

FRAMEWORK BUYERS' GUIDE

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NHS
Collaborative
Procurement Hub

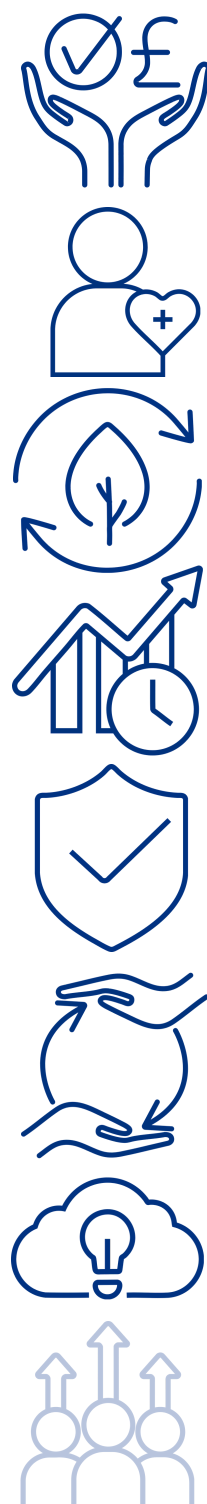


Pharmaceutical Wholesale Services

(Ref: 2022/S 000-015606)

Contract period: 1 July 2022 to 30 June 2026

Contract notice: 2022/S 000-015606 | Fully compliant with PCR 2015 | ABI: 1%



eocph.nhs.uk



pharmacy@eocph.nhs.uk



East of England NHS Collaborative
Procurement Hub (EOCPH)

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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.

PHARMACY@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.

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 discounted drug price

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 Pharmaceutical Wholesale 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 the provision of safe, legal, efficient and cost-effective pharmaceutical wholesale services comprising the delivery of medicines and other pharmaceutical products to be costed on a drug price basis. Awards against this framework can be undertaken via two options:

OPTION 1:
MINI COMPETITION

OPTION 2:
DIRECT AWARD

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FRAMEWORK OVERVIEW

THIS FRAMEWORKS CONSISTS OF A SINGLE LOT.

The lot specifications issued to suppliers under the original framework tender documents are available in the framework folder.

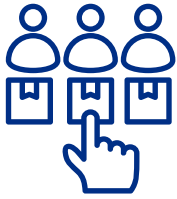


Access to framework documentation will be provided following receipt of a completed and signed access agreement. Access agreements can be requested from pharmacy@eoecph.nhs.uk.

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

SUPPLIERS AND LOTS

SUPPLIERS ON THE FRAMEWORK:



AAH Pharmaceuticals Limited
Alliance Healthcare
Mawdsley-Brooks
Phoenix Healthcare

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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
 - Annex 2 of the call-off order form
- ✓ 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 pharmacy@eocph.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 prices 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 pharmacy@eocph.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 pharmacy@eocph.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 Pharmacy and Healthcare Services team. If you have any queries concerning the framework or competition requirements, please contact them via email at pharmacy@eocph.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 the Hub.

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



Example:

A mini competition specification may include not only the requirement for consultancy 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.



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	20%, or as detailed by the contracting authority
		✓ Climate change (framework level) ✓ Economic inequality (framework level)
2	Quality	40%, or as detailed by the contracting authority
		✓ Approach to local delivery for the contracting authority ✓ Planning, transition and implementation
3	Commercial	40%, 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 pharmacy@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	2022/S 000-015606	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 **low**.

Modern Slavery considerations were reviewed following the development of this framework, taking into account the nature of pharmaceutical wholesale services and the regulatory controls associated with the storage, handling, and distribution of medicines and healthcare products. Although pharmaceutical supply chains can involve logistics and subcontracted delivery arrangements, the overall risk of modern slavery has been assessed as low, recognising the highly regulated nature of the sector and the extensive governance, licensing, traceability, and audit requirements applicable to suppliers operating within this market.

At framework level, suppliers that meet the definition of a 'relevant commercial organisation' under the Modern Slavery Act 2015 were required to confirm compliance with Section 54, including the publication of a Modern Slavery Statement where applicable.

In addition, all call-off contracts awarded under the framework must use NHS standard terms and conditions for services, which include provisions relating to ethical employment practices, supply chain due diligence, and modern slavery compliance.

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, with a 20% qualitative weighting applied to the overall quality score, in accordance with government policy and NHS requirements.

Two Social Value themes have been applied to this framework, reflecting the nature of consultancy and transformation services and the way social value can be delivered proportionately through service delivery models rather than core outputs.

THEME 2: TACKLING ECONOMIC INEQUALITY

Theme 2: Tackling Economic Inequality has been applied, with a focus on increasing supply chain resilience and capacity across the delivery of pharmaceutical wholesale services. This reflects the critical nature of medicines supply chains within the NHS and the importance of maintaining resilient, collaborative, and future-ready delivery models capable of supporting changing service demands, medicine shortages, and evolving system requirements.

Suppliers were required to demonstrate how they would support resilient and effective supply chain management through the delivery of services under the framework.

THEME 3: FIGHTING CLIMATE CHANGE

Theme 3: Fighting Climate Change has been applied, with a focus on effective environmental stewardship in the delivery of pharmaceutical wholesale services. This reflects the environmental impact associated with large-scale logistics operations, distribution activity, storage requirements, packaging, and the management of pharmaceutical products across the supply chain.

Suppliers were required to demonstrate how they would deliver environmental benefits through the performance of the contract, including measures to reduce environmental impact and support ongoing sustainability improvements.

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ETHICAL COMMITMENTS

NET ZERO AND CARBON REDUCTION COMMITMENTS

Formal Carbon Reduction Plans were not mandated as part of this procurement, however, the framework specification includes environmental sustainability requirements relevant to the delivery of pharmaceutical wholesale services.

Suppliers are expected to consider sustainability throughout service delivery, including the use of packaging aligned to current sustainability objectives and the ongoing monitoring of climate change adaptation and mitigation activities. This includes demonstrating progress against any carbon reduction management activity in place and identifying initiatives to support more sustainable transport methods, including the use of electric vehicles for local or short-distance journeys where appropriate.

Suppliers are also expected to monitor and report on environmental sustainability performance throughout the life of the framework.

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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](#) or copy-paste the below hyperlink in your browser:

https://eoenhscph.sharepoint.com/:x:/s/FileShare/IQATJtF_mFv0Qr_cbW6D8FKyAQWRc5ypTxZVf57pE2wUJXQ?e=MtViHO

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.



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General enquiries



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Pharmacy and Healthcare Services team



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