The Framework Procurement Guide

by Harlow Solutions

Managed Communication & Digital Solutions

Navigating the UK procurement landscape requires more than just identifying a service: it requires selecting a route to market that ensures compliance, security, and value. This guide outlines the core frameworks available through Harlow Solutions, designed to streamline the procurement of managed print, hybrid mail, and digital transformation services.

1. Crown Commercial Service (CCS): RM6346

Focus: Central Government and the Wider Public Sector. The Managed Print and Digital Solutions framework is the flagship agreement for high-level public sector procurement. It is designed to move organisations away from tactical buying toward a strategic, end-to-end management model.

- **Lot 2 (Combined Digital Workflow, Cloud Based Hosting and Records Information Management):** This is the route for organisations requiring a managed digital service. It covers back scanning, records management, and the transition to cloud-based hosting.
- **Core Benefits:** Access to pre-tendered, transparent pricing and a robust set of terms and conditions that provide immediate contractual protection.
- **Ideal for:** Large-scale government departments and local authorities looking to reduce physical archives and transition toward a secure, auditable digital infrastructure.

2. NHS Shared Business Services (SBS)

Focus: NHS Trusts, ICBs, and GP Practices.
The Patient-Citizen Communication, Engagement and Hybrid Mail Solutions framework is specifically built for the healthcare sector. It addresses the unique challenges of clinical communication, such as reducing "Did Not Attend" (DNA) rates.

- **Relevant Lots:** Covers everything from digital patient portals and automated SMS messaging (Lots 1 & 2) to secure Hybrid Mail (Lot 4).
- **Core Benefits:** This framework allows for both Direct Award and Mini-Competition, offering a fast-track route to implementing clinical communication tools without a full tender process.
- **Ideal for:** Acute Trusts and Integrated Care Boards (ICBs) needing to modernise patient engagement while adhering to the NHS Data Security and Protection Toolkit.

3. HealthTrust Europe (HTE)

- **Focus:** Comprehensive Healthcare Output.
- The Total Output Management framework is a clinical-first procurement vehicle. It is designed to manage the entire lifecycle of a document within a healthcare environment

- **Scope:** Covers the management of all output devices, clinical print (such as pharmacy labels and patient files), and digital document storage.
- **Core Benefits:** Focuses heavily on operational resilience and clinical safety, ensuring that communication workflows do not interrupt frontline care.
- **Ideal for:** Hospital environments where the integration of physical print and digital records is critical to patient safety.

4. London Procurement Partnership (LPP)

- **Focus:** Regional and National Healthcare Digitisation.
- The LPP frameworks, specifically Clinical Digital Information Systems (CDIS) and Digital Document Solutions (DDS), are essential for trusts pursuing "Paper-Free at the Point of Care" goals.
- **Scope:** Includes the digitisation of legacy records (such as Lloyd George files) and the implementation of electronic document management systems.
- **Core Benefits:** Provides a highly flexible route for regional clusters to collaborate on digitisation projects, ensuring interoperability across different clinical systems.
- **Ideal for:** Primary care groups and trusts looking to reclaim physical space by digitising historical paper archives.

The Procurement Checklist: 4 Steps to Framework Readiness

Before selecting a framework, procurement leads should evaluate their current estate using the following criteria:

01. Security Standards:

Does the provider hold Cyber Essentials Plus and ISO 27001 certifications? This is non-negotiable for handling sensitive patient or citizen data.

02. Clinical Validation:

Can the provider demonstrate a "single source of truth" for document versions to ensure MHRA and EMA compliance?

03. Digital Transition:

Does the framework lot allow for a "Hybrid" approach, enabling you to manage physical mail today while building a roadmap for digital portals tomorrow?

04. Social Value:

Does the supplier align with the Social Value Model (PPN 06/21) required for all major public sector contracts?

Next Steps

Selecting the right framework is a strategic decision that impacts your organisation's resilience and fiscal health. At Harlow Solutions, we provide expert consultancy to help you identify the most efficient route for your specific requirements.

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