

Framework Agreement for the Transport of Medicines from NHS Hospitals to Patients

Briefing Document



Document Details

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Introduction

This user guide is intended to provide information about the Framework Agreement for the Transport of Medicines from NHS Hospitals to Patients and to provide practical support to Participating Authorities who wish to access the Framework Agreement to award

Please note that the guidance provided within this document only applies to this Framework Agreement and Participating Authorities should ensure they refer to the guidance document which is relevant to the Framework Agreement they wish to access to ensure that the right processes are being followed.

Trust procurement teams should be involved in the decision to access the Framework to ensure that the decision fits with local procurement policies and Participating Authorities' standing financial instructions.

Key Information

Framework Title	Framework Agreement for the Transport of Medicines from NHS Hospitals to Patients
FTS Reference	2021/s 000-024936
LPP Reference	LPP/2021/003
Framework Period	01/10/2021 – 30/09/2023
Extensions available	Potential to extend for a further 24 months

Background

NHS LPP contracts as Guy's and St Thomas' NHS Foundation Trust who are the host for the NHS LPP ("Host Trust"). All references in this Framework Guide will be as to the NHS LPP.

NHS LPP is the overarching programme structure that supports procurement across and outside of London on behalf of member trusts (as may change from time to time). NHS LPP facilitates and supports procurement and contract management of London wide contracts. NHS LPP has set up Framework for Transporting Medicines from NHS Hospitals. This is a Multi Supplier un-ranked Framework Agreement.

The aim of the Framework Agreement is to deliver the service that allows the delivery of medicines that have been dispensed and packaged by the Trust pharmacy department or trust appointed third party in a safe and effective way to patients so that they don't need to attend the hospital to collect their medicines. The Framework Agreement will operate for an initial term of 24 months with an option to extend for a further 24 months (12 +12)

Estimated value of the Framework Agreement: £20,000,000.00

Framework Overview

Services

The services included in this framework agreement allow the delivery of medicines that have been dispensed and packaged by the Trust pharmacy department or trust appointed third party in a safe and effective way to patients to reduce their need to attend the hospital to collect the medicines.

The Framework has been split into the following Lots:

Lot 1 – Standard Medicine Courier Services

Supplier must hold relevant transport licenses and have awareness of Good Distribution Practices (GDP).

Lot 2 – Medicine Courier Services requiring MHRA Wholesale Dealers License

Supplier must hold and maintain a MHRA Wholesale Dealers License (WDA(H)) and provide temperature controlled transport in accordance with GDP.

Lot 3 - Medicine Courier Services requiring MHRA Wholesale Dealers License & Home Office Controlled Drug (CD) License

Supplier must hold and maintain a MHRA Wholesale Dealers License (WDA(H)) and provide temperature controlled transport in accordance with GDP and hold a Home Office License if they intend to store CD consignments overnight in a warehouse location.

Expected Benefits

The NHS and public sector as a whole continues to strive for better value for money, improved quality, and increased performance in terms of time and productivity, to deliver tangible savings and efficiencies. This Framework will provide a flexible procurement solution for public sector organisations when procuring transportation of medicines.

Specific Benefits include:

- Direct award or further competition options
- Standardised Forms of Contract.
- Simplify the procurement process for public sector organisations to procure the services.
- Streamlined Contract management process for the overarching Framework

In addition to the benefits of having a centralised procurement process, there are wider benefits for patients, Trusts and potentially Integrated Care Systems.

These include –

- The supply of medicines to patients without them having to attend the hospital, by utilizing various delivery services.
- The Covid-19 pandemic has given stakeholders the opportunity to reflect on the way services are provided in the longer term.
- The on-going requirement for social distancing and protecting those that are most vulnerable has highlighted the need for hospitals to put in formal arrangements and contracts in place for the provision of these services.

Framework Access

Awarding a Contract

To award a contract under this Framework the Participating Authorities have the option award a Contract for services via direct award or through further competition] (also known as a mini-competition). Instructions on how to access the Framework and undertake a direct award and / or further competition are include within this document.

All Suppliers who have been awarded a position on this Framework have signed an agreement with NHS LPP. NHS LPP is responsible for the management of the Framework Agreement and will seek feedback from Participating Authorities to ensure maximum value is derived from the Framework.

NHS LPP will collect management information on a monthly basis from each Supplier for each contract they have been awarded under the Framework. The management information will allow the category manager to have an overview of the Supplier performance on specific contracts and to calculate the ABI charge.

Framework Agreement Owner

Participating Authorities with any questions regarding the Framework should contact the Framework owners in the first instance. These are the persons identified on page 2 of this document.

Framework Agreement Access Charge

NHS LPP is not charging an access charge to Participating Authorities who wish to use this Framework Agreement.

Activity Based Income

The Framework has been established with an Activity Based Income (ABI) charge of **1%** of the total value of service charges invoiced excluding VAT.

Each Supplier will pay NHS LPP the ABI charge for all contracts awarded under the Framework. No charges are levied against the Participating Authority. ABI is used to offset the costs of setting up and maintaining the Framework.

The Authority reserves the right to request copies of all PO's and/or invoices in order to ensure that they are accurately invoicing a given Framework Supplier for the correct amount of ABI owed.

Access

The Framework Agreement will be open to use by any and all organisations (Participating Authority) within London as laid out in the contract notice placed in the Find a Tender Service (FTS) advertising this Framework Agreement and in [Appendix B](#). This includes organisations such as STPs, ICS and Wholly Owned Subsidiaries of eligible Participating Authorities.

Participating Authorities should complete the Framework Access Agreement and send to the Contacts detailed on page [2](#) Access will then be granted to suppliers pricing, documentation and further competition documents.

Suppliers on the Framework cannot provide services under this Framework with any Participating Authority unless there is a signed Access Agreement.

Running a Further Competition

Establish a project team

If the selected route to market will envisage a further competition process, Participating Authorities will need to establish a project team, which is responsible for supporting the award of the new Contract. This project team should include key stakeholders from across the organisation who can input into the specification and evaluate the quality of responses from Suppliers under the Framework.

The project team should be supported by a project lead who is responsible for ensuring the project is supported by the Participating Authority's board and managing the implementation of the new contract.

If the Participating Authority does not have the resource to undertake this internally then NHS LPP can provide support but this may come at an additional cost. If this is required then you should contact the Contract Manager to discuss further.

Key Decisions and Actions

By deciding to award a Contract under the Framework Agreement much of the hard work has already been completed which should save the Participating Authority time and money.

Suppliers awarded on to the Framework provided Financial and Insurance information at the time of Framework award. It is therefore fundamental that Participating Authorities requests evidence to satisfy themselves that the Supplier is financially robust and holds the required insurances requested under this Contract prior to award.

The key decisions and actions which will need to be completed by the Participating Authority are:

- Develop a statement of requirements that details exactly what service you needs
- Check Framework documentation and identify if the contract can be directly awarded or it a further competition is required.
- Do the Framework Terms and Conditions need to be amended? If yes then a further competition must be ran.

Undertaking a Further Competition

Once the Participating Authority has requested access to the Framework (see page 6) access will be provided to all applicable documents and templates to facilitate the Further Competition procedure.

It is the Participating Authority's responsibility to validate the data being sent out as part of the further competition, check the evaluation of all bids and award the contract under the Framework.

The Participating Authority will need to agree the specification of services and should build upon the generic specifications provided upon submission of the signed Access Agreement to ensure that their specification meets their needs.

All Participating Authorities are required to complete a call-off Order Form when awarding a Contract from a Framework Agreement to enter into a legally binding Contract. This document is an important element of a robust audit trail in terms of compliance with Standing Financial Instructions.

Running a Further Competition

Main stages of a Further Competition

1. Define requirements and the invitation to tender (ITT)
2. Invite all suppliers awarded on the Framework to bid by issuing the ITT, requirements document and draft contract
3. Evaluate Suppliers responses
4. Award a contract to the successful supplier and notify the unsuccessful supplier/s
5. Ten day standstill period (optional)
6. Complete the Contract by signing an call-off Order Form

Framework Call Off Documents

FC Call Off Guidance LPP2021003

Information on awarding a call-off Contract from a Framework and the requirements that must be met when running a further competition.

Atamis Call Off Contract Guide LPP2021003

Procedure for accessing the Framework template via the Atamis system and describes the steps to award a call-off Contract using the Atamis project template.

Further Competition Transport of Medicines ITT

Invitation to Tender template available to Trusts for use when running a further competition process.

ToM LPP2021003 KPI Schedule

Details performance measures at Framework level and details the scope of measures open to refinement at further competition stage.

ToM LPP2021003 Call Off Terms

Template Order form with the NHS call-off Terms and Conditions of Contract. Use this document to draft your call-off Contract.

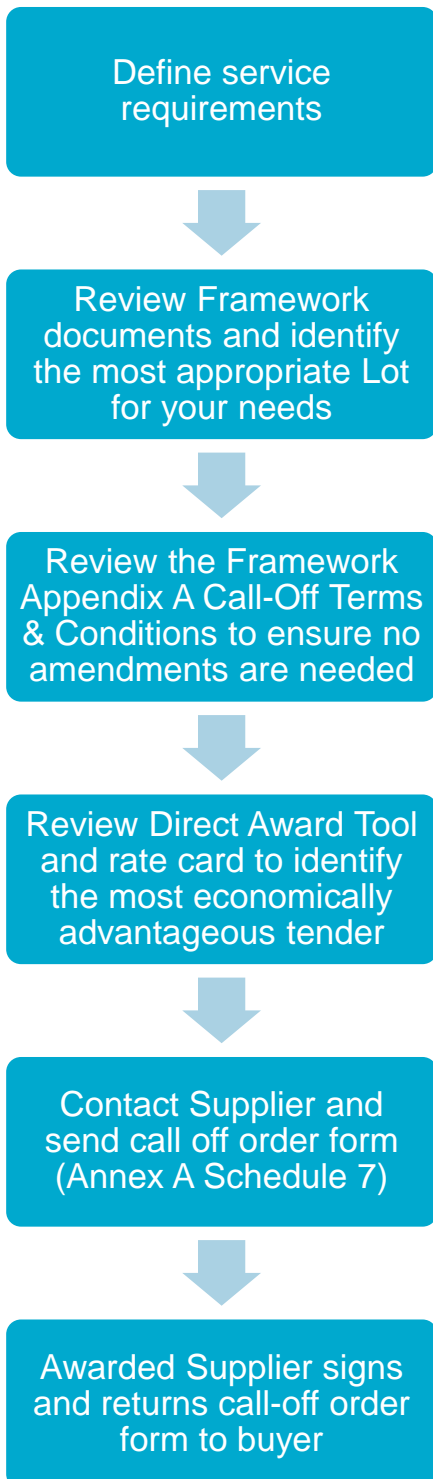
Evaluation Criteria

The following evaluation criteria were set out within the Framework Agreement.

Criteria	%
Technical	50%
Commercial	40%
Social Values & Contract Management	10%

The headings stated should be used as part of any further competition within the Framework; however the Participating Authority can include sub-criteria as long as these are clearly stated to all Suppliers at the start of the further competition process. The weightings can be changed to meet the Participating Authority's requirements.

Direct Award Contracts



The Framework does include have the provision to perform a Direct Award to a Framework Supplier where the terms governing the provision of goods and/or services are fully set out in the overarching Framework Agreement, and where the most suitable Supplier can be identified based on the objective conditions set out in the procurement documents without the need to re-open competition.

It is vital that transparency and objectivity are central to the process of making a direct award. Participating Authorities should always seek best value for money and assess their own requirements. In order to comply with regulations you may only direct award to a Supplier where you can immediately identify the service will provide best value for money.

The decision regarding which Supplier to Direct Award a call off Contract will be decided by the Participating Authority after careful analysis of the Suppliers' pricing model and based on their local needs.

Direct Award does not allow the Supplier to tailor prices to meet the individual Participating Authorities service needs. If the Participating Authority wants to achieve best value from a Framework Agreement then they are advised to undertake a Further Competition process.

For the avoidance of doubt, it is not permissible under EU treaty principles to order directly from a preferred Supplier if the terms of the Framework need to be redefined and/or it cannot be immediately identified which product or service provides best value for money.

For further information refer to:

1. FC Call Off Guidance LPP2021003
2. Atamis Call Off Contract Guide LPP2021003
3. LPP2021003 Direct Award Tool



Available Support from NHS LPP

NHS LPP can provide answer queries regarding any template Further Competition documents, however the specification design for products/services is the responsibility of the Participating Authority. Documents related to this Framework Agreement are intended as a guide to help clients to with running a Further Competition process, however Participating Authorities are recommended to involve their own Procurement and/or Legal Team in this process to ensure the project complies with Procurement Policies and Standing Financial Instructions.

Under certain conditions and depending on the NHS LPP membership status, NHS LPP may be able to issue your Further Competition for you through our e-tendering portal. This support may come at an additional cost. In this case, NHS LPP will act as first contact for all queries regarding the further competition and forward any which require your input. The Participating Authority should commit to answering Further Competition clarifications within 48 hours of receipt.

Further competition responses will be sent to our e-tendering portal. We will share these responses with you along with an evaluation template. The NHS LPP team can undertake the commercial evaluation (upon request) while the Participating Authority scores the responses to the Further Competition technical questions.

NHS LPP can complete all required documents and help to ensure compliance with procurement legislation requirements. Once the contract is signed you will enter the mobilisation period. Timescales for this will depend on the Contract type and award decision. Following mobilisation your contract will go live. Throughout this process the Trust's ratification process should be followed before a contract can be awarded.

If a Participating Authority wishes to request further support from NHS LPP with running a further competition then please contact the Framework Contacts listed on page [2](#) for further details.

Framework Management

TRANSITION, PLANNING & SUPPORT

As part of the further competition or call-off process the successful Supplier should provide you with a transition plan which clearly explains what tasks need to be undertaken and who is responsible for ensuring they are completed.

This plan should set out the level of resource which is required from the Participating Authority during the transition process. The expected timescales for each stage of the transition and the mobilisation as a whole should be described. The Participating Authority should review the Supplier's performance against the plan on a regular basis throughout the transition.

MANAGING THE FRAMEWORK

The Participating Authority should hold regular meetings with the Supplier to review performance against agreed key performance indicators. Should the Supplier fail to meet the agreed key performance indicators then the Participating Authority should look to take corrective action as outlined within the contract document.



KEY PERFORMANCE INDICATORS

NHS LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing Supplier performance. Key performance indicators (KPIs) should not be used to punish a Supplier but should be used to encourage and reward high quality performance of the contract.

Performance measures have been included in this Framework which are detailed in the document ToM LPP2021003 KPIs. Section 2 lists the KPIs which NHS LPP will be collecting at the Framework level. If you are awarding a Contract via the direct award route then these are the only KPIs you can request from the Supplier regarding service delivery.

Section 3, 4 & 5 details KPIs and Service Credits which can be refined for call-off Contracts when the Participating Authority awards the Contract via the further competition route.

For further information refer to the document [1. ToM LPP2021003 KPIs](#)



Frequently Asked Questions

Q. What is a Framework Agreement?

A. It is a general term for an Agreement with a provider(s) which sets out terms and conditions under which specific purchases (call-off orders) can be made throughout the term of the Agreement. Frameworks are established for bodies to buy goods or services via a pre-approved list of Suppliers.

Q. Can a Supplier still take part in a call-off Contract if they are not on the Framework?

A. No. The Framework has been awarded via an OJEU process. Suppliers had the opportunity to register their interest for being awarded a position on the Framework at the time of advert. The tender process for the Framework has now closed and all lots awarded.

Q. Do I need to invite all Suppliers to a further Competition?

A. Yes, you will need to invite all Suppliers on the Framework to bid on further competition exercises.

Q. How long does a further competition need to run for?

A. NHS LPP would suggest Suppliers are given four weeks to respond to the further competition, however this may be reduced but you must ensure the Suppliers have sufficient time to respond to your tender. For specific advice please contact the Contract Manager.

Q. Do I have to apply a standstill period for a further competition?

A. NHS LPP encourages the application of standstill periods for all further competitions under the Framework, especially where the value of the contract exceeds the OJEU thresholds. This ensures transparency to all Suppliers involved in the process and minimises the risk of challenge once a contract is awarded.

Q. Can I use Atamis for my further competition?

A. Further competitions can be carried out using the NHS LPP e-tendering Portal. Should you chose to use this option all the Supplier details will already be on the Portal which will assist with the process. Participating Authorities can also use their own e-tendering portal to run a further competition.

Q. Do I need to submit a Contracts Finder award notices once I have awarded a Contract from a Framework.

A. Yes

Appendix A Framework Suppliers

Lot 1 Company	Registered Office Address	Contact
Alliance Healthcare (Distribution) Limited Company No. 3446039	43 Cox Lane, Chessington, Surrey, KT9 1SN	Alison Barker Alison.Barker@alliance-healthcare.co.uk Tel: 07977 021297
CitySprint (UK) Limited Company No. 4327611	Ground Floor, Red Central, 60 High Street, Redhill, Rh1 1SH	Cindy Mundy cmundy@citysprint.co.uk Tel: 07467 372890
DGT Services Ltd Company No. 03519531	The Old Grange Warren Estate, Lordship Road Writtle, Chelmsford, Essex CM1 3WT	Libby Stroud libby.stroud@dgt.services Tel: 01245 468834
Lloyds Pharmacy Limited Company No: 0758153	Sapphire Court, Walsgrave Triangle Coventry, CV2 2TX	Farah Khoda Farah.khoda@lloydspharmacy.co.uk Tel: 07803 403 039
Menzies Distribution Limited Company No. 01430241	Unit E, Twelvetrees Business Park, Twelvetrees Crescent, London, E3 3JG	Gordon Steven gordon.steven@menziesdistribution.com
Movr Limited Company No. 10063881	10 Central Road, Worcester Park, KT4 8HZ	Nicola Spooner / Zahir Hussain bookings@movr.co.uk Tel: 020 8395 0407
OTL Omega Telematics & Logistics Ltd Company No. 08426945	Suite 107 Victoria Road, Unit 3 Woodward Buildings, London, W3 6FA	Bids Team bids@deliverymates.com
Pearl Chemist Limited Company No. 07976515	6 th Floor 2 London Wall Place, London, EC2Y 5AU	Stella Pothou Stella.pothou@pearlchemistgroup.co.uk
Q Despatch (West) Limited trading as OnCue Company No. 02103438	Unit 2 Ella Mews, Cressy Road, Hampstead, London, NW3 2NH	Phil Batten phil.batten@oncuetransport.co.uk Tel: 07384 795 851
Savoy Ventures Limited Company No. 06050564	1 st Floor 19 Clifftown Road, Southend-On-Sea, Essex SS1 1AB	David Genovesa d.genovesa@savoyventures.com Tel: 07484001792

Appendix A Framework Suppliers

Lot 2 Company	Registered Office Address	Contact
Alliance Healthcare (Distribution) Limited Company No. 3446039	43 Cox Lane Chessington Surrey KT9 1SN	Alison Barker Alison.Barker@alliance-healthcare.co.uk Tel: 07977 021297
Lloyds Pharmacy Limited Company No: 0758153	Sapphire Court, Walsgrave Triange Coventry CV2 2TX	Farah Khoda Farah.khoda@lloydspharmacy.co.uk Tel: 07803 403 039
Pearl Chemist Limited Company No. 07976515	6 th Floor 2 London Wall Place London EC2Y 5AU	Stella Pothou Stella.pothou@pearlchemistgroup.co.uk

Lot 3 Company	Registered Office Address	Contact
Alliance Healthcare (Distribution) Limited Company No. 3446039	43 Cox Lane Chessington Surrey KT9 1SN	Alison Barker Alison.Barker@alliance-healthcare.co.uk Tel: 07977 021297
Lloyds Pharmacy Limited Company No: 0758153	Sapphire Court, Walsgrave Triange Coventry CV2 2TX	Farah Khoda Farah.khoda@lloydspharmacy.co.uk Tel: 07803 403 039

Appendix B List of Participating Authorities

Participating Authorities eligible to access this Framework
Barking, Havering and Redbridge University Hospitals NHS Trust
Barts Health NHS Trust
Barnet, Enfield and Haringey Mental Health NHS Trust (mental health)
Camden and Islington NHS Foundation Trust (mental health)
Central and North West London NHS Foundation Trust (mental health)
Central London Community Healthcare NHS Trust (community)
Chelsea and Westminster Hospital NHS Foundation Trust
Croydon Health Services NHS Trust
East London NHS Foundation Trust (mental health)
Epsom and St Helier University Hospitals NHS Trust
Great Ormond Street Hospital for Children NHS Foundation Trust
Guy's and St Thomas' NHS Foundation Trust
Homerton University Hospital NHS Foundation Trust
Hounslow and Richmond Community Healthcare NHS Trust (community)
Imperial College Healthcare NHS Trust
King's College Hospital NHS Foundation Trust
Kingston Hospital NHS Foundation Trust
Lewisham and Greenwich NHS Trust
London North West University Healthcare NHS Trust
Moorfields Eye Hospital NHS Foundation Trust
North East London NHS Foundation Trust (mental health)
North Middlesex University Hospital NHS Trust
Oxleas NHS Foundation Trust (mental health)
Royal Free London NHS Foundation Trust
Royal National Orthopaedic Hospital NHS Trust
South London and Maudsley NHS Foundation Trust (mental health)
South West London and St George's Mental Health NHS Trust (mental health)
St George's University Hospitals NHS Foundation Trust
Tavistock and Portman NHS Foundation Trust (mental health)
The Hillingdon Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
The Whittington Hospital NHS Trust
University College London Hospitals NHS Foundation Trust
West London NHS Trust (mental health)



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