



# Occupational Health, Employee Assistance Programmes and Eye Care Services

Contract Duration  
03/03/2025 — 01/03/2027

Contract Project Reference Number  
RM6386

**Bringing together  
people who care**

[workforcealliance.nhs.uk](https://workforcealliance.nhs.uk)

## Version Control

Contributor(s)	Date	Version	Comments
Marketing Team and Category Manager	04/03/2025	0.1	Creation of briefing document for new framework
Marketing Team	09/04/2025	1.0	Creation of briefing document

## Contact Details

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## **1 Introduction**

NHS Workforce Alliance has put in place a framework agreement for the provision of occupational health, employee assistance programmes and eye care services for use by NHS organisations.

The aim is to provide access to a range of high-quality occupational health related services, in addition to eyecare services designed to meet the needs of the NHS that may cover, but will not be limited to full-service providers, occupational health services, individual services within occupational health (i.e. physiotherapy services, health screening services, counselling services, coaching services and vaccinations services), employee assistance programmes and eyecare services.

## **2 Benefits**

- NHS specific framework
- Market-leading expertise
- Flexible terms and conditions
- Provider Selection Regime compliant
- Competitive rates
- Access to commercial benefits

## **3 Who can access the framework**

The full listing of entities who are able to utilise the agreement, subject to the approval of NHS Workforce Alliance is listed in Appendix A.

## **4 Accessing the framework**

When a Contracting Authority has viewed the relevant framework documentation from NHS Workforce Alliance, those wishing to confirm access are required to complete the Framework/ Customer Access Agreement.

We would also request that a copy of the Call-off Order form or Purchase Order be sent to the organisation you have accessed the framework through. This will allow us to monitor usage of the framework and any documentation shared will be treated as commercial in confidence and will not be shared outside of the organisation.

## 5 Use of the Framework Agreement

### Further Competitions

The award of a contract would follow the output of a further competition process between all capable suppliers under the framework agreement. In these circumstances the further competition would be used to establish the most economically advantageous tender in order to meet the specific requirements of the contracting authorities as laid down in the further competition documentation. It is envisaged a further competition process might be applied in the following circumstances:

- Where the specific requirements of the contracting authority are not sufficiently well defined within the specification of the framework agreement.
- Where an authority (or group of authorities) wanted to identify a single preferred solution to aid with collaboration activities. In such circumstances it is envisaged that improved commercial terms might be offered by bidding suppliers as part of the further competition process reflecting the enhanced commitment that was being made by an authority (or group of authorities) to a single preferred supplier for a period of time.

Each further competition invitation to tender process would reflect the precise nature of a contracting authority's local requirement, albeit in accordance with the permitted scope of service as outlined within the over-arching framework agreement.

### Award criteria for further competitions under the framework agreement

When using this agreement to undertake further competition processes under the framework agreement, Participating Authorities may adjust/amend the criteria weightings within the following ranges:

Criteria	Minimum Weighting	Maximum Weighting
Quality and Innovation	10%	70%
Value	10%	70%
Integration, collaboration and service sustainability	10%	70%
Improving access, reducing health inequalities and facilitating choice	10%	70%
Social value	10%	70%

### Further Competition Templates

Contracting authorities may use their own locally-available further competition documents, tailored accordingly to reference the framework.

## **Direct Award**

A direct award can be made to a Supplier on the resulting Framework Agreement providing the Participating Authority considers that a direct award was appropriate in the circumstances and can demonstrate the selected Supplier offers the most economically advantageous supply.

If direct awarding the contract, submit for publication on the UK e-notification service a notice of the award - this notice must include the information set out in Schedule 2 of the PSR 2023 and within 30 days of the contract being awarded.

## **7 NHS Workforce Alliance Support**

Please contact the NHS Workforce Alliance should you wish to discuss the provision of support. If a Contracting Authority enters into a contract under the framework and subsequently experiences repeated failures in a supplier's performance or other issues it is felt the framework owner should be made aware of, please contact NHS Workforce Alliance who will assist to support you in the rectification of the issue.

## **8 Terms and Conditions**

The NHS Terms and Conditions for the Provision of Services (August 2022) and associated call off terms apply to this framework.

### **TUPE**

Where TUPE is applicable to the contract, the contracting authorities should request from the incumbent supplier a list of employees who would be eligible for TUPE which should be provided as part of the further competition process.

### **GDPR**

Where the supplier is involved in the processing of personal data under or in connection with this contract, the parties shall complete the data protection protocol.

## **9 Management of the Framework Agreement**

All framework suppliers have signed framework contracts with NHS Workforce Alliance. NHS Workforce Alliance is responsible for the management of the framework contract.

Suppliers are contracted to provide management information to NHS Workforce Alliance in an agreed format that contains the total value of spend that is placed under the framework. Any questions regarding the framework should be raised with the framework manager.

## 10 Supplier Contact Details

### **CNLR Horizons Ltd**

2nd Floor, 66-68 East Smithfield,  
Royal Pharmaceutical Building,  
London, E1W 1AW

Emma McCourt — Bid Manager  
[emcourt@cicwellbeing.com](mailto:emcourt@cicwellbeing.com)

07593 874021

### **Health Assured**

The Peninsula, Victoria Place,  
Manchester, M4 4FB

Iain Eagling — Sales Director  
[bids@healthassured.co.uk](mailto:bids@healthassured.co.uk)  
0800 206 2552

### **HealthHero Solutions Limited**

Portman House 3rd Floor, 2 Portman  
Street, London, W1H 6DU

Ellinor Becher — Bid Manager  
[tenders@healthhero.com](mailto:tenders@healthhero.com)  
07918 478944

### **Medigold Health Consultancy Ltd**

1 Queensbridge, Northampton, NN4  
7BF

Tom Croghan — Head of Bids  
[tenders@medigold-health.com](mailto:tenders@medigold-health.com)  
0330 390 3370

### **Optima Health (Working on Wellbeing Ltd)**

Meadow Court, 2 Hayland Street,  
Sheffield, S9 1BY

Jack Usher — Business Development  
Manager  
[Sales@optimahealth.co.uk](mailto:Sales@optimahealth.co.uk)  
0330 0085113

### **People Asset Management Ltd**

Holly House, 73-75 Sankey Street,  
Warrington, WA1 1SL

Zoe Machin — Business Development  
Director  
[zoe.machin@people-am.com](mailto:zoe.machin@people-am.com)  
01925 227000

### **Samreen Uppal Limited**

32 deMonfort Street,  
Leicester, LE1 7GD

Dr Samreen Uppal — Director  
[samreenuppal@hotmail.com](mailto:samreenuppal@hotmail.com)  
07376 262033

### **SME HCI Ltd (T/A Vivup)**

5 Margaret Road, Romford,  
Essex, RM2 5SH

Nivene Raafat — Bid and Proposal  
Writer  
[tenders@vivup.co.uk](mailto:tenders@vivup.co.uk)  
01252 959794

## 10 Supplier Contact Details

### **Sugarman Health & Well Being Ltd**

First Floor, 33 Soho Square,  
London, W1D 3QU

Gezz Van Zwanenberg — COO  
[gvz@hcrq.uk.com](mailto:gvz@hcrq.uk.com)  
07926 120374

### **TAC Healthcare Group Limited**

Wellheads Crescent, Wellheads  
Industrial Estate, Aberdeen,  
Aberdeenshire, AB21 7GA

Karrie Wallace — Head of Research and  
Tenders  
[karrie.wallace@tachealthcare.com](mailto:karrie.wallace@tachealthcare.com)  
07861 295624

### **UK Independent Medical**

Brenner House, Rainton Bridge Business  
Park, Houghton-Le-Spring, DH4 5RA

Jason Sinclair — Bid Manager  
[Jason.sinclair@ukindmed.com](mailto:Jason.sinclair@ukindmed.com)  
07704 684991

### **Vita Health**

3 Dorset Rise, London, EC2Y 8EN

Kathryn Ishaq — Bid Director  
[Kathryn.ishaq@vhg.co.uk](mailto:Kathryn.ishaq@vhg.co.uk)  
07900 224120

## Appendix A

### Eligible Entities

Listings of entities eligible to utilise the agreement, subject to the approval of NHS Workforce Alliance include:

- NHS organisations
- Public Sector
- Crown Dependency
- NHS Collaborative Procurement Organisation

Located in any of the following areas:

- England
- Wales
- Scotland
- Northern Ireland

Type of organisations listed	Link to further information
Foundation Trusts, Acute (Hospital) Trusts, Ambulance Trusts, Mental Health Trusts, Care Trusts	<a href="https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx">https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx</a>
Clinical Commissioning Groups	<a href="https://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx">https://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx</a>
Area Teams	<a href="https://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx">https://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx</a>
Special Health Authorities	<a href="http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx">http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx</a>
NHS Improvement	<a href="https://improvement.nhs.uk/">https://improvement.nhs.uk/</a>
Department of Health	<a href="https://www.gov.uk/government/organisations/department-of-health">https://www.gov.uk/government/organisations/department-of-health</a>
Arm's Length Bodies	<a href="https://www.gov.uk/government/publications/how-to-contact-department-of-health-arms-length-bodies/department-of-healths-agencies-and-partner-organisations">https://www.gov.uk/government/publications/how-to-contact-department-of-health-arms-length-bodies/department-of-healths-agencies-and-partner-organisations</a>
Sustainability and Transformation Partnerships (STPs) and their individual constituent organisations	<a href="https://www.england.nhs.uk/stps/view-stps/">https://www.england.nhs.uk/stps/view-stps/</a>
NHS England	<a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a>



Other organisations involved in commissioning primary care services via Clinical Commissioning Groups supported by Commissioning Support Units which are responsible for commissioning most aspects of NHS care (or equivalent body established pursuant to legislation enacted as a result of, or in connection with, the White Paper, Equity and Excellence: Liberating the NHS published July 2010.

CCG: <https://www.england.nhs.uk/resources/ccg-directory/>

CSU: <https://www.england.nhs.uk/commissioning/comm-supp/csu/>

#### The Clinical Commissioning Board, Area Teams:

<https://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx>

Other organisations involved in commissioning and/or overseeing General Practitioner services, GP consortia, GP Practices and any other provider of primary medical services:

a) who are a party to any of the following contracts:

- General Medical Services (GMS)
- Personal Medical Services (PMS)
- Alternative Provider Medical Services (APMS) and/or

b) Commissioned by NHS England or other organisations involved in commissioning or overseeing General Practitioner services, as described above.

The NHS in Wales, Scotland and Northern Ireland including but not limited to Primary care services - GPs, pharmacies, dentists and optometrists, Hospital services, and community services, including those provided through community health centres and mental health services at:

Type of organisations listed	Link to further information
NHS Wales (National Health Service for Wales): including but not limited to Welsh Health Boards, NHS Trusts and Public Health Wales	<a href="http://www.wales.nhs.uk/nhswalesaboutus/structure">http://www.wales.nhs.uk/nhswalesaboutus/structure</a>
NHS Scotland (National Health Service for Scotland) including but not limited to Regional NHS Boards, Special NHS Boards and public health body	<a href="http://www.scot.nhs.uk/organisations/">http://www.scot.nhs.uk/organisations/</a>
Health and Social Care Services in Northern Ireland: (National Health Service for Northern Ireland) including but not limited to Health Trusts, Social Care Board and other HSC Agencies	<a href="http://online.hscni.net/">http://online.hscni.net/</a>
Social Enterprise UK	<a href="https://www.socialenterprise.org.uk">https://www.socialenterprise.org.uk</a>
Local Authority Councils in England, Scotland and Wales: county, unitary, district, borough, and metropolitan councils (parish/ community councils) Local Councils in England, Scotland and Wales	<a href="https://www.gov.uk/find-local-council">https://www.gov.uk/find-local-council</a>
Local Authority Councils in Northern Ireland	<a href="https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland">https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland</a>

Type of organisations listed	Link to further information
Isle of Man (IoM) Government and associated IoM based public bodies, including all IoM Government Departments and Cabinet Office, including but not limited to: Department of Health & Social Care	<a href="https://www.gov.im/about-the-government/departments/health-and-social-care/">https://www.gov.im/about-the-government/departments/health-and-social-care/</a>
The States of Jersey Government and administration including all Government Departments including but not limited to: Health & Social Services	<a href="https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx">https://www.gov.je/Government/Departments/HealthSocialServices/Pages/index.aspx</a>
The States of Guernsey (Parliament and government) including but not limited to the Committee for Health & Social Care	<a href="https://www.gov.gg/article/152954/Health-and-Social-Services-Department">https://www.gov.gg/article/152954/Health-and-Social-Services-Department</a>
Educational Establishments in England including schools and colleges	<a href="https://get-information-schools.service.gov.uk/">https://get-information-schools.service.gov.uk/</a>
Schools in Wales	<a href="http://gov.wales/statistics-and-research/address-list-of-schools/?lang=en">http://gov.wales/statistics-and-research/address-list-of-schools/?lang=en</a>
Further Education and 6th Form Colleges in the UK	<a href="http://findfe.com/">http://findfe.com/</a>
Higher Education Recognised or listed bodies in the UK offering degree-level courses	<a href="https://www.gov.uk/check-a-university-is-officially-recognised">https://www.gov.uk/check-a-university-is-officially-recognised</a>
Schools in Scotland including primary, secondary and special schools	<a href="https://education.gov.scot/parentzone/">https://education.gov.scot/parentzone/</a>
Educational Establishments in Scotland	<a href="http://www.gov.scot/Topics/Statistics/ScotXed/SchoolEducation/SchoolEstablishments">http://www.gov.scot/Topics/Statistics/ScotXed/SchoolEducation/SchoolEstablishments</a>
Schools and Educational Establishments in Northern Ireland	<a href="https://www.education-ni.gov.uk/services/schools-plus">https://www.education-ni.gov.uk/services/schools-plus</a>
Higher Education Universities and Colleges in Northern Ireland	<a href="https://www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland">https://www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland</a>
UK Police Forces in England, Northern Ireland, Scotland and Wales including National Special Police Forces	<a href="https://www.police.uk/forces/">https://www.police.uk/forces/</a>
England Fire and Rescue Services	<a href="http://www.fire.org.uk/fire-brigades.html">http://www.fire.org.uk/fire-brigades.html</a>
Scottish Fire & Rescue Services	<a href="http://www.firescotland.gov.uk/your-area.aspx">http://www.firescotland.gov.uk/your-area.aspx</a>
Welsh Fire & Rescue Services	<a href="http://gov.wales/topics/people-and-communities/communities/safety/fire/localservices/?lang=en">http://gov.wales/topics/people-and-communities/communities/safety/fire/localservices/?lang=en</a>
Northern Ireland Fire & Rescue Service	<a href="https://www.nifrs.org/areas-districts/">https://www.nifrs.org/areas-districts/</a>
UK Maritime & Coastguard Agency	<a href="https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening">https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening</a>
Registered charities in England and Wales	<a href="https://www.gov.uk/find-charity-information">https://www.gov.uk/find-charity-information</a>
Registered charities in Scotland	<a href="https://www.oscr.org.uk/charities">https://www.oscr.org.uk/charities</a>