORK OVERVIEW

THIS FRAMEWORKS CONSISTS OF A SINGLE LOT.

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

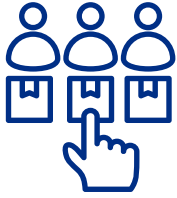


Access to framework documentation will be provided following receipt of a completed and signed access agreement. Access agreements can be requested from frameworks@eoecph.nhs.uk.

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

SUPPLIERS

SUPPLIERS ON THE FRAMEWORK:



Agito Medical
ALXR Ltd
Avensys UK Ltd
Chrystal Medical
Diaverum Facilities Management
Ergea UK and Ireland Ltd
Fujifilm Healthcare UK Ltd
Genmed.ME
Medecon Healthcare
Siemens Healthcare Ltd

03 PROCUREMENT CONSIDERATIONS

>>> THIS WAY TO:

01 ABOUT US

02 THE FRAMEWORK

04 APPENDIX

PROCUREMENT PROCESS

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

CALL OFF WITH 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



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

Engage stakeholders

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

4

Plan ahead

Allow sufficient time for a comprehensive submission.

5

Pre-market engagement

Run pre-market engagement prior to issuing a tender.

6

Share pricing

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



[NEXT SECTION](#)

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@eoecph.nhs.uk. The Hub will issue an order code which must be included on all contractual documentation for compliance.
- ✓ The framework sets an upper limit of management fees which can be applied. The Hub will carry out due diligence on pricing offered under call off with 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 call off with competitions. Please submit the call off with 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@eoecph.nhs.uk.
- ✓ Local specifications should include the bespoke requirements and needs of a Contracting authorities but must be in-scope of the overarching framework. Technical questions should also be relevant to the service required and where appropriate, questions that are deemed as 'Conditions of Participation' can be included when call off with competition is carried out.
- ✓ Please ensure you provide sufficient information to enable the suppliers to respond to your call off with competition.
- ✓ Insurance documents and financial standing for all suppliers is checked annually. Please get in touch via email frameworks@eoecph.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@eoecph.nhs.uk. We aim to respond to all queries within two working days of receipt.

PROCUREMENT PROCESS

CALL OFF WITH COMPETITION

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.

CALL OFF WITH COMPETITION

Call off with 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 call off with competition.
- ✓ All eligible suppliers must be invited to submit a response.
- ✓ Responses are evaluated using the criteria set out in the call off with 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:

A call off with competition specification may include not only the requirement for managed neutral vendor services but also a greater emphasis on collaborative working, knowledge sharing and embedding capability within the organisation.

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.

 [NEXT SECTION](#)

PROCUREMENT PROCESS

The call off with 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 call off with competition to suppliers.

 [NEXT SECTION](#)

NOTICES FOR AWARDING CALL-OFF CONTRACTS

Call-off with competition	
Notice	Timeframe
UK6: Contract Award Notice	At least 8 working days prior to the desired contract signature date - voluntary 8 working day standstill prior to entering into the contract
UK7: Contract Details Notice	Within 30 days of contract signature date
UK12: Procurement Termination Notice (if terminating the procurement process)	As soon as possible after deciding to terminate a procurement process
UK17: Payments Compliance Notice	Within 30 days of the last day of a reporting period – March and September
UK8: Contracts Payments Notice	Within 30 days of the last day of the quarter in which the payment was made
UK9: Contract Performance Notice	KPI reporting – at least once every 12 months during the life of the contract and when terminating
UK10: Contract Change Notice	Before making the contract modification – voluntary 8 working day standstill prior to entering into the change
UK11: Contract Termination Notice	Within 30 days of the date the contract is terminated

 [NEXT SECTION](#)

TEMPLATES

Base templates for a call off with 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 call off with competition process is complete, you should communicate your decisions to suppliers who have submitted bids.

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

CALL OFF WITH COMPETITION (EVALUATION CRITERIA AND TEMPLATE DOCUMENTS)



When a contracting authority wishes to undertake a call off with 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 call off with 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 CALL OFF WITH 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 call off with competition. 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 PA 2023
- ✓ 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 details notice	2026/S 000-007378	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**.

Modern Slavery considerations for this framework were assessed against the risk characteristics set out within PPN 009. Although the auto-populated risk rating identified the framework as high risk due to the inclusion of healthcare services, a proportionate assessment concluded that a medium risk rating was more appropriate. This reflects the scope of the framework, which is limited to managed neutral vendor services delivered within the regulated UK healthcare environment, rather than the supply of high-risk goods or overseas manufacturing.

At framework stage, successful suppliers were required to complete the Modern Slavery Assessment Tool (MSAT) within three months of framework award and provide a Modern Slavery Statement (or equivalent document). Where a supplier does not already have a statement, they must commit to publishing one within three months of framework award. This requirement also applies to any Tier 1 subcontractors involved in delivering the framework.

In addition, all call-off contracts awarded under the framework must use the NHS Standard Contract, which includes provisions relating to ethical employment practices, supply chain due diligence and modern slavery compliance.

Contracting Authorities calling off from this framework should satisfy themselves that the framework-level modern slavery risk assessment remains relevant and proportionate to their individual requirement and undertake any additional due diligence considered necessary at call-off stage. Where appropriate, additional assurance, monitoring, or mitigation measures may be applied during contract delivery, and any material changes in risk should be raised with the framework owner.

 [NEXT SECTION](#)

ETHICAL COMMITMENTS

SOCIAL VALUE

Social Value has been embedded at framework level in line with PPN 002, with a XX% qualitative weighting applied to the overall quality score, in accordance with government policy and NHS requirements.

OUTCOME 1: FAIR WORK (1A. CREATE AND RETAIN HIGH QUALITY JOBS)

OUTCOME 1: FAIR WORK (1E. IDENTIFYING AND MANAGING THE RISKS OF MODERN SLAVERY)

The following Social Value outcomes were applied to this framework:

**Fair Work - Create and retain high quality jobs and;
Fair Work - Identifying and managing the risks of modern slavery.**

These outcomes reflect the workforce-focused nature of the framework, where suppliers coordinate the delivery of managed services through employed and subcontracted workforces. They recognise the importance of creating high quality employment opportunities alongside maintaining ethical employment practices and effective oversight of modern slavery risks.

Suppliers were required to demonstrate how they would deliver contract-specific social value commitments through future call-off contracts. This included creating and retaining high quality jobs through fair working conditions, fair pay and opportunities for in-work progression, together with proportionate measures to identify, manage and reduce the risk of modern slavery within their workforce and supply chains.

Social value commitments made at framework stage should be monitored through contract management arrangements and, where appropriate, refined at call-off stage to reflect local priorities and service requirements

 [NEXT SECTION](#)

ETHICAL COMMITMENTS

NET ZERO AND CARBON REDUCTION COMMITMENTS

Carbon Reduction Plan

As part of the framework establishment process, suppliers were required to provide a Carbon Reduction Plan and state their baseline emissions, in line with PPN 006: Taking account of Carbon Reduction Plans in the procurement of major government contracts

Carbon Reduction Plans were requested at framework stage to provide assurance that suppliers have a structured and credible approach to measuring, managing, and reducing their greenhouse gas emissions over time, including emissions associated with business operations and service delivery. This supports a consistent minimum standard across the framework and alignment with wider NHS Net Zero objectives.

 [NEXT SECTION](#)

04 APPENDIX

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

>>> THIS WAY TO:

01 ABOUT US

02 THE FRAMEWORK

03 PROCUREMENT
CONSIDERATIONS

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/IQAy0j-fKZtaT6fhWMBVFMeoAWxfnKROVSuU6PWckVnwX34?e=CyR0KX>

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



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General enquiries



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