



Telecare, telehealth and telecoaching framework agreement

What is the telecare, telehealth and telecoaching framework agreement?

The telecare, telehealth and telecoaching framework agreement is for two years, (with the option of two further one year extensions) and replaces the previous telecare framework agreement from NHS Purchasing and Supply Agency (PASA).

Managed by Buying Solutions, the framework agreement provides a simplified procurement process that meets the European legislative requirements of public sector organisations with nationally negotiated pricing and pre-agreed terms and conditions. It also gives access to an electronic catalogue of telecare and telehealth solutions, and removes the need for separate tendering or procurement arrangements saving time whilst offering best value.

The telecare, telehealth and telecoaching framework agreement began on 16th August 2010.

What are the benefits of using the framework agreement?

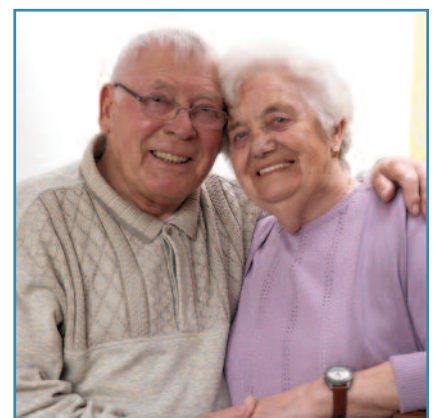
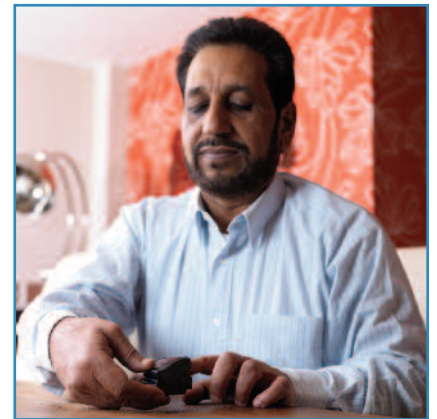
- **Compliant with EU procurement legislation** – framework offers an efficient, EU-compliant route to procure through
- **Saves resources** – eliminates the need for organisations to individually undertake their own procurement exercise, saving approximately £50,000* per tender
- **Saves time** – using the framework speeds up procurement activities by 77** days on average
- **No financial limits** – there is no limit on quantity or value of orders
- **Free service** – customers are not charged for using our services

Plus:

- Standard, pre-agreed terms and conditions
- Expert advice and guidance on using the framework agreement
- Supplier management and audit

*Source: NHS PASA - NFA for Telecare information pack

**Source: <http://www.buyingsolutions.gov.uk/services/Communications/>



Is Tunstall included in the framework agreement?

Tunstall Healthcare is one of only six organisations that have received the award to supply products and services within all six Lots of the framework agreement including, Telecare Products, Telecare Services, Telehealth Products, Telehealth Services, Telecoaching Products and Services and Managed Services. As a result, Tunstall is well placed to offer its public sector customers a wide range of products and services to suit their individual and specific requirements.

How do I use the framework agreement?

The products and services available within each Lot of the framework agreement can be viewed via the Buying Solutions Electronic Catalogue. The catalogue also provides information on each supplier that has been awarded a framework agreement.

How do I access the catalogue?

The catalogue can be accessed via the Buying Solutions website www.buyingsolutions.gov.uk by clicking on 'log in' at the top left hand corner of the screen.

In order to enter the catalogue you will need to be a registered user. To register visit the Buying Solutions website and click register in the top left hand corner of the screen.

How do I order?

Placing an order with Tunstall can be done either through the Buying Solutions website or directly with Tunstall by calling 01977 660479, faxing 01977 662450 or emailing sales@tunstall.co.uk. Orders placed directly with Tunstall must reference the Buying Solutions telecare, telehealth and telecoaching framework agreement.

Further guidance notes are available on the Buying Solutions website.

Where do I get further information?

Your Tunstall account manager will be able to discuss what the benefits of the framework agreement mean to you. Should you have any questions or if you would like to arrange a meeting, please do not hesitate to contact our help desk on 01977 660479.

Useful links

Buying Solutions website www.buyingsolutions.gov.uk
Buying Solutions catalogue www.buyingsolutions.gov.uk/health/ecatalogue

Tunstall

www.tunstallhealth.com

Tunstall is a founder member of the Continua Health Alliance

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions contained within this document.

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