Commercial Procurement Services

NHS
Countess of Chester Hospital
NHS Foundation Trust

# National Framework Agreement for the provision of an Enteral Feeding Accessories Delivery Service

**Project Reference: F/080/EPAS/22/MH**

## SCHEDULE A

## FRAMEWORK AGREEMENT SPECIFICATION

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## 1. Aims and Objectives of the Framework

The aim of the proposed framework is to provide products to support the use of enteral feed systems. Traditionally, organisations have obtained the accessories alongside the main enteral feed items. This framework will provide an alternative procurement route for organisations looking to source enteral feed accessories separately to the main feed items.

The proposed scope is for the provision of an enteral feed accessories products service to patients in both acute and community settings.

## 2. Products

**2.1.** The Supplier(s) will provide a range of enteral feed accessories including Low profile gastrostomy buttons and extension sets.

**2.2.** Enteral feeds will **not** be provided under this framework.

**2.3.** As a minimum the following are required for hospital use:

- 2.3.1. gastrostomy buttons in a range of gauge width and lengths
- 2.3.2. gastrostomy button extension sets in a range of lengths
- 2.3.3. gastro-jejunal buttons in a range of gauge, stoma and jejunal lengths to facilitate gastro-jejunal feeding.

**2.4.** As a minimum the following are required to be delivered direct to patient's homes:

- 2.4.1. gastrostomy buttons in a designated gauge and length to be provided for 3-6 monthly routine replacement at home
- 2.4.2. gastrostomy button extension sets to be provided in accordance with Trust policy in relation to single use/re-use.

**2.5.** Additional enteral feed accessories related to the above products, may be provided by the Supplier(s) as required by the patient and the Participating Organisation.

## 3. Delivery Services

**3.1.** **Home Delivery Service:** As a minimum, the following are required to support the on-going supply to patient's home:

- 3.1.1. services to support the delivery of these products direct to patients home
- 3.1.2. a plan for emergency replacements of products to be delivered direct to the patient's home
- 3.1.3. Operate an electronic patient registration system.
- 3.1.4. Provide 24 hour helpline/telephone contact service for patients and carers.
- 3.1.5. All deliveries of products to be based on a telephone stock check with the patient/carer.
- 3.1.6. All failed or discrepant deliveries to be checked with a designated member of the Participating Organisation's staff within 1 working day of occurrence.
- 3.1.7. Have systems in place which adequately support holidays, respite care and patients travelling abroad for treatment.
- 3.1.8. Deal sensitively with families experiencing bereavement or deterioration in a patient's condition.

**3.2. Delivery to Clinical Sites:** As a minimum, the following are required to support the on-supply to patients in clinical settings:

3.2.1. services to support the delivery of these products direct clinical sites

3.2.2. a plan for emergency replacements of products to be delivered direct to the patient's home

3.2.3. Operate an electronic patient registration system.

3.2.4. Provide 24 hour helpline/telephone contact service for clinical staff, patients and carers.

3.2.5. All deliveries of products to be based on a telephone stock check with the patient/carer.

3.2.6. All failed or discrepant deliveries to be checked with a designated member of the Participating Organisation's staff within 1 working day of occurrence.

3.2.7. Have systems in place which adequately support holidays, respite care and patients travelling abroad for treatment.

3.2.8. Deal sensitively with families experiencing bereavement or deterioration in a patient's condition.

## 4. Patient Management and Contract Support

### 4.1. Patient Management

4.1.1. An electronic registration system must be provided by the Supplier for the registration and management of supplies delivered to community patients.

4.1.2. The system must include details of all products (including 3rd party products) and information required for the accurate delivery of enteral feeding products to homecare patients. This includes all agreed delivery addresses.

4.1.3. Deliveries to all addresses should be visible on the system.

4.1.4. The system must facilitate recording of deliveries – including items refused at point of delivery, collections and use of holiday service.

4.1.5. The system must facilitate recording any reason for non-delivery and expected time frame for delivery to be completed.

4.1.6. The system must facilitate changes to enteral feeding products.

4.1.7. Deliveries/ items that are on hold and the reason why they are on hold

### 4.2. Ordering and Logistics:

4.2.1. The Supplier must operate an appropriate ordering process to suit patient requirements from both clinical and community settings.

4.2.2. The ordering process must include provision for order validation and authorisation by the Participating Organisation if required.

4.2.3. The Supplier must provide delivery services to both clinical settings, and direct to patients within the community.

4.2.4. Proof of receipt and delivery, along with any other relevant documentation, must be available to the Participating Organisation and/or the end user.

### 4.3. Support:

4.3.1. The Supplier must provide appropriate customer support to meet potential patient and Participating Organisation requirements.
4.3.2. The Supplier must provide technical support and training for products supplied as required.
4.3.3. The Supplier must provide a dedicated point of contact for the Participating Organisation to resolve queries, delivery problems and obtain product advice.
4.3.4. The Supplier will use its best endeavours to ensure the availability of products to meet Participating Organisation requirements and must have robust systems and process to manage any 'unavailable' products.

## 5. Standards and Legislation

5.1. The Supplier(s), and all goods and services supplied under the Framework must **meet** all standards and legislation applicable to the scope. This includes, but is not limited to, the following:

5.1.1. Medical Devices Directive 93/42/EEC OR Medical Devices Regulations 2017/745 (CE certification required)
5.1.2. NPSA/2007/19 – promoting safer measurements and administration of liquid medicines via oral and other enteral routes
5.1.3. Shelf life –a minimum of 6 months for medical/clinical products
5.1.4. Enteral syringes must have a purple coloured plunger
5.1.5. ENFit products must comply with BS EN ISO 80369-3
5.1.6. Non-ENFit products must comply with BS EN ISO 80369-1
5.1.7. All ancillary and consumable equipment to be compliant with relevant standards namely ISO 80369-3:2016 and MHRA standards. The Successful Provider must possess valid and current GMP certification or CE accreditation if such equipment is to be supplied in a sterile condition. ISO 13485
5.1.8. Suppliers must be able to show that they hold (or commit to obtain, prior to commencement of the Framework Agreement if awarded) Cyber Security Essentials accreditation AND must be registered (or commit to register, prior to commencement of the Framework Agreement if awarded) with the Information Commissioner's Office as a Data Processer and furthermore commit to maintain registration throughout the life of the Framework Agreement and the period of all Contracts called off from the Framework Agreement.