

Schedule A2 – Specification

Tender for T5R12 Powered and Non-Powered Wheelchairs, Specialist Seating, Associated Repairs and Managed Services

1 Introduction

- 1.1 On behalf of NHS Supply Chain, the Collaborative Procurement Partnership LLP (CPP) is seeking to establish a multi-supplier framework for the supply of patient specific powered and non-powered wheelchairs, specialist seating, repair and maintenance arrangements and for full managed services.
- 1.2 The framework will serve both children, young people and adults with a wide range of conditions and is intended to assist and support them with mobility and movement restrictions, whilst improving their quality of life, independence and safety.
- 1.3 The framework is to be available for use by NHS Trusts and other UK public sector bodies in England, Scotland, Wales and Northern Ireland including those operating in both an acute and community environment, clinical commissioning groups, GP Practices and other health and social care providers (including any future successor organisations). The framework will be available for use by Clinical Commissioning Groups (CCGs) and any future Integrated Care Systems (ICCs) or equivalent.
- 1.4 Schedule A7 shows a list of bodies eligible to use the framework.
- 1.5 It is recognised that primary use of the framework will be by participating authorities in England. These are referred to as “participating authorities”.
- 1.6 The objectives of the framework are to provide efficient and cost-effective service delivery arrangements that support individuals, their families and carers to achieve improved quality of life and independence through timely provision of the right wheelchair and associated equipment at the right time. The aim is to provide flexibility and choice through products available from the framework and aftercare once products have been provided through reliable repairs and maintenance.
- 1.7 It is intended that the framework will offer a comprehensive and wide range of suppliers and different products providing participating authorities and service users with flexibility and choice in meeting specific needs and requirements. Participating authorities will have the option to procure products on an ad hoc basis or through more regular and structured bulk purchase arrangements.
- 1.8 The framework will also provide participating authorities with options to utilise repairs and maintenance services or more comprehensive fully managed services. The framework provides flexibility enabling participating authorities to determine exactly their own requirements.

- 1.9 The framework will provide a route to market fully compliant with Public Contract Regulations enabling participating authorities to focus on their own specific requirements without the burden of cost and time in undertaking individual full procurement processes.
- 1.10 The importance of wheelchairs and their associated products in improving quality and in providing social inclusion mean that quality of products and services are core to the successful delivery of the framework.
- 2 Lot Structure, Specification and Performance Requirements
- 2.1 The framework is to be established based on a Lot structure as shown in Table 1 below which summaries the requirements of each. More detailed product requirements and the specification and performance relating to each are included in Appendices 1-5 attached.

Table 1: Lot Structure

Lot Number	Lot Description	Lot Details
1	Powered Adult Standard Wheelchair	<p>Adult powered wheelchairs intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 1 attached.</p>
2	Powered Adult Configurable/Tilt in Space Wheelchair	<p>Adult powered configurable wheelchairs with optional customisable features including tilt in space functionality.</p> <p>The wheelchairs are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 1 attached.</p>
3	Powered Adult Heavy Duty Wheelchair	<p>Adult powered heavy-duty wheelchairs, intended to assist and support patients up to 160Kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 1 attached.</p>
4	Powered Adult Bariatric Wheelchair 160kg+	<p>Adult powered bariatric wheelchairs with reinforced construction which are intended to assist and support patients over 160kg with</p>

		<p>mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 1 attached.</p>
5	Powered Paediatric Standard Wheelchair	<p>Paediatric powered wheelchairs intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 2 attached.</p>
6	Powered Paediatric Tilt in Space/Postural Wheelchair	<p>Paediatric powered wheelchairs with optional tilt in space functionality intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 2 attached.</p>
7	Non-Powered Adult Standard Lightweight Wheelchair	<p>Adult non-powered lightweight wheelchairs, designed to provide ease of transport, manoeuvrability and storage. The wheelchairs are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>
8	Non-Powered Adult Standard Wheelchair	<p>Adult non-powered wheelchairs intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>
9	Non-Powered Adult Configurable/Tilt in Space Wheelchair	<p>Adult non-powered configurable wheelchairs with optional customisable features including tilt in space functionality. The wheelchairs are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>

10	Non-Powered Adult Heavy Duty Wheelchair	<p>Adult non-powered heavy-duty wheelchairs intended to assist and support patients up to 160kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>
11	Non-Powered Adult Bariatric Wheelchair 160kg+	<p>Adult non-powered bariatric wheelchairs with reinforced construction which are intended to assist and support patients over 160Kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>
12	Non-Powered Adult Active Wheelchair	<p>Adult non-powered active wheelchairs with increased manoeuvrability intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 3 attached.</p>
13	Non-Powered Paediatric Standard Wheelchair	<p>Paediatric non-powered wheelchairs intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 4 attached.</p>
14	Non-Powered Paediatric Tilt in Space/Postural Wheelchair	<p>Paediatric non-powered configurable wheelchairs with optional customisable features including Tilt in Space functionality. The wheelchairs are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 4 attached.</p>
15	Non-Powered Paediatric Active Wheelchair	<p>Paediatric non-powered active wheelchairs with increased manoeuvrability which are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p>

		Full performance requirements and specification details are included in Appendix 4 attached.
16	Non-Powered Paediatric Tilt in Space/Postural Buggy	<p>Paediatric non-powered buggies with optional tilt in space functionality. The wheelchairs are intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 4 attached.</p>
17	Non-Powered Paediatric Buggy – Intermediate	<p>Paediatric non-powered buggies intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 4 attached.</p>
18	Wheel Base – Adult	<p>Adult wheelbases intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
19	Wheel Base – Paediatric	<p>Paediatric wheelbases intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
20	Adaptive/Modular Seating Systems - up to Max User Weight 125kg (20 Stone)	<p>Adaptive/modular seating systems intended to assist and support patients up to 125kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
21	Adaptive/Modular Seating Systems - Minimum User weight 125kg (20Stone)	<p>Adaptive/modular seating systems intended to assist and support patients over 125kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p>

		Full performance requirements and specification details are included in Appendix 5 attached.
22	Static Seating Systems - Maximum User Weight 50kg (8 Stone)	<p>Static seating systems intended to assist and support patients up to 50kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
23	Static Seating Systems - User Weight range 50kg (8 Stone) to 125kg (20 Stone)	<p>Static seating systems intended to assist and support patients between 50kg and 125kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
24	Static Seating Systems - Minimum User Weight 125kg (20Stone)	<p>Static seating systems intended to assist and support patients over 125kg with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
25	Adaptive Back Supports	<p>Adaptive back supports intended to assist and support patients with mobility and movement restrictions whilst improving their quality of life, independence and safety.</p> <p>Full performance requirements and specification details are included in Appendix 5 attached.</p>
26	Repairs and Maintenance	Dedicated repairs and maintenance services across powered and non-powered wheelchairs and associated products on both a planned and preventative maintenance basis. The service is to be operated locally at locations which meet the needs of individual service users and participating authorities.
27	Managed Service	A comprehensive managed service including patient referrals and assessments and servicing and repairs and maintenance services which will all be operated locally at locations which meet the needs of individual service users and participating authorities.

3 Regulations, Standards and Legislation

- 3.1 All products and services to be supplied under the framework must adhere to and comply with all relevant regulations, standards and legislation relating to each product including those amended, updated or introduced during the term of the framework or any call off from it. This includes all relevant British Standards and European Directives. All products must be safe, robust and fit for purpose and conform to the European Medical Device Directive 93/42/EEC (as amended) particularly.
- 3.2 Suppliers successful in being awarded to the framework will be required to provide evidence of compliance to any regulations, standards and legislation at the time of award and at any time either thereafter by NHS Supply Chain or any participating authority.
- 3.3 Specific regulations, standards and legislation relating to specific Lots are included in Appendices 1 – 25.
- 3.4 Suppliers will need to ensure that in delivering any of the requirements of the framework physical and sensory requirements of all service users are accounted for. Suppliers should adhere to Plain English Campaign (PEC) assurance standards.

4 Lots 1 - 25, Powered and Non-Powered Wheelchairs and Specialist Seating

- 4.1 It will be for participating authorities to determine their own requirements both in relation to specific products, services and ordering arrangements. As requirements are patient driven, orders for products are likely to be on an individual need basis.
- 4.2 While all the specific detail in paragraph 4.3 to 4.7 relates primarily to Lots 1 - 25, it is also applicable to any relevant products associated with Lots 26 and 27.
- 4.3 All products included in the framework must have a manufacturer's defects warranty which covers both replacement parts, labour and, where required, replacement products. The minimum warranty period is 12 (twelve) months for main product items included in Lots 1 - 25 and 12 (twelve) months for accessories and spares.
- 4.4 Labelling and packaging must conform to all relevant British Standards and European Directives. Compliance with the GS1 coding standard is also required where appropriate. Further Information and guidance can be found at:

https://www.gs1uk.org/sites/default/files/gs1_uk_compliance_peppol_timeline_1.pdf

<https://www.gov.uk/government/publications/nhs-e-procurement-strategy>

- 4.5 Participating authorities who use the framework may request product trials/evaluations. These are to be undertaken locally meeting the full requirements of participating authorities at no cost to them. NHS Supply Chain reserves the right to request product trails/evaluations at any time during the term of the framework.
- 4.6 Any proposed product changes or specifications relating to products covered by the framework will need to be agreed by NHS Supply Chain before continued inclusion on the framework. NHS Supply Chain reserves the right to request evidence of product and specification compliance at any time during the term of the framework.

- 4.7 Suppliers successful in being awarded to the framework must ensure that any product recall or field safety notice issued by the Medicines and Healthcare products Regulatory Agency (MHRA) or any alert from NHS Improvement is actioned in accordance with relevant guidelines and reported to NHS Supply Chain and the authorised person/Medical Device Safety Officer (MDSO) in each participating authority.
- 4.8 Suppliers successful in being awarded to the framework must ensure they have enough stock to meet agreed and expected service demands.
- 4.9 Suppliers should give due consideration to the environmental impact of the products supplied under the framework and where possible continuous improvement techniques to identify and reduce the carbon footprint should be employed.
- 4.10 ISO 14001:2015 Environmental Management Certification or any other relevant standards in the ISO 14000 family of international standards or any other equivalent and relevant environmental certifications or policies held by Suppliers are desirable framework requirements.
- 4.11 On request, Suppliers will be required to provide documentary evidence to demonstrate compliance with the requirements of the Packaging (Essential Requirements) Regulations 2015 (as amended) which implements the EC Directive on Packaging and Packaging Waste (94/62/EC) in the UK, and which requires, packaging to be minimised, recoverable, and to not exceed by weight specified concentrations of heavy metals. Participating authorities are also expected to comply with the Regulations. Further guidance can be found on the Department of Trade and Industry's website at <https://www.gov.uk/guidance/packaging-waste-become-a-packaging-producer-compliance-scheme-pcs>.
- 4.12 Suppliers will be expected to provide product training and demonstrations both in terms of existing products as well as new products launched during the term of the framework. This could include individual one to one activities or activities with patient and participating authority user groups.

5 Lot 26 - Repairs and Maintenance Services

- 5.1 Lot 26 provides for reliable efficient and effective repairs and maintenance services which are to be operated locally to meet the needs of participating authorities and individual service users. This could include services being provided at a service users home, a wheelchair assessment centre, a hospital or health centre, a GP facility of a nursing home for example.
- 5.2 While Lot 26 is to be made available to all those eligible under the framework, it is the expectation that participating authorities will establish their own specific service requirements and agree these and service standards with suppliers on an individual needs-based approach. This will include specific price proposals.
- 5.3 Repairs and maintenance services will include responsive and ad hoc repairs, planned and preventative maintenance and ongoing cyclical servicing and reconditioning.
- 5.4 It is anticipated that repairs and maintenance services will be purchased by participating authorities for fixed term periods, subject to extensions, consistent with the framework and the Procurement Contract Regulation 2015 (as amended).
- 5.5 While specific requirements will be agreed with individual participating authorities, suppliers successful in being awarded to the framework need to:

- provide a service that maintains, repairs and services wheelchairs and seating equipment in a responsive, timely and effective manner;
- as a minimum operate a standard service during normal working hours 08:30 to 17:00 Monday to Friday and an out of normal working hours service covering other times, weekends and bank holidays;
- ensure that all repairs and maintenance are undertaken in a timely manner in accordance with Table 2 below or as agreed with participating authorities;
- provide a customer service function including efficient and reliable telephone and electronic communication;
- provide a storage, delivery and collection service for whole products (e.g. wheelchairs) including loan equipment as well as parts;
- be responsible for the collection, repair, and return of wheelchairs and accessories to service users and/or participating authorities;
- undertake servicing, planned and responsive maintenance in line with manufacturer guidelines and warranties;
- be responsible for product modifications where practical and permissible;
- be responsible for product recycling including the storage and delivery of recycled product parts for future use;
- comply with decontamination requirements;
- ensure that all staff are suitably experienced, qualified, trained and equipped to undertake all required servicing and repairs and maintenance;
- ensure that all staff are appropriately trained in core organisational skills including for example, manual handling, health and safety, fire safety, data security etc;
- have in place efficient supply chain arrangements including procurement and stock management;
- have in place efficient, effective and timely arrangements for recording and reporting service and repairs and maintenance details internally and to service users and participating authorities;
- meet participating authority requirements regarding invoicing and as a minimum be able to offer monthly consolidated invoices;
- comply with all relevant health and safety legislation and requirements;
- comply with equality and diversity legislation and requirements;
- manage and report performance while adhering to participating authority performance standards;
- adhere to participating authority codes of conduct and security requirements regarding the appointment of contractors and where necessary be expected to sign into

buildings, wear name badges, arrange service user home visits and ensure staff have DBS clearance where required;

- ensure the requirements of the General Data Protection Regulations (GDPR) are met where required particularly in relation to patient personal details which is likely to be as a data administrator; and
- have in place customer care and complaints policies and procedures.

Table 2: Standard and Emergency Response Times

Activity	Standard	Emergency
Deliveries	5 working days	1 working day
Collections	5 working days	1 working day
Attend to a repair	3 working days	1 working day

- 5.6 In addition to the bullet point listed above, participating authorities may also require suppliers to purchase stock items on their behalf and/or undertake stock holding and stock management as part of the repairs and maintenance service. Stock held on behalf of any participating authority must be insured.
- 5.7 The list of services included is not intended to be exhaustive with specific service requirements determined by participating authorities.

6 Lot 27- Managed Services

- 6.1 Lot 27 provides for participating authorities to use the framework to facilitate the provision of comprehensive fully managed services including patient referrals and assessment, the provision and maintenance of wheelchairs and specialist seating for anyone meeting the eligibility of the participating authority. Managed services will need to be delivered locally to meet the specific needs of participating authorities. Services provided will need to adhere to and be consistent with all approved care pathways and models of care relevant to each participating authority.
- 6.2 While Lot 27 is to be made available to all those eligible under the framework, it is the expectation that participating authorities will establish their own specific service requirements and agree these and service standards with suppliers on an individual needs-based approach. This will include specific price proposals.
- 6.3 It is anticipated that managed services will be purchased by participating authorities for fixed term periods, subject to extensions, consistent with the framework and the Procurement Contract Regulations 2015 (as amended).
- 6.4 All employees and sub-contractors engaged will need to be suitably experienced, skilled and qualified to the deliver the full requirements of a managed service. Where appropriate, this includes key roles therapists, rehabilitation staff, engineers and technicians and management and supervisory staff.
- 6.5 In addition to the repair and maintenance requirements outlined for Lot 26 in paragraph 5.5, participating authorities may also require the following as part of their managed service requirements:

- Wheelchair referrals and eligibility checks, services that enable patient referrals to be recorded and administered with eligibility checks undertaken;
- Patient assessments to aid an understanding of individual patient needs and so be able to prescribe the most appropriate wheelchairs and specialist seating. While this may be undertaken at a local assessment centre/clinic, assessments may be required to be undertaken at a patient's home or at a care home for example;
- The provision of clinical governance on behalf of participating authorities;
- The demonstration, testing and adjustment of products to meet specific patient needs;
- Postural management- postural management assessment with the provision of postural support provided separately from the wheelchair or integral within it;
- The administration of loan equipment including eligibility criteria;
- The administration and management of personal wheelchair budgets (PWBs) including agreements between participating authorities and patients;
- Delivery, collection and storage of stock including all stock holding and management including assurance of understanding and competency around handling and transportation of products. Any stock held on behalf of a participating authority must be insured;
- Reporting and information management on service usage and take up and service KPIs;
- Budgetary control and financial management specific to each participating authority
- Ensure the requirements of the General Data Protection Regulations (GDPR) are met where required particularly in relation to patient personal details which is likely to be as a data controller; and
- Promotion, marketing and communication of services.

6.5 The list of services identified in 6.4 is not intended to be exhaustive with specific service requirements determined by participating authorities.

7. Sales Activity Data

- 7.1 Suppliers will be expected to record sales activity from the framework and provide monthly returns to NHS Supply Chain. An example sales data log template to be used is attached as Appendix 6. Further details will be shared with successful suppliers.
- 7.2 NHS Supply Chain charges a management fee of 1% against all orders transacted through the framework which CPP collects from suppliers on its behalf. The management fee and the potential for it to be withdrawn and no longer used is under review at the time of issuing the tender.

8. Additional Products

- 8.1 It is recognised that Bidders may be able to offer more than one product line or brand for each Lot. It is for Bidders to determine which of their products best meets the requirements of the specification and the full requirements of the ITT.
- 8.2 However, suppliers successful in being awarded to the framework will be given the opportunity of including additional product lines relating to each Lot they have been successful in being awarded to. Additional product lines will be considered post tender award and not as part of the tender process. Additional product lines will need to meet all minimum standards and minimum specification and performance requirements to be included as part of the framework.