**Document No. 04a - Contract Specifics**

**NHS National Framework Agreement for the supply of products for the treatment of Haemophilia A**

**Offer reference number: CM/PHS/17/5564**

**Period of contract: 1 July 2020 to 30 June 2022 with options to extend up to a further 24 months. The total maximum framework period including any extensions will be no more than 48 months**

# Terms of the Framework and Product Specification

## The framework will cover the supply of products for the treatment of Haemophilia A.

## The framework agreement will cover England, Northern Ireland, Scotland and Wales.

## The length of this framework is 24 months with options to extend up to a further 24 months. The total maximum framework agreement period including extensions will be no more than 48 months.

## This framework is split into four lots. Volumes and patient numbers for Lot 1, 2 and 3 have been taken from the UKHCDO Annual Report 2019[[1]](#footnote-1). For Lot 4 the annual forecasted figures have been predicted. See Table 1 below for details.

Table 1:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lot**  | **Product Area** | **Unit of Measure** | **Apr 2018 –Mar 2019 Volume** | **Apr 2018 – Mar 2019 Patient Numbers** |
| 1 | Plasma Derived Factor VIII | IU | 12,887,380 | 31 |
| 2 | Standard Half-life Recombinant Factor VIII | IU | 487,248,114 | 2376 |
| 3 | Enhanced Half-life Recombinant Factor VIII | IU | 93,965,778 | 408 |
|  | **Forecasted Annual Figure (Haemophilia A Non-Inhibitor Patients)** |
|  |  |  | **Volume** | **Patient Numbers** |
| 4 | Emicizumab | Mg | 2,500,000 | 550 |

## Any volume estimates provided to Offerors by Authority staff are statements of opinion, provided in good faith and based on past experience and market knowledge, but they should not be relied upon by Offerors in formulating their offers. No commitment is made by the Commercial Medicines Unit (CMU) on its own behalf or on behalf of Participating Authorities as to the volume of goods which may be purchased by Participating Authorities pursuant to the Framework Agreement.

## Each lot is defined as follows:

Table 2:

|  |  |  |
| --- | --- | --- |
| **Lot**  | **Product Area** | **Definition:** |
| 1 | Plasma Derived Factor VIII | Any plasma derived FVIII product |
| 2 | Standard Half-life Recombinant Factor VIII | Recombinant human FVIII which is expected to have the same pharmacokinetics as native human FVIII |
| 3 | Enhanced Half-life Recombinant Factor VIII | Recombinant human FVIII which has been modified in a manner specifically and proven to extend or enhance the elimination half-life compared with native human FVIII |
| 4 | Emicizumab | Humanised bispecific antibody |

## Products may be submitted in respect of one lot only.

## All products must be supplied complete with appropriate diluents and devices for administration.

## Additional products to those specified above will only be considered by CMU where additional products are new SKUs; i.e. different presentation size, or where one product replaces another, i.e. the new product holds the same Marketing Authorisation as the product it is replacing, or it is a direct replacement. Any such additional product must be price linked to the product submitted as a tender; i.e. the same pro-rata price for a different vial/syringe size or an identical price where one product replaces another. CMU will not consider any additional products offered at an unrelated price to the offer price nor any “enhanced” products. For more detail on ADDITIONAL GOODS refer to Document No.03 – Framework Agreement and Terms and Conditions, Schedule 1 (section 12).

## If more than one product is awarded a place on a lot, Participating Authorities will initially be recommended to purchase the product ranked first in that lot. If the product ranked first is unsuitable to meet the requirements of the patient, then Participating Authorities may purchase the product ranked second in that lot. If this product is also unsuitable to meet the requirements of the patient, then Participating Authorities may purchase the product ranked third in that lot and so on.

# Outline

## As part of this ITT Offerors are required to complete Document No. 05a – Haemophilia A - Offer Schedule.

## Offerors must provide 20 product demonstration kits for reconstitution AND any other equipment needed to reconstitute or mix vials to give a 750IU dose. All samples must be delivered by **Tuesday 24 March 2020** using the address label provided at the end of this document.

## Failure to provide samples will result in a score of zero (0) out of a possible combined maximum score of 7.44 for sub-criteria points; 10, 11, 12, 13, 14, 15, 16, 17, 18 and 19, within the Ease of Use evaluation criteria.

## Prices are to be submitted using Document No. 05a – Haemophilia A - Offer Schedule.

## Prices will be fixed for 24 months. If the framework is extended, then prices may be reviewed at this point.

## Offerors are required to provide their offer price(s) per unit of issue (excluding VAT) to four decimal places i.e. 0.1111.

## Lots 1,2 and 4 will be evaluated within their respective groups on a 1:1 unit basis. i.e. one unit of a product is therapeutically equivalent to one unit of another product [within that group].

## Lot 3 will be evaluated based on an annual cost for prophylaxis per patient (aged 12 year+) and will be calculated on the following basis:

Mean patient weight has been confirmed as 80Kg based on patients in the National Haemophilia Database (NHD) with a weight recorded and meeting the following criteria:

* + Diagnosis of severe congenital haemophilia A
	+ No current or active inhibitor
	+ Aged 12 years and older.

The prophylaxis dose and administration regimen of product will be obtained from the UK Summary of Product Characteristics (SPC). Where the SPC stipulates a range (either in terms of units per kg, or dose interval in days) the mid-point of the normal or standard range will be used.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Brand | Drug | Manufacturer | Smallest Vial | IU/Kg | Frequency (days) | Units per Dose (abs) 80kg | Units per Dose (Rounded) | Doses per annum (abs) | Doses per annum (Rounded) | Units Per Annum (Rounded) |
| Jivi | Damoctocog | Bayer | 250 | 35 | 3.5 | 2800.0 | 3000.0 | 104.3 | 104.0 | 312000 |
| Esperoct | Turoctocog | Novo Nordisk | 500 | 50 | 4.0 | 4000.0 | 4000.0 | 91.3 | 91.0 | 364000 |
| Adynovi | Rurioctocog | Takeda | 250 | 45 | 3.5 | 3600.0 | 3750.0 | 104.3 | 104.0 | 390000 |
| Elocta | Efmoroctocog | SOBI | 250 | 50 | 4.0 | 4000.0 | 4000.0 | 91.3 | 91.0 | 364000 |

Using the mean patient weight obtained as stated, an absolute total dose (units) will be calculated using the selected dose regimen. This will then be rounded UP to the nearest whole vial to give a rounded dose in units.

The rounded dose will then be scaled up (multiplied) for administration over 365 days, or 52 weeks. The dose interval as per the regimen defined for comparison will result in the following number of doses per 365 days or 52 weeks

* Twice per week = 104 doses
* Once every four days = 91 doses

The resulting rounded dose per units per kg multiplied by the respective dose interval will result in a total number of units per annum.

Offerors must provide a cost per international unit (IU). This will be used with the calculated total number of units per annum (rounded) for the respective product. The sum of this calculation will be the total cost to treat the patient for the year and will be used for the cost evaluation in Lot 3.

## Offerors are required to provide the minimum annual volume that will be made available for this framework in Document No. 05a – Haemophilia A - Offer Schedule.

# Award Criteria

## The award of this framework will be based on the most economically advantageous tender (MEAT).

## Award criteria for this framework are:

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Eligibility | Pass / Fail |
| Price / Cost to Treat | 75% |
| Security of Supply | 10% |
| Ease of Use | 15% |

## For information about how each of the award criteria will be evaluated and scored please see the table below and see Document No. 05b – Haemophilia A - Scoring Methodology.

|  |  |  |
| --- | --- | --- |
| **Award Criteria** | **Description** | **Weighting** |
| 1. **Eligibility**
 | Mandatory Requirements of Framework: 1 Technical merit/safety as set out in 4.1 below2 Terms and conditions accepted in full without amendment as set out in Section 4.2 below3 Service levels as set out in Section 4.3 below | **Pass** **or** **Fail** |
| 1. **Price / Cost to Treat**
 | **4** The lowest price will score a maximum of 10 with the following price brackets being scored as follows:

|  |  |
| --- | --- |
|  | **Score** |
| Offer price more than 0.0001% higher and equal to/less than 5% higher | **9** |
| Offer price more than 5.0001% higher and equal to/less than 10% higher | **8** |
| Offer price more than 10.0001% higher and equal to/less than 15% higher | **7** |
| Offer price more than 15.0001% higher and equal to/less than 20% higher | **6** |
| Offer price more than 20.0001% higher and equal to/less than 25% higher | **5** |
| Offer price more than 25.0001% higher and equal to/less than 30% higher | **4** |
| Offer price more than 30.0001% higher and equal to/less than 35% higher | **3** |
| Offer price more than 35.0001% higher and equal to/less than 40% higher | **2** |
| Offer price more than 40.0001% higher than lowest offer price | **1** |
| No bid  | **0** |

 | **75%** |
| 1. **Security of Supply**
 | Offerors will be evaluated on the capacity of supply for the product being offered:*If requested suppliers must provide evidence supporting their answer for this section***5 Minimum annual volume of product available to the UK market** (as *a percentage of the volume stated for the relevant Lot in Table 1 of this document)*

|  |  |
| --- | --- |
|  | **Score** |
| >100% | **10** |
| >75%-100% | **7** |
| >50-75% | **5** |
| >25%-50% | **3** |
| = or <25% | **1** |

**6 Drug substance manufacture** (*preparation of substances to be used in the manufacture of the final drug)*

|  |  |
| --- | --- |
|  | **Score** |
| Multiple (>2) geographic locations with facilities | **5** |
| Two geographic locations with facilities | **4** |
| One geographic location with two or more facilities | **2** |
| One facility at one geographic location | **1** |

**7 Production of drug** (*the manufacture of the final drug)*

|  |  |
| --- | --- |
|  | **Score** |
| Multiple (>2) geographic locations with facilities | **5** |
| Two geographic locations with facilities | **4** |
| One geographic location with two or more facilities | **2** |
| One facility at one geographic location | **1** |

**8 Packaging and labelling** *(enclosing and labelling products for distribution, storage, sale and safe use)*

|  |  |
| --- | --- |
|  | **Score** |
| Multiple (>2) geographic locations with facilities | **5** |
| Two geographic locations with facilities | **4** |
| One geographic location with two or more facilities | **2** |
| One facility at one geographic location | **1** |

**9 Stock holding facility/warehouse** *(facility for storing finished product which is ready for distribution to end user)*

|  |  |
| --- | --- |
|  | **Score** |
| Multiple (>2) geographic locations with facilities | **5** |
| Two geographic locations with facilities | **4** |
| One geographic location with two or more facilities | **2** |
| One facility at one geographic location | **1** |

 | **10%** |
| 1. **Ease of Use**
 | Offerors will be evaluated on the following:**10** Does ancillary pack allow for sterile administrations via portacath with a syringe which is 10ml or greater?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **4** |
| No | **0** |

**11** Does ancillary pack allow for administration of multiple vials with one syringe?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **2** |
| No but extra syringe can be provided | **1** |
| No | **0** |

**12** Is there an option to add an ancillary pack to the purchase order without packs automatically being supplied?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **1** |
| No | **0** |

**13** Does packaging contain bar-code?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **5** |
| No | **0** |

**14** Size of pack – in relation to storage at patient’s home

|  |  |
| --- | --- |
|  | **Score** |
| < or = 200 cubic cm | **8** |
| >200 – 400 cubic cm | **5** |
| >400 – 500 cubic cm | **2** |
| >500 cubic cm  | **0** |

**15** Are all required items in one box or are items supplied in additional packs?

|  |  |
| --- | --- |
|  | **Score** |
| Yes - all required items are received in one box | **5** |
| No - some items are supplied separately | **0** |

**16** How environmentally friendly is packaging i.e. amount of packaging, plastic v cardboard, bulkiness of packaging?

|  |  |
| --- | --- |
|  | **Score** |
| Least amount of waste all of which is recyclable | **8** |
| Bulky waste which includes all recyclable material | **5** |
| Bulky waste which includes some non-recycling material | **2** |
| Bulky waste which includes all non-recycling material | **0** |

**17** How many steps are required to prepare product for administration?**FOR EXAMPLE: 1**-open box / **2**-take individual components out of box / **3**-taking bottle tops off / **4**-open the swabs / **5**-clean the top(s) / **6**-taking off the syringe lid / **7**-screw the pre-filled syringe plunger into barrel of syringe device (if applicable) OR connect water and factor devices / **8**-fit syringe into transfer device / **9**-draw factor into syringe / **10**-remove factor vial / **11**-open butterfly needle / **12**-remove needle cap / **13**-put needle on syringe / **14**-remove needle sheath

|  |  |
| --- | --- |
|  | **Score** |
| 1 to 10 | **10** |
| 11 to 15 | **8** |
| 16 to 20 | **6** |
| 21 to 25 | **4** |
| 26 to 30 | **3** |
| 31 to 35 | **2** |
| 36 to 40 | **1** |
| >40 | **0** |

**18** Is dose reusable if reconstitution set fails or does whole set get wasted?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **10** |
| No | **0** |

**19** How easily can a 750 IU dose be prepared and infused

|  |  |
| --- | --- |
|  | **Score** |
| Very Easy | **10** |
| Easy | **5** |
| Difficult | **1** |
| Very Difficult | **0** |

**20** Diluent volume supplied with 250 - 1000 IU vial

|  |  |
| --- | --- |
|  | **Score** |
| <3ml | **7** |
| 3-4ml | **5** |
| 5ml | **3** |
| >5ml | **1** |

**21** Diluent volume supplied with 1500 - 3000 IU vial

|  |  |
| --- | --- |
|  | **Score** |
| <3ml | **7** |
| 3-4ml | **5** |
| 5ml | **3** |
| >5ml | **1** |

**22** Can unconstituted product be stored at room temperature?

|  |  |
| --- | --- |
|  | **Score** |
| Yes | **5** |
| No | **0** |

**23** How long can unconstituted product be stored at room temperature?

|  |  |
| --- | --- |
|  | **Score** |
| >12 months | **5** |
| >9 - 12 months | **4** |
| >6 - 9 months | **3** |
| >3 - 6 months | **2** |
| <3 months | **1** |
| Cannot be stored at room temperature | **0** |

**24** Age range of license indication

|  |  |
| --- | --- |
|  | **Score** |
| < 2 years2 – 12 years>12 years | **10** |
| 2 – 12 years> 12 years | **6** |
| > 12 years only | **3** |

**25** Total number of infusions required per week per adult with severe Haemophilia A as per SmPC

|  |  |
| --- | --- |
|  | **Score** |
| Once or less per week | **10** |
| 1 – 2 per week | **7** |
| 2 – 3 per week | **5** |
| More than three times a week | **1** |

**26** Route of Administration

|  |  |
| --- | --- |
|  | **Score** |
| Sub-cut | **10** |
| IV | **1** |

**27** Number of vials available:

|  |  |
| --- | --- |
|  | **Score** |
| All vial options | **10** |
| Five vial options which include:(Lots 1-3) 250 & 500 IU vials(Lot 4) 30 & 60mg vial | **9** |
| Five vial options which include:(Lots 1-3) either a 250 or 500 IU vial (Lot 4) either a 30 or 60mg via | **8** |
| Four vial options which include:(Lot 1-3) 250 & 500 IU vials(Lot 4) 30 & 60mg vial | **7** |
| Four vial options which include:(Lot 1-3) either a 250 or 500 IU vial(Lot 4) either a 30 or 60mg vial**OR**Three vial options which include:(Lot 1-3) 250 & 500 IU vials(Lot 4) 30 & 60mg vials | **6** |
| Four vial options not including:(Lot 1-3) 250 or 500 IU vials or(Lot 4) 30 or 60mg vials**OR**Three vial options which include:(Lot 1-3) either a 250 or 500 IU vial(Lot 4) either a 30 or 60mg vial**OR**Two vial options which include:(Lot 1-3) 250 & 500 IU vials(Lot 4) 30 & 60mg vials | **5** |
| Three vial options not including:(Lot 1-3) 250 or 500 IU vials(Lot 4) 30 or 60mg vials**OR**Two vial options which include:(Lot 1-3) either a 250 or 500 IU vial(Lot 4) either a 30 or 60mg vial | **4** |
| Two vial options not including:(Lot 1-3) 250 or 500 IU vials(Lot 4) 30 or 60mg vials**OR**One vial option which includes:(Lot1-3) either a 250 or 500 IU vial(Lot 4) either a 30 or 60mg vial | **3** |
| One vial option not including:(Lot 1-3) 250 or 500 IU vial(Lot 4) 30 or 60mg vials | **2** |

 | **15%** |

# Eligibility

All the points listed within section 4 of this document are mandatory requirements. Any tender failing to meet any one or more of these requirements will be disqualified.

## **Technical Merit/Safety**

### All products must have a valid UK Marketing Authorisation awarded by the MHRA or EMA applicable to all categories of products offered at the award date of the framework which is anticipated to be 1 June 2020.

### Offerors must have product available for delivery to Participating Authorities at the framework go-live date which is 1 July 2020.

## **Terms and Conditions**

### Full acceptance of the CMU terms and conditions must be confirmed by signing Document No. 03 – Framework Agreement and Terms and Conditions. No legal or commercial alterations or substitutions can be proposed.

## **Service Levels**

### The following service levels will become legally-binding obligations if the Offeror becomes a supplier under the framework agreement.

### The Offeror must commit to maintain a level of stock holding enough to meet 12 weeks’ anticipated demand with effect from the commencement of the framework. The stock holding figure will be calculated using indicative annual volumes obtained from treatment centres. The CMU will monitor monthly volumes and adjust the required stock holding figure in line with actual volumes. Any amendments will be done on a quarterly basis. in conjunction with the supplier and in accordance with the terms of the framework agreement.

### The Offeror must commit to supply products with a shelf life of not less than 12 months. Where any products are supplied under this framework, the period between the date of supply of these goods to the Participating Authority and the expiry date shown on the goods ("shelf life") must not be less than 12 months. Supply of any product with a shelf life of less than 12 months must be agreed with the Participating Authority prior to delivery. In the event that the supplier supplies product with a shelf life of less than 12 months (or such other period as agreed with the Participating Authority), the Supplier must, upon request by the Participating Authority and at no cost to the Participating Authority, replace any product the Participating Authority is unable to use within the product’s remaining shelf life period. Any replacement product must have a shelf life greater than 12 months unless otherwise agreed with the Participating Authority prior to delivery. Failure to comply with the shelf life service level or any of the other obligations outlined above may lead to CMU terminating the framework agreement with the relevant supplier, in accordance with the terms of the framework agreement.

### The Offeror must commit to ensuring security of delivery to the appropriate delivery point.

### The Offeror must not propose (and no supplier may impose) any delivery charges for standard deliveries within this framework agreement.

### The Offeror must commit to notify CMU of any disruptions to supply and of the contingency arrangements being employed to mitigate and resolve the supply restriction. Notification must be given by contacting the Specialised Pharmaceuticals team by email – specialisedpharma@cmu.nhs.uk **and** the relevant CMU Contract Manager.

### The Offeror must commit to deliver to third party homecare suppliers on current and any future national framework agreements for the home delivery of products covered in this framework. Any orders placed by third party homecare suppliers as of 1 July 2020 will be subject to the framework awarded prices.

# Contract Pricing

## Offerors are required to submit prices in Document No. 05a – Haemophilia A - Offer Schedule - Product Information; these prices will be fixed for the framework length of 24 months unless stated otherwise. If the framework is extended, then prices may be reviewed at this point. Any price reviews will be made in line with the Framework Agreement Price Variation Clause which can be found in Document No. 03 – Framework Agreement and Terms and Conditions, Schedule 1 (section 11).

## Prices submitted must be exclusive of VAT.

# General Requirements – Products, Packaging and Stock Holding

## Offerors are required to provide details of their contingency arrangements with their offer i.e. details of any business continuity accreditation or procedure e.g. ISO 22301 in Document No. 05a – Haemophilia A - Offer Schedule - Additional Information.

## “Stock holding” refers to product held in the UK and available for despatch within 24 hours, to meet fluctuation in demand, stocks held elsewhere may be used providing delivery is made in line with the stated delivery lead-time given in Doc No. 5a – Haemophilia A - Offer Schedule - Additional Information.

## If awarded a place as a supplier on the framework, the Offeror must meet the following stockholding obligations under the framework agreement -

### The supplier must notify CMU within 24 hours if the stock holding drops below 12 weeks’ average sales.

### The supplier must notify CMU within 4 hours if the stock holding drops below eight weeks average sales.

### The supplier must notify CMU of any stock holding issues by contacting the Specialised Pharmaceuticals team by emailing specialisedpharma@cmu.nhs.uk **and** the CMU Contract Manager responsible for this framework.

### If stock levels fall below the required minimum level, the supplier must take action to rectify the issue. Failure to do so may lead to termination of the framework agreement with the supplier.

### Where a supplier is unable to meet the delivery requirements of locally agreed contractual arrangements, the supplier shall be liable for any incurred or additional costs incurred by the customer resulting from the requirement to source a suitable product from an alternative supplier.

### The supplier shall on request by CMU provide without delay certificates of analysis (including, without limitation, certificates confirming B.P, E.P. or B.P.C. conformity) in such form as CMU may reasonably require) for such products as CMU may specify.

## The framework agreement (and therefore any future orders placed under it) may be suspended unless and until the supplier can demonstrate to CMU satisfaction that:

### the products have a valid UK Marketing Authorisation awarded by the MHRA or EMEA applicable to all categories of the products at the award date of the framework which is anticipated to be 1 June 2020 and have product available for delivery to Participating Authorities at the framework go-live date which is the 1 July 2020;

### the goods have been supplied in accordance with current legislation and if such goods are medical devices that they are CE marked; and

### should the appropriate Marketing Authorisation not have been obtained by the award date of the framework which is anticipated to be 1 June 2020 or product be unavailable for delivery to Participating Authorities on 1 July 2020, CMU will disregard any offer or terminate any subsequent awarded framework and re-distribute the award accordingly.

## In the event of the goods being recalled, initiated by the manufacturer of the goods, the Secretary of State for Health or the MHRA (or any such similar regulatory body), the supplier must, without delay and at its own expense, arrange for the collection of such goods and credit the Participating Authority for any goods delivered but unused by the Participating Authority including part used packs.

## Offerors are required to upload information onto PharmaQC no later than the go live date of 1 July 2020 (see Document No. 05a – Haemophilia A - Offer Schedule - Additional Information, Document No. 07a - Quality control technical sheet and Document No. 07b - Guidance for performing a risk assessment of licensed medicines for the NHS for further information). If an Offeror have already supplied product information on PharmaQC it is essential that the Offeror ensures the information contained on PharmaQC for its product(s) is up to date.

# Local Issues

## Certain issues will need to be considered at a local level and have therefore been excluded from this framework agreement. Successful Offerors will be required to discuss and agree with individual Participating Authorities protocols on areas such as the following:

* Training associated with the supply and use of the product by patients or healthcare professionals
* Delivery requirements, delivery notes, times, etc.
* Research and clinical trials
* The provision of Quality Assurance / Quality Control procedures, certificates, analyses, etc.
* KPIs
* Compliance with the appropriate Authority policies
* Home delivery of product in accordance with Participating Authority’s home delivery arrangements. From the go-live date of the framework agreement (1 July 2020), the awarded framework prices will be the prices that apply to the product element of any Participating Authority’s home delivery arrangement.

# Homecare and Extension of NHS Terms and Conditions and Pricing to Defined Beneficiaries

## Where the NHS has delegated to defined beneficiaries certain responsibilities, such as delivery of products to patients’ homes, the CMU framework agreement terms and pricing are to be extended to the defined beneficiaries.

## The suppliers awarded a place on this framework agreement are expected to work with the home delivery providers appointed to the CMU NHS National Framework Agreement for the Homecare Delivery Service of products for the treatment of bleeding disorders in England, Wales and Northern Ireland (CM/MSR/15/5480) and with suppliers appointed to any future CMU Home Delivery Service framework agreements for products for the treatment of bleeding disorders.

## In preparation for the transition of the new framework the supplier awarded a place on this framework are responsible for ensuring that the home delivery providers are aware of the new framework prices well in advance of the framework go-live date of 1 July 2020. Up to date details for home delivery providers appointed to the CMU NHS National Framework Agreement for the Homecare Delivery Service of products for the treatment of bleeding disorders in England, Wales and Northern Ireland (CM/MSR/15/5480) can be obtained from lynne.newell@nhs.net

## Suppliers awarded a place on this framework agreement are responsible for ensuring that home delivery providers have updated framework prices throughout the duration of this framework. Where relevant, the suppliers must inform the home delivery provider well in advance of any start dates of new prices.

## Home delivery providers are responsible for updating their pricing information accordingly. The home delivery provider will invoice the Participating Authority at the agreed framework prices for products and medicines from 1 July 2020.

# Improving Patient Care and Lifestyle

## Successful Offerors will be required to attend regular meetings to discuss and review proposals for innovative delivery of products covered by this framework. Parties present at such meetings may include representatives from CMU, the UKHCDO, Blood Disorders CRG and NHS England Commissioning. The purpose of such meetings will be to provide an opportunity for discussion about such things as new prescribing regimes and improving patient care and lifestyle in a cost-effective way. Frequency and dates for meetings will be agreed with the successful Offerors.

# Framework Monitoring including Management Information

## The Offeror (if appointed to the framework) will comply with all ad-hoc requests by the DHSC, NHS England, the UKHCDO and CMU for management data to be provided in respect of the products supplied under this framework agreement. This information is to be provided within 10 working days for ad hoc requests.

## Offerors are required to provide a named contact in Document No. 05a – Haemophilia A - Offer Schedule - Supplier Information who will be responsible for the provision of management information.

## Management information must be submitted in accordance with Document No. 04b – Management Information Schedule.

# Supplier Performance Management

## CMU will continually monitor the successful suppliers’ performance for this framework during the contract period. As a minimum, CMU will use a supplier scorecard process which will monitor:

* Volume of product supplied
* Quantity of stock held
* Number of complaints received in relation to number of orders received
* Receipt of monthly MI by the required date and in the required format.

### Each of these areas will be given a score on a monthly basis and these scores are used to obtain a quarterly score for the supplier.

### Suppliers are required to score above a minimum score of 80% for each area. Suppliers' scores will be discussed in supplier review meetings which will be held on a regular basis throughout the term of the framework.

### Further details on the supplier scorecard can be viewed in the Excel spreadsheet attached below.



## CMU will operate a Customer Complaints procedure and all customer complaints will be recorded. This procedure will assist CMU in monitoring supplier performance. Any such complaints will be taken up with the supplier and a resolution to the issue sought.

## CMU will conduct review meetings with suppliers and expect successful Offerors to attend such meetings.

## Individual Participating Authorities may set individual SLAs with successful Offerors to monitor supplier performance.

## Successful Offerors are required to operate a customer complaints procedure and have an escalation process in place to deal with customer issues. Both the customer complaints procedure and escalation process must be provided upon request.

## Successful Offerors are required to have a product recall procedure in place. The recall procedure must be provided upon request.

# Participating Authorities

## A list of the Participating Authorities in this framework agreement can be found in Document No. 04d – Haemophilia A - Participating Authorities.

# Supplementary Information

## Offerors are given the opportunity to provide the additional information set out in Document No. 05a – Haemophilia A - Offer Schedule - Additional Information to supplement their offer. No other supplementary information will be accepted.

### Alternative pricing proposals **will NOT** be accepted from any bidder as part of their supplementary information. Supplementary information is classified as any value-added services a bidder may have in place and could offer to patients, treaters and/or the NHS.

### Such information may be included by the CMU in the final Framework Agreement Stakeholder Briefing Document which is shared with Participating Authorities but **will NOT** be evaluated as part of this tender.

### Please ensure any supplementary information is labelled clearly and is included with your offer submission. Please note due to system restrictions each attachment can be no larger than 2MB.

**FAO: Catherine Harrison**

Sheffield Haemophilia & Thrombosis Centre (p100) p Floor

Royal Hallamshire Hospital

Glossop Road

Sheffield

S10 2JF

Supplier Name: ………………………………………………………………………….

**Reference: CM/PHS/17/5564**

1. UKHCDO Annual Report 2019 & Bleeding Disorder Statistics for 208/2019, Data table for Figure 13, page 50 [↑](#footnote-ref-1)