

Three large, curved, overlapping lines in orange, blue, and green colors sweep across the background of the slide.

# **Social Impact Framework Supplier Information Session**

# Agenda

---

- Introduction
- Overview of EoECPH
- What we learned
- Framework overview
- What a framework is (and what it isn't)
- Key highlights
- Lot structure
- Public procurement regulations
- The procurement process
- Timeline
- Top tips for strong bids
- Using AI in your tender

# Introduction

---



**Mandy Emery**

**Sustainability & Social Value Specialist**

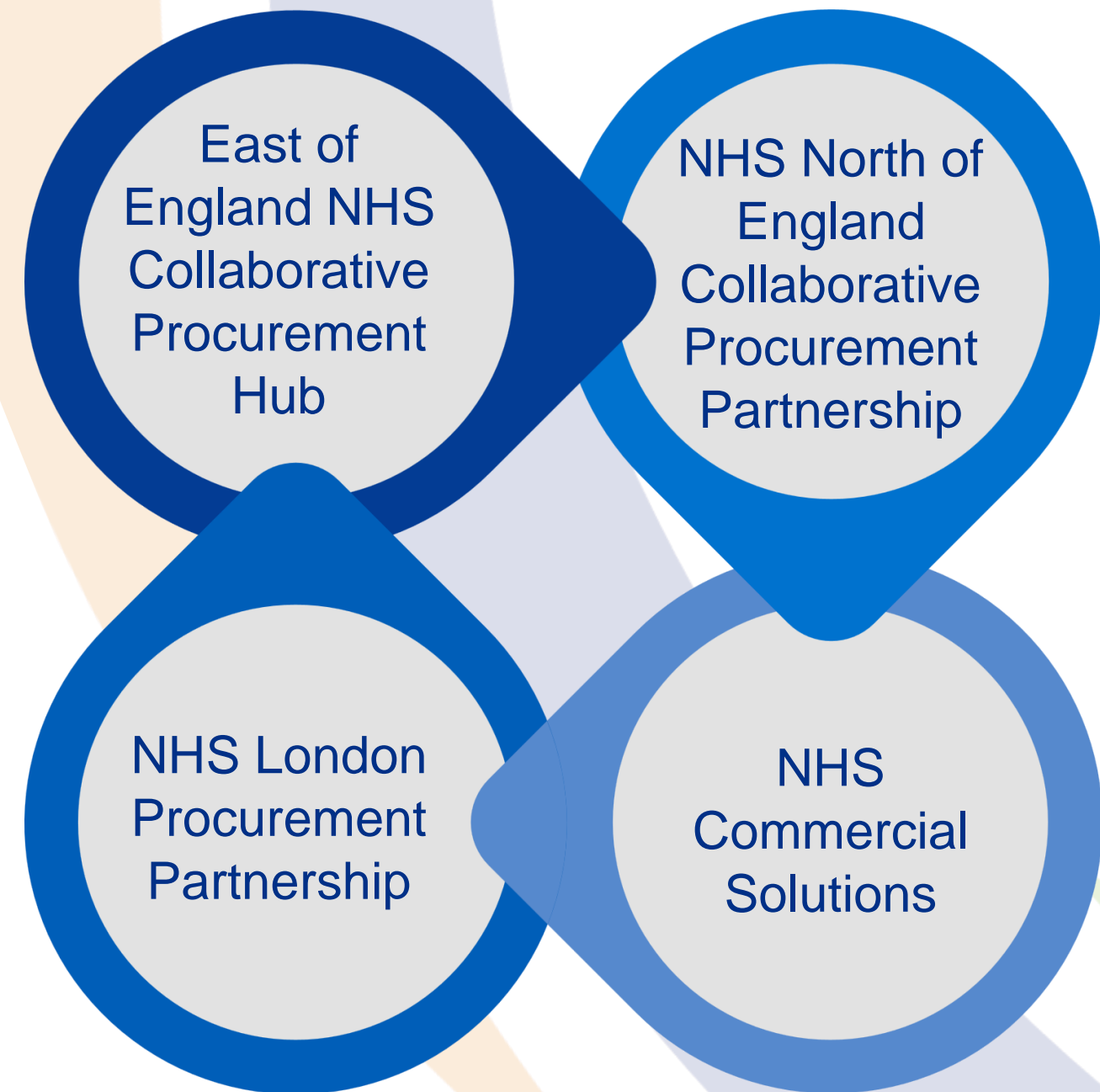
Email: [ssv\\_@eoecph.nhs.uk](mailto:ssv_@eoecph.nhs.uk) / [mandy.emery@eoecph.nhs.uk](mailto:mandy.emery@eoecph.nhs.uk)

Tel: +44 1223 616361

Stay connected: **LinkedIn** 

# About Us

The East of England NHS Collaborative Procurement Hub is one of four NHS collaborative procurement hubs.



## Our role

EoECPH is a not-for-profit organisation, established in 2006, dedicated to supporting NHS organisations across the East of England.

We are hosted by West Suffolk NHS Foundation Trust.

We:

- Establish and manage NHS-compliant frameworks
- Support public sector organisations to buy services lawfully and transparently
- Act as an enabling body, not a purchaser of services
- Reinvest surplus funds back into the NHS

## Governance and assurance

- Accredited under the NHS England Central Commercial Framework (CCF)
- [CCIAF](#) assured

# About Us

---

## **Our reach and partnerships**

While our member base is the East of England, EoECPH also supports public sector procurement activity at a national level.

We:

- Work in partnership with the NHS Workforce Alliance
- Contribute to strategic procurement initiatives supporting all UK ambulance trusts

This means our frameworks may be used beyond the East of England, depending on service need.

## **How collaboration works in practice**

We take a collaborative approach to procurement by:

- Working with organisations to shape frameworks around real service needs
- Engaging with suppliers to ensure routes to market are proportionate and accessible
- Supporting fair, transparent competition at every procurement stage



# What we learned

---

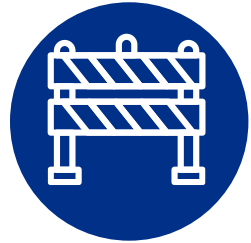
## and what we've done about it



Some suppliers told us that public procurement felt complex and hard to navigate, particularly for smaller, community-led organisations.



There was confusion about what a procurement framework actually is. Some organisations thought the framework was a funding opportunity or a live contract, rather than a route to market that commissioners may choose to use.



VCSEs and SMEs highlighted structural barriers to engagement, including limited capacity, time pressures, and disproportionate requirements.



Expectations around areas such as social value, carbon reporting, and compliance were sometimes perceived as unclear or misaligned with organisational scale.



The volume of information and unfamiliar procurement language made it harder for some suppliers to understand what was being asked and how to respond confidently.

# What we learned

---

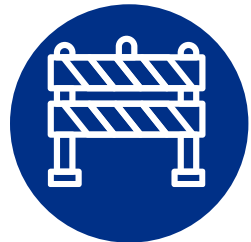
## and what we've done about it



We've improved pre-tender engagement to help suppliers understand the framework and the procurement process before the tender opens.



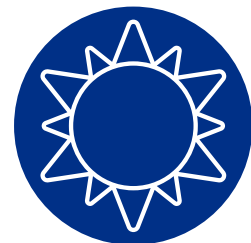
We've developed a short explainer series to break down key procurement concepts, including what a framework is, how bids are evaluated, and how to approach each envelope.



The bidder handbook issued with the ITT has been updated and provides clearer, plainer-English guidance on how to complete the tender.



We've added clearer explanations of the procurement regulations that apply, why certain steps are mandatory, and where flexibility is possible.



The tender has been scheduled outside of the summer holiday period to give organisations more time and capacity to engage.

# Framework Overview

---

## What is a framework?

- In this context, a framework is an **agreement** established between a **public sector organisation (like the Hub) and several suppliers**.
- Frameworks are made up of a list of **pre-assessed suppliers** who have been evaluated and selected to deliver a defined set of services.
- The framework provides a **compliant route to market**, allowing Contracting Authorities to make direct awards or run further competitions **without undertaking a full procurement process**.
- The **only contract you hold with EoECPH** is the framework agreement; all service contracts are between you and the buying organisation(s).
- These service contracts are agreed using a **Call-off Order Form**.
- This framework has been established under the **Procurement Act 2023 (Light Touch Regime)** and is open to all public sector organisations across the United Kingdom.

# Framework Overview

## The Social Impact Framework

The **Social Impact Framework** is designed to support community-led services that improve outcomes beyond traditional healthcare.

It recognises that health is shaped by more than clinical care alone.

### What the framework is for

- Supporting local and community-based organisations to work with the NHS
- Enabling services that respond to local need and lived experience
- Creating space for preventative and early-intervention approaches
- Valuing outcomes linked to the wider determinants of health, including:
  - Social connection and inclusion
  - Employment, skills and safety
  - Community resilience and wellbeing

### How does this look in practice?

- Services are often place-based and relational, not transactional
- Impact may be delivered through small, targeted interventions
- Value is measured through outcomes and changes sustained



# Framework Overview

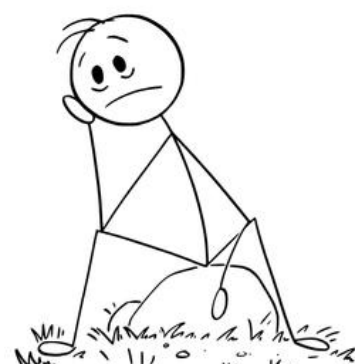
## The Social Impact Framework

### The Social Impact Framework What it might look like in practice

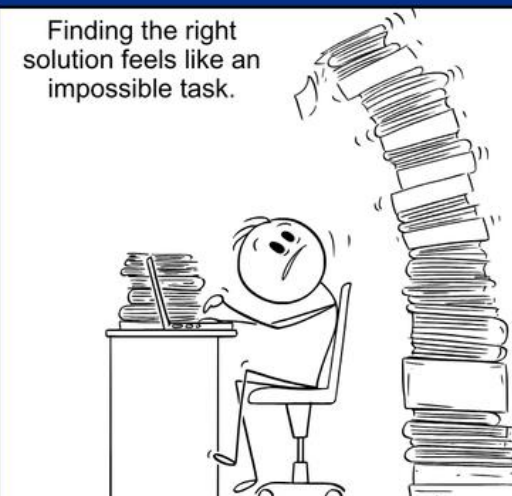
Riverdale Hospital, alongside the Local Authority, and Ambulance service, have realised there is a BIG NEED for improved mental health services.



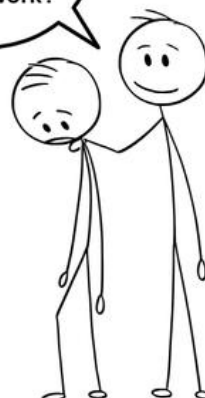
Admissions for mental-health related incidents have never been higher and the hospital is starting to struggle.



Finding the right solution feels like an impossible task.



Have you heard about the Social Impact Framework?



Alex looks up the Social Impact framework and realises it will help solve the issue!



The framework holds the names of pre-assessed suppliers, ready and able to deliver mental health services!

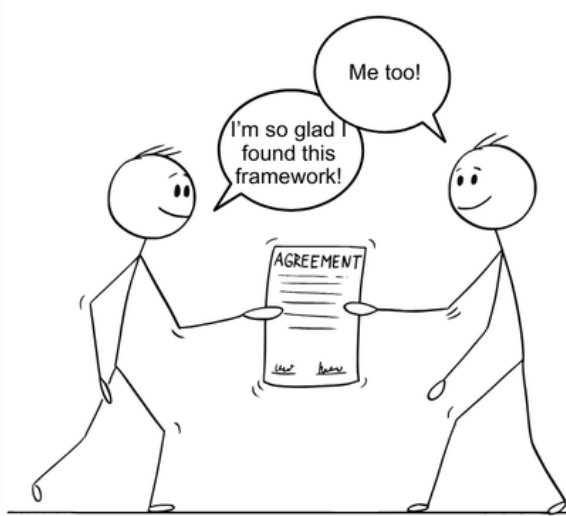


The Social Impact Framework provides a compliant route to market for Procurement and Commissioning teams to procure services that deliver social impact!

The services are separated by categories (lots) and can even be filtered by region.

The Framework is under the light-touch procurement regime to make it easier for suppliers to be awarded contracts.

Later...



### Within 12 months...

- ✓ Mental health related admissions are down by 40%
- ✓ Social calls served by ambulances have reduced by 15%
- ✓ "Do Good CIC" has employed 23 staff from disadvantaged backgrounds and those with lived experience to deliver the contract.
- ✓ Procurement/Commissioning has saved 345 procurement hours.
- ✓ Riverdale Hospital frees up crucial resources to focus on other key priorities.

\*These are hypothetical but not unrealistic!

# Key Highlights

---



We've created a new way for the NHS and local public bodies to work with organisations like yours.



The framework has been shaped by both suppliers and potential users of the framework, ensuring it reflects system priorities and genuine demand.



This is an open framework, meaning we can reopen it to give new suppliers the chance to join. This is the first reopening, and we'll be reopening it again next year.



The framework is divided into 23 'lots', each focused on a particular area of support. This makes it easier for you to apply for the services that match your skills, experience, and priorities.

# What a framework is

## and what it isn't



### What a Procurement Framework Is

- A pre-vetted list of suppliers that public sector organisations can use to buy services in a compliant way.
- A route to market, not a contract in itself.
- A way for commissioners to award a contract or run competitions more quickly when they need services within the framework scope.
- A structure that sets agreed terms, service descriptions, and quality standards in advance.
- An opportunity for suppliers to be visible and eligible for future contract opportunities during the life of the framework.



### What a Procurement Framework Isn't

- It is not a funding pot or a grant scheme.
- It is not a guaranteed contract or income.
- There are no fixed or guaranteed contract values attached to being appointed to the framework.
- It is not mandatory for contracting authorities to use the framework.
- It does not prevent organisations from working outside the framework or through other commissioning routes.

# Lot Structure

## Theme 1: Voice and Influence

**Lot 1** - Voice, Influence and Representation Services

**Lot 2** - VCSE System Leadership & Infrastructure Representation

## Theme 2: Community-Led Services for Social Impact

**Lot 3** - Children and Young People Services

**Lot 4** - Domestic Abuse and Violence Support Services

**Lot 5** - Employment Support and Skills for People Facing Barriers

**Lot 6** - Green Health and Wellbeing Services

**Lot 7** - Financial and Digital Inclusion Services

**Lot 8** - Food Security and Access Services

**Lot 9** - Housing Stability, Homelessness Prevention, and Crisis Support Services

**Lot 10** - Inclusion Health and Refugee/Migrant Wellbeing Services

**Lot 11** - Mental Health and Emotional Wellbeing Services

**Lot 12** - Physical Health and Wellbeing Services

**Lot 13** - Offender Rehabilitation and Criminal Justice Support

**Lot 14** - Post-16 Special Education and Life Skills Support for Young People with SEND

**Lot 15** - Social and Community Cohesion Services

**Lot 16** - Supported Living Services

**Lot 17** - Mobile Outreach and Community Access Services

**Lot 18** - Carer Support and Respite Services

**Lot 19** - Learning Disability and Autism Support Services


## Theme 3: Prevention and Cessation Services

**Lot 20** - Tobacco Dependence Prevention and Treatment Services

**Lot 21** - Weight Management and Obesity Prevention Services

**Lot 22** - Alcohol Harm Reduction Services

**Lot 23** - Respiratory Health Improvement and Prevention Services



Lots are a way to split a larger single procurement into smaller 'chunks', often focused on particular service categories and can be purchased under smaller contracts.

# Public Procurement regulations

and why they matter

Procurement  
Contract  
Regulations  
(2015)

Provider  
Selection  
Regime

Procurement  
Act (2023)

Public  
Services  
(Social Value)  
Act 2012

The NHS  
(Procurement,  
Slavery and  
Human  
Trafficking)  
Regulations  
2025

NHS Net Zero  
Targets

Cabinet Office  
Procurement  
Policy Notes  
(PPNs)

# The Procurement Process

## Process Overview

1. Read the Tender documents and ensure you can deliver the service

2. Register an account on the Central Digital Platform

3. Register an account on the Atamis Supplier Portal

4. Complete the Procurement Specific Questionnaire

5. Complete the Core Questions

6. Complete the Lot Specific Questions

7. Complete your Social Value Response

8. Complete the Commercial Schedule

9. Complete the Tender Declaration Document (Doc 6)

10. Upload your Commercial Schedule

11. Upload the completed Tender Declaration Document (Doc 6)

12. Submit your Tender

If a change is made to the tender while it's live, and you have already submitted your bid, the status of your bid will move back to incomplete to allow you to make any changes.

**Please set a reminder to double check your bid is definitely submitted before the deadline.**

# The Procurement Process

---

Systems, documents, and envelopes

## The Central Digital Platform

The Central Digital Platform is the UK government's single online system for public procurement under the Procurement Act 2023.

It is where contracting authorities publish procurement notices and where suppliers can find opportunities. Suppliers register once, enter their core business details, and receive a unique identifier that can be reused across procurements, reducing duplication. Bids themselves are submitted via the buyer's chosen tendering system, not through the CDP.

You **must** register on the CDP and obtain a **Share Code**.

**[Access the CDP](#)**

# The Procurement Process

---

Systems, documents, and envelopes

## Atamis

Atamis is the **Department of Health and Social Care's commercial system**, used by NHS trusts, arm's-length bodies and other public organisations to manage procurement and contract activity. It is used to publish tender documents, manage supplier responses and support contract management. While some authorities use alternative e-tendering systems, the Social Impact Framework will be run through Atamis.

You **must** submit your bid through Atamis.

**[Access Atamis](#)**

# The Procurement Process

---

Systems, documents, and envelopes

## Procurement Specific Questionnaire

The Procurement Specific Questionnaire, or PSQ, is usually the first part of a tender you will complete. Its purpose is to confirm that your organisation is eligible, compliant, and able to take part in the procurement.

The PSQ focuses on compliance and capability and is typically assessed on a pass or fail basis.

It covers core supplier information and declarations, exclusion and supply chain details, and proportionate checks such as insurance, financial standing, and health and safety.

You **must** complete this section.

# The Procurement Process

---

Systems, documents, and envelopes

The specification for the Social Impact Framework is outcome-based.

Rather than prescribing how services must be delivered, each Lot sets out the intended social, health, and wellbeing outcomes the service is designed to achieve, alongside core expectations around quality, inclusion, and safeguarding.

Suppliers should **always read the specification** in full, as responses in the technical and social value envelopes are expected to align directly with it.

## Specification

# The Procurement Process

---

Systems, documents, and envelopes

## Technical Envelope

The technical envelope is where you explain how you will deliver the contract.

This section assesses quality rather than price and focuses on your approach, experience, and ability to meet the specification. You may be asked about governance, risk management, quality assurance, and service delivery.

Responses are scored against published criteria. Strong answers are clear, relevant, and directly linked to the contract requirements, rather than generic descriptions of your organisation.

You **must** complete this section.

# The Procurement Process

---

Systems, documents, and envelopes

## Commercial Envelope

The commercial envelope is where you set out your pricing.

You will complete a pricing schedule using the format provided so that all bids can be compared fairly. This may include fixed prices, rates, or pricing matrices, depending on the procurement.

This stage is not a negotiation. All required fields must be completed accurately.

You **must** complete this section.

# The Procurement Process

---

Systems, documents, and envelopes

## Social Value Envelope

The social value envelope asks you to the additional social, economic, or environmental benefits you will deliver through the contract. Social value is a mandatory carries a weighting of 10%. You will be asked to respond to a question linked to a specific outcome chosen at framework development stage.

Strong social value responses are specific, realistic, and measurable, and clearly show how the commitments might be delivered alongside the core contract.

You **must** complete this section.

# The Procurement Process

---

Systems, documents, and envelopes

## Clarification Questions

Clarification questions give suppliers the opportunity to ask questions about the tender during the live procurement period.

All clarification questions must be submitted through Atamis. This ensures transparency and a clear audit trail, and helps make sure all suppliers are treated fairly.

Questions are reviewed, and responses are shared with all suppliers at the same time through the system. This means no supplier receives additional or private information.

# The Procurement Process

---

Systems, documents, and envelopes

## Standstill and Award

Following evaluation, suppliers are notified of the outcome and provided with feedback through an **Assessment Summary**.

The Assessment Summary triggers what's known as a standstill period, which gives suppliers time to review the decision before the contract is formally awarded.

This stage supports transparency and gives bidders insight into how their submission was assessed.

# Activity-Based Income (ABI)

## & Management Reporting

### What is ABI?

- ABI is a 1% contribution applied to all business awarded under the framework.
- The ABI value is an inclusive element of the Supplier's tendered prices.
- ABI supports EoECPH as a not-for-profit organisation.

### What is it used for?

- Maintain day-to-day business operations
- Develop, manage and assure compliant NHS frameworks
- Provide ongoing support to NHS organisations and suppliers
- Surplus income is reinvested back into the NHS.

### How is ABI paid?

- ABI is self-reported monthly via the MyAlliance (StratPro) portal
- Reports must be submitted by the 10th of each month, including nil returns
- Reports must clearly reference the framework lot number
- ABI invoices are issued quarterly by EoECPH

### Do I need to pay ABI?

- Yes. ABI is payable at a rate of 1% of net invoice value.
- This applies equally to all suppliers to ensure fairness and consistency.
- Spot checks are carried out periodically to confirm reporting accuracy and compliance

# Top Tips For Strong Bids

- **Answer the question that's been asked.** Evaluators can only score against the published criteria. Even strong experience won't score well if it doesn't directly address the question.
- **Be specific and use examples.** General statements score lower than clear examples that show what you have done, how, and with what outcome.
- **Align your responses across envelopes.** Your technical, commercial, and social value responses should be consistent with each other and with the specification.
- **Check attachments and declarations.** Make sure all required documents are uploaded, correctly named, and match what you reference in your answers.
- **Plan your time and don't leave submission to the last minute.** Uploading, checking, and submitting takes longer than expected, especially for first-time bidders.
- **If you're unsure, ask.** If something is unclear, raise a clarification question through the system during the live tender period. It's better to ask early than to make assumptions that could affect your submission.



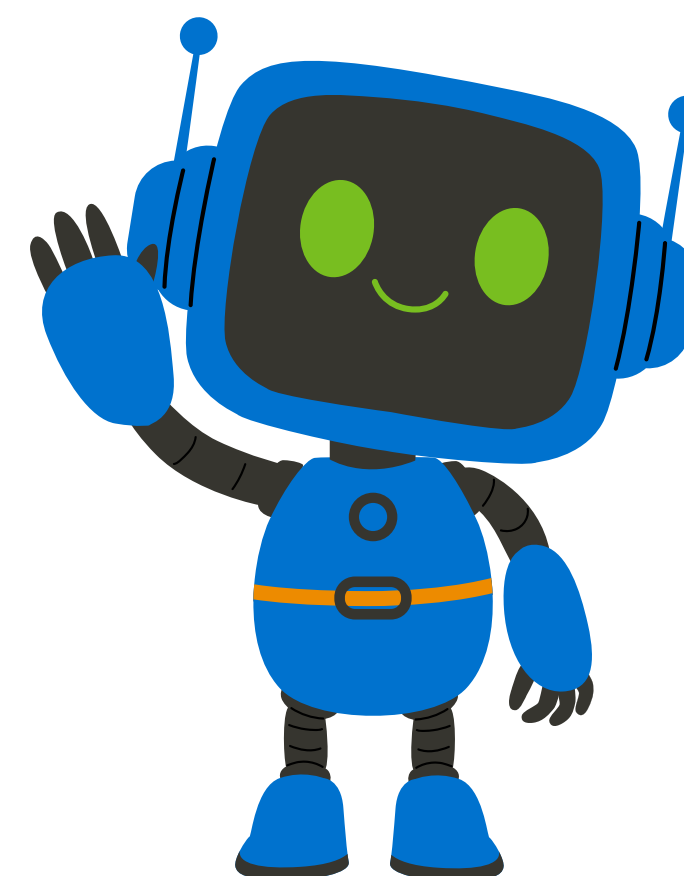
# Using AI in Your Tender

---

We recognise that AI tools can be helpful, particularly for organisations with limited capacity. We do not discourage the use of AI to support bid writing.

Remember, AI should be used carefully and honestly.

- **Always review and check your responses.** If AI-generated content is inaccurate, unclear, or misleading, it may be scored incorrectly and could affect the outcome of your bid.
- **Use AI as a support tool, not a replacement.** AI can help you structure responses, sense-check coverage of a question, or improve clarity, but your submission should reflect your organisation's real experience.
- **Be cautious of generic or incorrect content.** AI can produce confident-sounding answers that are not accurate or relevant to the contract. This is sometimes referred to as hallucination.
- **Keep responses contract-specific.** Evaluators are looking for how you will deliver the outcomes in the specification. Overly generic responses can score poorly, even if well written.



# Timeline & Next Steps

---

## What happens after award?

### Supplier Onboarding Session

You will be invited to a supplier onboarding session where we will cover:

- How the framework operates in practice
- Promotion and marketing of your award
- How commissioners access and use the framework
- ABI & reporting requirements

### Social Impact Framework Supplier Network

- Invitation to join the Social Impact Framework Supplier Network on Futures
- Connect with other framework suppliers
- Explore partnership and joint delivery opportunities
- Access shared learning and update



# Timeline & Next Steps

---

## Key Dates

**Tender goes  
live  
11 May - 6 July  
2026**

**July -  
November  
Tender  
Evaluation &  
Assessment  
Summaries  
issued**

**December -  
Framework  
Contract  
between  
Suppliers &  
EoECPH  
awarded**

# Is This Framework Right For You?

---

This framework may be right for you if:

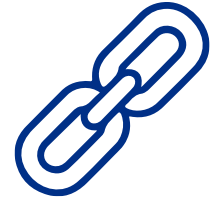
- You deliver services that clearly fall within one or more of the framework lots
- You are comfortable working under public sector contract terms
- You have capacity to complete a tender submission
- You can evidence your experience and outcomes
- You are looking for a way to work more closely with the NHS and wider public sector

This framework may not be right for you if:

- You are seeking grant funding rather than contractual work
- You are not yet ready to operate within formal procurement processes
- You are unable to commit time to preparing a compliant submission

# Important Links

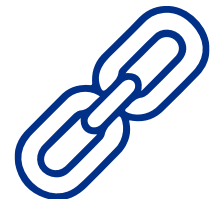
---



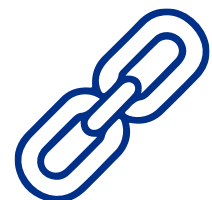
[How to register your organisation and first administrator on Find a Tender in three easy steps](#)



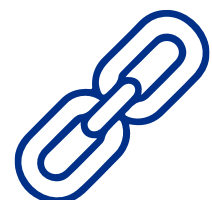
[The Procurement Act 2023: A short guide for suppliers](#)



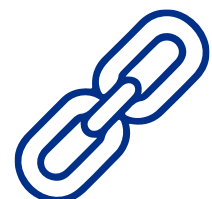
[Atamis Supplier Help](#)



[PPN 002 - The Social Value Model](#)



[EoECPH - Social Impact Framework](#)



[EoECPH - Demystifying Public Procurement Series \(Coming Soon\)](#)

# Important Links

---

We will be hosting a Social Value Webinar for all suppliers on **29th April 2026** from 10:00a.m. to 11:20 a.m.

Please register by scanning the QR code below:

Understanding and Delivering  
Social Value under PPN 002

