Workforce Technology Systems Framework RM6387

Specification

Contents

Specification

A. Definitions

In this specification, the following definitions shall apply:

ESR (Electronic Staff Record)	National NHS System that holds all NHS staff on a centralised platform. This is an essential tool that is used across the NHS which is adopted by all NHS organisations.
Learning Management Systems	Is in reference systems that support the development of employees via a software-based system. This can also include Apprenticeship systems as well.
Occupational Health	In reference to providing the software solution that enable end users the access for occupational health assessments.
Payroll Services	Details outlines software solutions to payroll services and does not reference or include the financial responsibility of payment to workers directly.
Temporary Staffing	In reference to both Bank and Agency software solutions only. This is not in reference to the provision of workers.
Payroll Services	Details outlines software solutions to payroll services and does not reference or include the financial responsibility of payment to workers directly.

1. Introduction

NHS London Procurement Partnership (NHS LPP), hosted by Guy's & St Thomas' NHS Foundation Trust, is a membership organisation that supports NHS organisations in maximising investment in patient care. NHS LPP collaborates with the NHS Workforce Alliance to develop a framework agreement for workforce technology systems, ensuring greater standardisation, improved efficiency, and enhanced value for money across the NHS.

Currently, workforce systems are procured in a fragmented manner, leading to inefficiencies and restricted marketplace engagement. This framework agreement aims to introduce a standardised procurement approach that enhances oversight, collaboration, and best practice implementation across NHS organisations. It aligns with the NHS People Digital Strategy and facilitates procurement under the Procurement Act 2023 Open Framework process.

2. Scope of the contract opportunity

The framework agreement will include the procurement of workforce technology systems and associated services, divided into four Lots:

- **Lot 1: Workforce Technology Systems** (Original equipment manufacturers, software development, and applications)
- **Lot 2: Services for Integration, Deployment, and Interoperability** (system training, implementation, reporting, and analytics)
- **Lot 3: Professional Services and Consultancy** (gap analysis, specification design, project management, and change management)
- **Lot 4: Overlay, User Experience, and Support** (user interface platforms, support services, system harmonisation)

Contracting Authorities will be able to procure services via a competitive selection process, desktop evaluation, or award without competition mechanisms.

This specification sets out the intended scope of the services to be provided by the supplier and to provide a description of what each service entails.

3. Requirements of the Specification

Mandatory and minimum requirements

All suppliers must meet the following core compliance requirements:

- Provide clear documentation outlining their business capabilities in relation to the selected Lot(s).
- Demonstrate compliance with interoperability standards, ensuring integration with in-situ systems where necessary.
- Adhere to minimum standards for security, data protection, and governance.
- Submit detailed rate cards for services and licensing models, ensuring transparency in pricing.

3.2 Deliverables for each Lot

Lot 1: Workforce Technology Systems

- Delivery of off-the-shelf workforce management software and applications.
- Development of custom workforce technology solutions.
- Integration with existing NHS infrastructure and standardised data flows.
- Compliance with NHS interoperability and security frameworks.

Lot 2: Services for Integration, Deployment, and Interoperability

- System training and implementation support.
- Standardisation of APIs and data flows.
- Analytics and reporting solutions.
- Change management services for seamless adoption of workforce systems.

Lot 3: Professional Services and Consultancy

- Workforce technology gap analysis.
- Procurement and specification design consultation.
- Project management support for workforce system deployment.
- Value analysis and cost-efficiency recommendations.

Lot 4: Overlay, User Experience, and Support

- Development of single-user interfaces for workforce solutions.
- Customisation and standardisation services.
- Support and ticketing solutions for NHS workforce systems.

- User experience improvements and employee engagement tools.

Further details of the specification are below:

Lot 1 – Workforce Technology Systems

General requirements

"The delivery of workforce specific software"

The scope of this Lot shall initially include:

- Off the shelf systems and software (including general and mobile applications (**Apps**).
- Software / app development.
- The development of systems / apps necessary to support their utilisation.
- Standardisation of data flows and associated Application Programming Interfaces (**APIs**) relevant to the product.

The scope of this Lot shall not include:

- The ability to provide individual workforce members (People/Staff).
- The role of carrying out occupational health assessments on individuals.
- The role of carrying out clinical or medical duties under supervision.

Whilst it is not envisaged that each supplier awarded to this Lot will be capable of supplying all systems, customers will have the ability to shortlist the most capable of suppliers to provide their requirements. This will be managed through a shortlisting process based on the self-classification of the supplier's software solution(s) and the developmental capabilities of the supplier and the system once deployed.

This Lot is open to original equipment manufacturers only.

Some example types of workforce software available under this Lot are:

- E-recruitment, employment checks and onboarding
- Occupational health
- Case management, including wellbeing
- Wage advance
- Payroll facilities including expenses
- Rostering and scheduling
- Job planning
- Junior doctor module
- Temporary staffing
- Learning management systems
- Appraisal and revalidation
- Performance management
- Succession planning
- Clinical supervision
- Direct Engagement

Systems which are deployed or delivered through other proprietary systems are also accepted onto this Lot.

Additionally, any other services which can be described as "Workforce Technology" may be considered here.

For consideration and award to this Lot, in addition to meeting the mandatory requirements, suppliers must:

1. **Provide either:**
   a. A workforce technology system
      i. Out of the box.
      ii. Through development of other systems.
      iii. In partnership with another provider(s).
   b. Software or application development expertise
      i. Specific to the delivery of improvements or advances of a workforce technology system for the management of the workforce.
   c. Development of other systems and tools
      i. Supporting the deployment, use or utilisation of procured workforce technology systems.

2. **Support the delivery and implementation of the system by:**
   a. Providing a robust sign off process

        i.   Outlined by the Contracting Authority in the specifics of the competitive selection process which may link to a payment milestone.

       ii.   Outlined in the supplier's framework response which can be considered during the filtering process of suppliers when using the catalogue.

   b. By allowing for the integration and interoperability of the procured system with in-situ systems and solutions supplied for by other suppliers.

        i.   Supporting award without competition via the catalogue where existing APIs exist which support the integration or interoperability of the systems.

   c. Through ensuring the minimum standards are adhered to where required and where necessary and that the necessary interoperability standards are observed and met within the timescales outlined by the Contracting Authority

        i.   Supporting award without competition via the catalogue where details of solutions which already hold interoperability capability and necessary APIs.

3. **Describe the functionality and relative advantages of their system:**

   a. Out of the box

        i.   What the core / minimum functions or features of the solution are.

       ii.   What the advantages of the functionality and features are and how they add value to the organisation.

      iii.   What the additional features are, how the product can be developed, the relative advantages of those features and the costs to the contracting authority of those features.

           1.   The costs to have unique features.

           2.   The changes in costs if features, developed in conjunction with a trust, become standard or more broadly adopted.

   b. Features under development and product roadmaps should be included in your proposal.

        i.   The version history and update regularity of new features / patch fixes / security updates.

   c. Where the system already integrates or has interoperability with other systems or software solutions.

        i.   This detail will be used to support award without competition in accordance with the Call-Off Contract Award Procedures schedule.

       ii.   The information provided here will support shortlisting for competitive selection process and for desktop evaluation.

4. **Meet all the minimum standards and mandatory Pass / Fail requirements as necessary:**
   a. Some of those requirements will not be necessary to obtain a place on the framework but may be mandated to achieve award without competition Call-Off agreements or to be considered in a competitive selection process.

5. **Provide clear details regarding the licencing model:**
   a. Provide pricing relative to the licensing model
      i. This should allow for simple comparison of products which have a different licensing model.
      ii. This should have a clearly defined breakdown of fixed costs and licence costs to allow for transparency around scalability – i.e. adding further licenses during the lifetime of the framework agreement.
      iii. There must be clear mechanism for reducing the number of licenses when verified that they are not being used, or where an employee leaves and takes up a licence at another NHS Trust or contracting authority.
         1. An NHS employee should not have an associated cost for two licences for the same software solution if not employed by both NHS trusts.
         2. Data should be provided monthly which demonstrates where an NHS trust can save money by removing unused licences.
      iv. There should be clear details around discounts available for:
         1. Contract length
         2. Volume of licences taken per module
         3. ICB/S wide, collaborative or aggregated procurements.
            a. These discounts will be used to support the award of contracts as per the Call-Off Contract Award Procedures schedule.
      v. Details of gain share opportunities and where collaborative product development can offset costs of licences or generate revenue.
         1. Either directly or through diversified products and markets.

6. **Provide a clear overview of their customer journey lifecycle:**
   a. To include:
      i. Initial customer engagement

1. How customers are approached and the process for engagement.
    ii. Understanding customer needs and specification scoping
        1. How solution architects or account management set out to understand the requirements of the customer to ensure the right product is provided.
    iii. Identification of integration / interoperability barriers and relative solutions to enable the same.
        1. A proactive approach to ensuring customers systems work together whether interoperating with national systems or alternative supplier solutions which offer a best-in-class approach.
    iv. Solution design
        1. Understanding the features which will add the most value to a trust and how that value is calculated and then presented and validated.
        2. How the value is tracked through the life of the agreement
            a. If the value isn't being realised – how are those shortfalls addressed.
            b. Key performance indicators applicable.
    v. Procurement routes and support
        1. Ensuring customers utilise this framework agreement to support the central strategies.
    vi. Delivery and implementation
        1. How the solution is delivered.
        2. Experiences in implementation
            a. Provide project management overview.
    vii. Solution sign off
        1. User Acceptance Testing
        2. Ensuring appropriate billing reflects the usage i.e. An NHS trust should not pay for 100 licences if the supplier has only rolled out 5 of them.
    viii. Milestone payments
        1. Provide details as to whether implementation costs are included in the licence fees or are a separate cost.
    ix. Solution uptake / compliance and availability
        1. Provide details of how suppliers support the uptake and roll out of the solution
            a. Training
            b. Communications
            c. User support

2. Ensure correct and compliant use of the product and its features to support the value proposition
    a. Identify any local "workaround" systems where the solution isn't being fully utilised.
3. Provide clear details of the availability of the system.
4. Provide clear details of the back-up solutions.
    a. Detailed evidence of disaster recovery protocol and data assurance to ensure continuity of supply.
5. Provide clear support structure i.e. helpdesk and priority rating for incidents with fix time estimates and communication protocol.

x. Billing and invoicing
1. Provide clear details of the payment model
    a. Upfront costs
    b. Licence costs
    c. Billing frequency i.e. monthly, quarterly, annually.
    d. Payment method i.e. up front, in arrears

xi. Account management and reviews
1. Clearly defined account management structure
    a. Account management team details
    b. Account manager information
    c. Escalation point, details and process.
2. Clearly outlined review / account meeting details
    a. Frequency i.e. quarterly review meetings, annually – full review and assessment
    b. Report details
    c. Analytics
    d. Metrics and meanings
    e. Opportunities for cost reductions or savings efficiencies.
3. Account Manager role
    a. Manging risk / complaints / technical issues management (and this should include KPI reporting).
    b. System review to ensure correct use and business need.
    c. Identification of collaborative or aggregated opportunities across an ICS or region.

7. Provide evidence of solution deployment:
a. Provide at least two case studies where your system has been supplied.

b. Provide two references for the organisations where the system is being used.

8. **Provide all details relating to supply partners where any part of the scope of this Lot or framework agreement would be delivered by a sub-contractor or partner.**

In addition, suppliers may be required to undertake specific customer projects. *For example, system development.*

Lot 2 – Services for Integration, Deployment and Interoperability

General requirements

"The supply of solutions to support the delivery of workforce technology systems"

The scope of this Lot shall initially include:

- System training
- Implementation, transformation and transition services
- Reporting and analytics tools
- Development of interoperability capabilities between systems
- Integration of systems and processes
- Standardisation of data flows and associated APIs

Additionally, any other services which can be described as integration, deployment and interoperability services relevant to workforce technology systems may be considered here.

For consideration and award to this Lot, in addition to meeting the mandatory requirements, suppliers must:

1. **Provide clear details of:**
   a. The specific solutions they have worked to support the integration and interoperability of:
      i. Out of the box
      ii. Through development of other systems

        iii. In partnership with provider(s), including listing all providers whom the supplier has already worked with and noting where current relationships exist.

   b. Their core business activities and where they are relevant to the scope of this Lot specific to the delivery of improvements or advances of a workforce technology system for the management of the workforce

   c. Development of other systems and tools

        i. Supporting the deployment, use or utilisation of procured workforce technology systems

        ii. Supporting the integration between technology platforms at no additional and/or hidden cost to the contracting authority or the supplier.

   d. The partner organisations utilised to deliver the expertise relevant to this Lot and the specifics of their expertise in order to support the delivery of the requirements under this Lot where the bidding supplier isn't able to provide the solution directly. The supplier should include all processes and internal systems to demonstrate what qualifies one of its own suppliers as a partner and to provide solutions on its behalf.

   e. Details of the costing model to include role specific rate card

        i. Include day rates for services

        ii. Include discount structure and triggers

   f. Details of how value is demonstrated through engagement and deployment of the services.

2. **Clearly outline the process for their customer journey lifecycle to include as a minimum:**
   a. Project initiation
   b. Scoping
   c. Risks and risk management
   d. Solution design
   e. Consultant expertise and qualifications
   f. Approval/sign off from both the supplier and the Contracting Authority
   g. Ongoing support and issue resolution

3. **Provide evidence of service delivery:**
   a. Provide at least two case studies where the system has been supplied.
   b. Provide references for the organisations where the system is being used.
   c. Provide all details relating to supply partners where any part of the scope of this Lot / framework agreement would be delivered by a sub-contractor or partner.

Lot 3 – Professional Services and Consultancy

General requirements

"The provision of Professional Services in the support of Workforce Technology Systems"

The scope of this Lot shall initially include:

- Systems gap analysis
- Specification design
- Change management
- Project management
- Reporting and analytics reporting
- Strategy (workforce strategy, workforce technology strategy, digital strategy, leadership strategy etc etc)
- Workforce technology implementation services (e.g. HR, payroll, rostering, time and attendance, LMS and other workforce technology systems)

Additionally, any other services which can be described as professional services and consultancy relevant to workforce technology systems may be considered here.

For consideration and award to this Lot, in addition to meeting the mandatory requirements, suppliers must:

1. **Provide clear details of:**
   a. The core business activities of the organisation and the expertise contained therein with regards the support of workforce technology systems
      i. Evidence the consultants within the business who would be identified as being fundamental to supporting this lot and their qualifications and experience.
   b. The specific solutions they have worked with in the field of workforce technology systems
      i. Out of the box
      ii. Through development of other systems

      iii. In partnership with provider(s) including listing all providers whom you have already worked with and where current relationships exist.

      iv. Capability of outlining the NHS trust requirements and converting these in to technical specifications which support the selection of appropriate workforce technology systems.

  c. Details of the costing model to include role specific rate card
      i. Include day rates for services
      ii. Include discount structure and triggers
      iii. Include fixed term rates for services, if bought for a scheduled period.

  d. Details of how value is demonstrated through engagement and deployment of the services.

2. **Clearly outline the process for their customer journey lifecycle to include as a minimum:**
   a. Project initiation
   b. Scoping
   c. Risks and risk management
   d. Needs assessment and solution
   e. Consultant expertise and qualifications
   f. Identification, delivery and presentation of value
   g. Approvals/sign off from both the supplier and the contracting authority
   h. Ongoing support and issue resolution

3. **Provide evidence of service delivery:**
   a. Provide at least two case studies where the system has been supplied
   b. Provide two references for the organisations where the system is being used.

Lot 4 – Overlay, User Experience and Support

General requirements

"The delivery of overlay solutions to support employee experience"

The scope of this lot shall initially include:

- Single User Interfacing
- Customisation and standardisation
- System policy design and harmonisation
- Ticketing and support services
- User experience solutions

Additionally, any other products or services which can be described as overlay, user experience or support systems, and services relevant to workforce technology systems may be considered here.

For consideration and award to this Lot, in addition to meeting the mandatory requirements, suppliers must:

1. **Provide clear details of:**
   a. The core business activities of the organisation and the expertise contained therein with regards the support of workforce technology systems
      i. Provide a clear overview of your product / service.
      ii. Evidence of the integration and interoperability capability of the solution(s).
   b. The specific solutions they have worked with in the field of workforce technology systems
      i. Out of the box
      ii. Through development of other systems
      iii. In partnership with provider(s), including:
         1. Listing all providers whom you have already worked with and where current relationships exist.
         2. Where other providers solutions are already integrated with your product.

2. **Support the delivery and implementation of the system by:**
   a. Providing a robust sign off process
      i. Outlined by the contracting authority in the specifics of the competitive selection process which may link to a payment milestone.
      ii. Outlined in the supplier's tender response which can be considered during the filtering process of suppliers when using the catalogue.
   b. By allowing for the integration and interoperability of the procured system with in-situ systems and solutions supplied for by other suppliers.

     i. Supporting award without competition via the catalogue where existing APIs exist which support the integration or interoperability of the systems.

c. Through ensuring the minimum standards are adhered to where required and where necessary and that the necessary interoperability standards are observed and met within the timescales outlined by the Contracting Authority

     i. Supporting award without competition via the catalogue where details of solutions which already hold interoperability capability and necessary APIs.

3. **Describe the functionality and relative advantages of their system:**

a. Out of the box

     i. What the core / minimum functions or features of the solution are.

     ii. What the advantages of the functionality and features are and how they add value to the organisation.

     iii. What the additional features are, how the product can be developed, the relative advantages of those features and the costs to the Contracting Authority of those features

          1. The costs to have unique features.

          2. The changes in costs if features, developed in conjunction with an NHS trust, become standard or more broadly adopted.

b. Features under development and product roadmaps should be included in your proposal.

     i. The version history and update regularity of new features / patch fixes / security updates.

c. Where the system already integrates or has interoperability with other systems or software solutions.

     i. This detail will be used to support award without competition in accordance with the Call-off Contract Award Procedures Schedule.

     ii. The information provided here will support shortlisting for competitive selection process and for desktop evaluation.

4. **Provide a clear overview of their customer journey lifecycle:**

a. To include:

     i. Initial customer engagement

          1. How customers are approached and the process for engagement.

     ii. Understanding customer needs and specification scoping

1. How solution architects or account management set out to understand the requirements of the customer to ensure the right product is provided.
   iii. Identification of integration / interoperability barriers and relative solutions to enable the same.
   1. A proactive approach to ensuring customers systems work together whether interoperating with national systems or alternative supplier solutions which offer a best-in-class approach.
   iv. Solution design
   1. Understanding the features which will add the most value to an NHS trust and how that value is calculated and then presented and validated.
   2. How the value is tracked through the life of the framework agreement
      a. If the value isn't being realised – how are those shortfalls addressed.
      b. Key performance indicators applicable.
   v. Procurement routes and support
   1. Ensuring customers utilise this framework agreement to support the central strategies.
   vi. Delivery and implementation
   1. How the solution is delivered.
   2. Experiences in implementation
      a. Provide project management overview
   vii. Solution sign off
   1. User Acceptance Testing
   2. Ensuring appropriate billing reflects the usage i.e. An NHS trust should not pay for 100 licences if the supplier has only rolled out 5 of them.
   3. Milestone payments
      a. Provide details as to whether implementation costs are included in the licence fees or are a separate cost.
   viii. Solution uptake / compliance and availability
   1. Provide details of how your support the uptake and roll out of the solution, including:
      a. Training
      b. Communications
      c. Support
   2. Ensure correct and compliant use of the product and its features to support the value proposition

        a.   Identify any local "workaround" systems where the solution isn't being fully utilised.

3. Provide clear details of the availability of the system.
4. Provide clear details of the back-up solutions. This requires detailed evidence of disaster recovery protocol and data assurance to ensure continuity of supply.
5. Provide clear support structure i.e. helpdesk and priority rating for incidents with fix time estimates and communication protocol.

  i. Billing and invoicing
1. Provide clear details of the payment model
    a.   Upfront costs
    b.   Licence costs
    c.   Billing frequency i.e. monthly, quarterly, annually.
    d.   Payment method i.e. up front, in arrears

  ii. Account management and reviews
1. Clearly defined account management structure
    a.   Account management team details
    b.   Account manager information
    c.   Escalation point, details and process.
2. Clearly outlined review / account meeting details
    a.   Frequency i.e. quarterly review meetings, annually – full review and assessment.
    b.   Report details
    c.   Analytics
    d.   Metrics and meanings
    e.   Opportunities for cost reductions or savings efficiencies
3. Account Manager role
    a.   Manging risk / complaints / technical issues management (and this should include KPI reporting).
    b.   System review to ensure correct use and business need.
    c.   Identification of collaborative or aggregated opportunities across an ICS or region.

5. **Meet all the minimum standards and mandatory Pass / Fail requirements as necessary:**
    a.   Some of those requirements will not be necessary to obtain a place on the framework agreement but may be mandated to achieve award without competition Call-Off Contracts or to be considered in a competitive selection process.

6. **Provide clear details regarding the licensing model**
   a. Provide pricing relative to the licensing model
      i. This should allow for simple comparison of products which have a different licensing model.
      ii. This should have a clearly defined breakdown of fixed costs and licence costs to allow for transparency around scalability – i.e. adding further licences during the lifetime of the agreement.
      iii. There must be clear mechanism for reducing the number of licences when verified that they are not being used, or where an employee leaves and takes up a licence at another trust.
         1. An NHS employee should not have an associated cost for two licences for the same software solution.
         2. Data should be provided monthly which demonstrates where a trust can save money by removing unused licences.
      iv. There should be clear details around discounts available for:
         1. Contract length.
         2. Volume of licences.
         3. ICS wide, collaborative or aggregated procurements.
            a. These discounts will be used to support the award of contracts as per the Call-Off Contract Award Procedures schedule.

7. **Provide evidence of solution deployment:**
   a. Provide at least two case studies where your system has been supplied.
   b. Provide references for the organisations where the system is being used.

8. **Provide all details relating to supply partners where any part of the scope of this Lot / framework agreement would be delivered by a sub-contractor or partner.**

Appendices

Award mechanisms

To support organisations utilising this agreement, the below outlines the mechanics for awarding an agreement:

Competitive Selection Process:

a)   Contracting Authorities will have the ability to undertake a Competitive Selection Process. Service providers awarded to the framework agreement will only be invited to take part in Competitive Selection Processes that relate to the specific Lot/s for which they have been awarded and when, following a shortlisting process utilising the catalogue, their organisation is deemed capable to supply the required product or services.

b)   Competitive Selection Process documentation / templates are included in the framework agreement and full support will be provided to Contracting Authorities looking to award a Call-Off under the framework agreement via a Competitive Selection Process. These will include mandatory minimum standards, evaluation processes, service level agreements and key performance indicators.

c)   Contracting Authorities can procure across all Lots in a single competitive process utilising this framework agreement.

Desktop evaluation (mini competition / benchmarking):

a)   The framework agreement will consist of a catalogue with list pricing and a user-friendly matrix and filter system to enable shortlisting of capable service providers and the quick and efficient benchmarking of solutions to identify value and provide for desktop evaluation.

b)   A separate rate card will be required for each of the four Lots outlined. Any public sector Contracting Authority will have the ability to undertake a direct Call-off (with any capable service provider) using the catalogue and/or rate card pricing. This pricing may be updated when the framework agreement re-opens as per the process outlined under the Open Framework procedure.

An award without competition (Direct Award) can only be made for services in accordance with Chapter 4, Section 45 of the PA 2023 where it is evidenced that the products, the services, the Contracting Authority or the service provider falls within one or more of the below categories:

a) where the product or service has a clear and comparable list price, published in the catalogue and available to all potential Contracting Authorities with details of additional savings through volume, collaborative or group purchasing activities or the purchase of additional products or services. The catalogue will be maintained digitally.

b) where the products or services have specific capabilities regarding the interoperability of solutions with either:

    i. in-situ solutions,

    ii. collective solution procurement (where the dominant solution is being competitively sourced or procured via award without competition as per (i), or

    iii. where the solution or services provided is for the advancement in the evolution of a products lifecycle or an additional feature to the original solution (for example, a solution purchased to provide job planning has developed a 'Junior Doctor Module' with seamless interoperability which removes the need for a secondary procurement, resulting in an alternative provider and additional interoperability complications, or where an integration or consultancy partner has experience or capability in the delivery of additional product or features).

c) where a merger of Contracting Authorities or service providers takes place and multiple solutions are in place, the decision can be made to harmonise solutions whereby the Authority can support an award based on the performance SLAs and KPIs of the incumbent service provider, or where either part (a) or (b) can be satisfied.

d) where a merger or "buy-out" of service providers takes place, contracting authorities can choose to provide an award without competition to the "new" service provider in so much that either (a) or (b) (or both) can be satisfied.

A Call-Off Contract awarded in accordance with the award without competition mechanism can only be entered in to when the contracting authority has provided evidence that the above conditions have been met and provided details of the conditions and relative benefits.

With reference to the first method for award without competition outlined above, the overarching framework agreement will provide a catalogue of the full range of different products and services that are awarded and available.

It will be at the discretion of each service provider to determine which of their products they choose to submit for inclusion in the catalogue.

> By submitting a product or service for evaluation, you permit NHS LPP to add it to the catalogue.
>
> Any products or services which are not to be included in the catalogue should not be submitted for evaluation.
>
> Service providers who do not include products or solutions will not be shortlisted or be available for mini competition.

The Workforce Technology Systems framework catalogue will be hosted on MyLPP.

A separate "Technical and Social Value Questions" document is included. This outlines the technical / quality / social value questions all bidders are required to complete in relation to the products and service specification for Lots 1 to 4.

The framework agreement will be accessible by a single Contracting Authority in their own right or by a group of Contracting Authorities looking to procure collaboratively or by aggregation.

Successful suppliers awarded to the framework agreement will be provided with a framework agreement reference and individual customer URNs which must be quoted on all correspondence to ensure compliance with the terms of the framework agreement (and NHS LPP may audit suppliers from time to time).