

National Framework for Booking, Referral and Appointment Management System (BRAMS) Contract Ref: F13932

Framework Guidance



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Version Control Log

Version	Brief Summary of Changes	Author	Date Dated
1.0	Standard	HS	18/02/2021

Section 1 - Introduction

1. Purpose of This Document

- 1.1 NHS South of England Procurement Service (SoEPS) has developed this framework guidance document to assist customers through each stage of their procurement journey, using this National Framework for Booking Referral and Appointment Management Services.
- 1.2 This document outlines the background and overview of the framework agreement and explains the call off options available to awarding authorities, as follows:
- Direct call-off
 - Mini competition
- 1.3 This guide to the framework agreement contains commercially confidential information that must be used only for the purpose of official business and may only be shared with eligible parties. Although access to this agreement is free of charge for NHS bodies and Central Government authorities as listed in the ITT, who are able to call-off from the framework agreement, it is dependent on prior authorisation from NHS South of England Procurement Services.
- 1.4 This guide is designed to help users of the framework:
- Identify participating suppliers;
 - Access and make the most of the benefits and savings available; and
 - Know who to contact for help and clarification
- 1.5 This document is for guidance only. It is not a contractual document. It does not form part of the framework agreement or any resulting call off contracts, and it is not to be construed as being part of these documents.

2. Eligible Users

- 2.1 NHS South of England Procurement Services considers that the proposed **Framework Agreement** will offer a streamlined, compliant and cost effective approach for other public bodies seeking to develop these services. The Framework Agreement will be available to all NHS bodies and Central Government authorities, who are able to call-off from the Framework Agreement, this includes: National Health Service (NHS) bodies, including NHS Trusts (Ambulance Trusts; Mental Health Trusts; Acute Trusts and Community Trusts); Clinical Commissioning Groups; Department of Health; NHS Improvement; Public Health; NHS Foundation Trusts; NHS England and any other constituent bodies of the NHS in England and Wales as well as any other organisation contained on **Schedule 1 of the Public Contracts regulations 2015**. Lists of all such NHS Authorities, Trusts, Boards and other bodies can be found at:

<http://www.nhs.uk/ServiceDirectories/Pages/NHSTrustListing.aspx>

<https://www.gov.uk/government/publications/arms-length-bodies/our-arms-length-bodies>

<https://improvement.nhs.uk/>

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

- 2.2 Private sector bodies can only use the Booking, Referral and Appointment Management Services framework if they are buying on behalf of a publicly-funded body when acting as that customer's agent. In such instances, the agreement must be in place prior to the private sector body commencing the procurement.

Section 2 – Background to the Procurement

3. Framework Scope

- 3.1 An OJEU Notice, reference 2020/S 239-592250 was published on 08/12/2020 and was followed by an Invitation to Tender published in the Official Journal of the European Union (OJEU), seeking applications from suppliers interested in tendering for the provision of the Booking, Referral and Appointment Management Services. The procurement was managed in accordance with the Open Procedure as detailed in the **Public Contracts Regulations 2015**.
- 3.2 Potential Suppliers were assessed on the strength of their proposed solution in areas including: quality & performance etc. whilst being subject to a comprehensive due diligence process to assess financial stability and capacity. A copy of the published OJEU notice is available on request.
- 3.3 The Framework is let for a period of four (4) years from **17/05/2021** to **16/05/2025**, although users of the framework will have the ability to award their own call off/direct award agreement for a period of seven years with an option to extend for a further three years after the initial contract period.

4. Benefits of Using the Framework Agreement

- 4.1 The benefits of using the framework agreement include:
- **Reduced Timescales** - You do not need to run a full OJEU procurement if procuring via this framework agreement as this has already been undertaken by SoEPS. You will simply need to identify your requirements, present these to the market and award a contract.
 - **Ease of Use** - The framework is simple to use, with expert procurement advice available from SoEPS.
 - **Potential Aggregation of Spend** - The framework provides awarding authorities with a legally compliant route to the market, with the benefits of significantly reduced procurement timescales and access to cost-effective and quality approved suppliers.

Section 3 – Accessing the Framework Agreement

5. Procurement Routes Via the Framework Agreement

- 5.1 Two options are available for the organisation interested in using the framework:
- **Direct Call-off Award** - In accordance with the **Public Contracts Regulations 2015** customers may conclude a call off contract in accordance with the terms of the framework without reopening competition in cases where the requirements of the customer directly match those of the framework and if the organisations own Standing Financial Instructions allow this route.

However given the bespoke needs of potential users, it is strongly advised to conduct a mini

competition against the framework, as Customers are likely to have specific requirements and vision for their Booking, Referral and Appointment Management Services that are unlikely to be captured in the generic assessment and evaluation for entry onto the framework conducted by SoEPS.

- **Mini Competition** - In situations whereby the requirements of the customer vary from the express requirements of the framework, the Customer is entitled to conduct a mini competition amongst all suppliers awarded to the framework, to identify the supplier most suited to their requirements.

5.2 The mini competition invitation should:

- Specify a fixed time limit for submission of proposals. Such time limit shall be of sufficient duration to allow proposals to be submitted, taking into account factors such as the complexity of the requirements and the time needed to compile and submit a proposal.
- Specify the Customer's precise sub-criteria and weightings, these will be unique to the customers requirements however SoEPS recommend that in line with Procurement best practice the following top level criteria and weighting is adopted: 20% for Cost and 80% for Quality.

5.3 With this concept in mind it is important to bear in mind the following principles:

- Customers must undertake their own Due Diligence and Data Protection Impact Assessment in line with their organisations Information Governance procedures.
- The scoring of the tenders was weighted 20% for costs based on a fictional Trusts requirements and is not reflective of a tailored specification on a customer by customer basis.

6. Utilisation of the Framework

6.1 Upon deciding to use the Booking Referral and Appointment Management Services framework, users of the framework should email SoEPS stating a brief outline of their requirements, preferred route of engagement (i.e. Mini-Competition or direct award) and expected timescales available for implementation.

6.2 Customers shall evaluate the proposals received and notify all invited suppliers of the outcome; and place the resulting order with the supplier who has submitted the most economically advantageous tender.

6.3 Upon selection of a suitable supplier via one of the two mechanisms described in section 3 point 1 the suppliers of the Framework may then enter into a formal call off order for the required services. At this stage an order form will need to be completed and signed off by both parties.

6.4 **Please note** a purchase order number must be provided to SoEPS for compliance against using the Framework.

- 6.5 On request, SoEPS will provide users of the framework with:
- A unique framework access code, which must be quoted in all correspondence with framework suppliers;
 - A copy of the OJEU award;
 - Access to the framework manager for advice, etc.

6.6 For further information please contact:

Andy Coley
NHS South of England Procurement Service
Tel: 01489 779189
Email: andy.coley@soeprocurement.nhs.uk

7. Supplier Listings

7.1 The suppliers awarded to this framework agreement and their contact details are as follows:

NHS Shared Business Services Ltd - Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH
Contact: Louise Hillcoat
Email: sbs-b.bidmanagement@nhs.net

Serco Limited - 16 Bartley Wood Business Park, Hook, Hampshire, RG27 9UY
Contact: Mike Appleton
Email: Michael.appleton-derrick@serco.com / CS_Bid_Team@serco.com

8. Pricing

8.1 Pricing available on request.

Section 4 – Additional Information / Disclaimer

9. Additional Information

- 9.1 As creators and guardians of the framework, SoEPS will be on hand to support potential users of the framework during the sourcing and subsequent ordering procedure and supplying the relevant documentation.
- 9.2 For any call off or direct award to access this framework there will be a management fee payable by the Supplier. The payment of this fee will be payable to Portsmouth Hospitals NHS Trust who will provide the resources for the Framework Management Team and the additional benefits this framework brings (including marketing). The fee will be applied annually to the contract value of the services and paid by the Supplier when the Customer awards against the framework.
- 9.3 SoEPS will generate and supply a unique order number as they need to monitor the use of this framework. The completed order form along with the framework Agreement will constitute the terms and conditions of the ordered services.

10. Due Diligence / Disclaimer

- 10.1 It is the buyer's responsibility to undertake their own due diligence in relation to the systems they procure. SoEPS will not be held liable for the quality or performance of any of the systems procured under this framework agreement.
- 10.2 SoEPS do not guarantee that the information provided in this document or on the framework agreement are complete, accurate and always current. This applies also to all information supplied by third parties and suppliers named and listed on the framework, either directly or indirectly. NHS South of England Procurement Services (SoEPS) are not responsible for the contents of supplier's information.
- 10.3 SoEPS reserve the right to change or add to the information provided on this document without prior notice. Any changes on the framework contract, with each of the suppliers awarded, will be subject to the framework agreement variation procedure.
- 10.4 In making this information available, SoEPS do not establish the basis for any offer about information, consulting or similar contractual relationships. SoEPS are excluded from all liability for the content of supplier's information on the framework or for the accuracy of the content of this document.
- 10.5 SoEPS do not assume any liability whatsoever for actual, direct or indirect losses or for losses incurred due to, but not restricted to, the unavailability of use, data losses or lost profits in connection with the use of this framework or information accessible via the NHS South of England Procurement Services website.