

## Occupational Health, Employee Assistance Programmes and Eye Care Services (RM6182)

### FREQUENTLY ASKED QUESTIONS

#### **Who can use the framework agreement?**

The framework is available for use by Central Government and the wider public sector. Full details can be found in the original OJEU notice linked below and the Contract Notice Authorised Customer List. NHS trusts are permitted to use the agreement. [OJEU Contract Notice](#)

#### **What is the framework term?**

The framework is for a period of 4 years. Start Date 23rd March 2021  
Expiry Date 22nd March 2025

#### **Is RM6182 a replacement framework agreement?**

Yes, RM6182 is a replacement agreement for RM3795 that expires on 22nd May 2021. Some of the suppliers are on different lots, what is the difference in the lots? There are 5 separate lots to this framework as follows:

*Lot 1 – Full Occupational Health and Employee Assistance Programme.* This lot is recommended where you have a requirement for both OH and EAP services and wish to procure those services at the same time under one contract with one supplier. If you wish to procure OH and EAP services separately, you should consider lots 2, 3 and 4. Services under this lot can be delivered nationally and overseas.

*Lot 2 – Occupational Health services delivered on a national and overseas basis.* This lot is for OH services only however the suppliers are able to deliver nationally and overseas so may be of interest to customers that are geographically widespread.

*Lot 3 – Employee Assistance Programme.* This lot is for EAP services only and the suppliers are able to deliver nationally and overseas.

*Lot 4 – Occupational Health services delivered on a regional basis.* This lot is split into the following sub-lots:

The suppliers in each sub lot will be able to deliver services in that specific region. The scope of each region is defined by NUTS codes. Please see the document entitled “Lot 4 regions scope” on the for details of each region. This lot may be of interest to you if your organisation is based in a particular region. Whilst there may be national suppliers on this lot that also deliver on a national basis, some sub lots may have suppliers that only deliver in specific regions and do not appear on lot 2.



*Lot 5 – Eye Care services.* This lot is for the provision of eye care services on a national basis.

**How can I find out which suppliers are on which lots?**

Please refer to the framework webpage either on the CCS or Workforce Alliance website where this information is readily available.

**Will there be any new suppliers joining the framework throughout the 4-year duration?**

No, the suppliers on the framework will remain on the agreement for the 4-year period save for in the unlikely event that they are suspended or wish to terminate the agreement. No new suppliers will be added to the framework. New suppliers are able to bid for a place on the framework if and when a replacement framework is tendered.

**Can I include non-framework suppliers in a further competition?**

No, unfortunately you may only invite framework suppliers to a competition run under the framework agreement. If you have an incumbent supplier that is not on the framework you will not be able to include them in your competition. If any suppliers are interested in supplying on future iterations of the framework please encourage them to contact us.

**How do I know what services are available?**

The specification for each lot is available to download from the framework webpage via both CCS and the Workforce Alliance. A summary is available in the customer guidance document also on the webpages.

**Do I have to include all of the available services in my call off contract?**

No, you can build your statement of requirements from the framework specification but you are able to choose only the services that your organisation requires. The specification is designed to cover a wide range of services that are utilised by all different public sector organisations giving consideration to the fact that the needs of one organisation may be very different to another.

You are able to use the framework agreement to complement any existing provision you have, perhaps via an in house provision. You are able to select from the specification only the services that you need to complement your current provision. Equally you can take up any many services as you wish and completely outsource your provision.

**Where can I find the pricing?**

Pricing can be obtained from:

Email: [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk) Phone: 0345 410 2222

[NHSCS.agency@nhs.net](mailto:NHSCS.agency@nhs.net)

[workforce@eocph.nhs.uk](mailto:workforce@eocph.nhs.uk)

[lppworkforcesupport@lpp.nhs.uk](mailto:lppworkforcesupport@lpp.nhs.uk)

[enquiries@noecpc.nhs.uk](mailto:enquiries@noecpc.nhs.uk)

Please include the framework reference number and the lots that you require pricing for.

### **What are my available routes to market?**

You are able to call off from this framework agreement via direct award or further competition. The call off award procedure is detailed within Framework Schedule 7 which is available to download.

This document sets out the criteria for each route. Process maps for each route are also available in the customer guidance available to download from the webpage.

### **What is the maximum length my call off contract can be?**

There is no maximum call off contract length and how you structure your contract length is your choice i.e. 3years + 1 year, 2 years + 2 years etc.

### **How much time do I need to allow for my procurement?**

There are several factors that influence how long your procurement will take and much of this will depend on the timescales you impose and how long you take to complete each stage of the process. Whether you direct award or run a further competition will also influence timescales. However, we suggest that if running a further competition you allow suppliers at least 3 weeks to respond to your Invitation to Tender (ITT).

Additionally, you should be mindful that, after contract award, implementation can take anywhere from 4-12 weeks depending on the services included, whether TUPE applies, co-operation from any incumbent supplier and time/resource you are able to commit to work with the supplier to reach 'go live'.

### **Where can I find relevant Call-Off Documentation?**

All Call-Off documentation is available on the CCS and workforce alliance webpage. There are templates available for you to use to support you with your procurement. You are able to select the call off schedules that apply to your contract.

### **How is social value evaluated?**

Social Value has been evaluated at framework level with a total weighting of 10%. The social value priorities are detailed in the framework specification with guidance on how to evaluate social value. There is also an embedded spreadsheet of additional priorities with example measures.

If you are directly awarding a contract you are able to agree with the supplier how they can and will meet the social value priorities set out in the framework specification. If you are running a further competition, you are able to include a weighting of marks for social value within the overall quality weighting i.e if choosing to weight 60% towards quality, you can choose a proportion of those marks to be allocated towards social value e.g 10%.

**I can't find the answer to my question here?**

If you have further queries, please email the CCS customer service team at [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk) Alternatively you may call 0345 410 2222 and a colleague will be happy to assist you.

You may also contact:

[NHSCS.agency@nhs.net](mailto:NHSCS.agency@nhs.net)

[workforce@eoecph.nhs.uk](mailto:workforce@eoecph.nhs.uk)

[lppworkforcesupport@lpp.nhs.uk](mailto:lppworkforcesupport@lpp.nhs.uk)

[enquiries@noecpc.nhs.uk](mailto:enquiries@noecpc.nhs.uk)



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NHS London Procurement Partnership  
NHS North of England Commercial Procurement Collaborative