



Occupational Health, Employee Assistance Programmes and Eye Care Services

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

Contract Project Reference Number
RM6386

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people who care**

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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	17/04/2025	0.6	Creation of briefing document
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Marketing Team	06/05/2026	1.5	Update to supplier contact details

Contact Details

NHS North of England Commercial Procurement Collaborative (NOE CPC): enquiries@noecpc.nhs.uk

NHS Commercial Solutions (NHS CS): NHSCS.agency@nhs.net

NHS London Procurement Partnership (LPP): workforcesupport@lpp.nhs.uk

East of England NHS Collaborative Procurement Hub (EOE CPH): workforce@eoecph.nhs.uk

Crown Commercial Service: info@crowncommercial.gov.uk

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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

Affordable Healthcare

32 deMonfort Street,
Leicester, LE1 7GD

Dr Samreen Uppal — Director
samreenuppal@hotmail.com
07376 262033

CNLR Horizons Ltd

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

Claire Neal — Workplace Mental Health
Specialist
cneal@cicwellbeing.com
07799 718203

Duncan and Todd Limited T/A Smart Employee Eyecare

Unit 4 Kirkhill Commercial Park
Dyce Avenue, Aberdeen,
AB21 0LQ

Lauren Lambert — Corporate Office
Supervisor
laurenl@smartemployee-eyecare.com
01224 211166

Heales Health Services Ltd

29 Bridge Street
Hitchin, SG5 2DF

Jane Kettle
sales@heales.com
07415 857450

Health Assured

The Peninsula, Victoria Place,
Manchester, M4 4FB

Bonnie Miller — Head of Bids
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
07918 478944

Jacob and Joe Optical Limited T/A Kindsight Opticians

60 Suite 1, 8th Floor,
60 Charles Street, Leicester,
LE1 1FB

Asma Dassu — Director
asma@jacobandjoe.com
07706 844141

Medigold Health Consultancy Ltd

1 Queensbridge, Northampton, NN4
7BF

Tom Croghan — Head of Bids
tenders@medigold-health.com
0330 390 3370

10 Supplier Contact Details

Nation Occupational Health Ltd

First Floor, Swan Buildings,
20 Swan Street,
Manchester, M4 5JW

Thomas Neville — Commercial Manager
tneville@nationoh.co.uk
07927 186907

Optima Health (Working on Wellbeing Ltd)

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

Jo Newey
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
01925 227000

SME HCI Ltd (T/A Vivup)

5 Margaret Road, Romford,
Essex, RM2 5SH

Emily Woodhouse — Head of Bids and
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frameworks@perkbox.com
07598 048279

Sugarman Health & Well Being Ltd

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

Paul Bennet — Business Development
Lead
Paul.bennett@sugarmanhealth.com
07899 600740

TAC Healthcare Group Limited

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

Karrie Wallace — Head of Research and
Tenders
businessdevelopment@tachealthcare.com
07861 295624

UK Independent Medical Services Limited

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

Alan Ballard — Partnership Director
Alan.ballard@ukindmed.com
07710 854901

Vita Health

3 Dorset Rise, London, EC2Y 8EN

Bella Mead — Business Development
Manager
bids@vhg.co.uk
07818 963525

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	https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx
Clinical Commissioning Groups	https://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx
Area Teams	https://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx
Special Health Authorities	http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx
NHS Improvement	https://improvement.nhs.uk/
Department of Health	https://www.gov.uk/government/organisations/department-of-health
Arm's Length Bodies	https://www.gov.uk/government/publications/how-to-contact-department-of-health-arms-length-bodies/department-of-healths-agencies-and-partner-organisations
Sustainability and Transformation Partnerships (STPs) and their individual constituent organisations	https://www.england.nhs.uk/stps/view-stps/
NHS England	https://www.england.nhs.uk/

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	http://www.wales.nhs.uk/nhswalesaboutus/structure
NHS Scotland (National Health Service for Scotland) including but not limited to Regional NHS Boards, Special NHS Boards and public health body	http://www.scot.nhs.uk/organisations/
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	http://online.hscni.net/
Social Enterprise UK	https://www.socialenterprise.org.uk
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	https://www.gov.uk/find-local-council
Local Authority Councils in Northern Ireland	https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland

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