

NHS
Shared Business Services

SME Guide to Healthcare Planning, Construction Consultancy and Ancillary Services (HPCCAS)

Shared vision. **Better together** | April 2025

Contents

NHS
Shared Business Services

01 **HPCCAS – The voice of SMEs**
HPCCAS feedback

02 **Capability Assessment (CA) feedback**
HPCCAS Responses

03 **What can you expect from us?**
HPCCAS team

04 **Championing the framework agreement**
Collaboration, workshops, conference & joint calls

05 **Championing the framework agreement**
Internal education & case studies

06 **Sustainability**
Guidance

07 **SME checklist**
To enhance the awarded status of your project

Welcome!

NHS
Shared Business Services

Welcome to the HPCCAS SME guide

This guide for SMEs has been developed to support your success as a HPCCAS supplier.

Based on feedback obtained from the MS form distributed to all suppliers, as well as discussions with SMEs, we have recognised the need for a resource tailored specifically for SMEs. The supplier handbook provides comprehensive guidance and outlines overall framework agreement requirements.

Should you require any further support please contact nsbs.ccs3@nhs.net to arrange a call with your dedicated supplier manager.



The voice of the SME : Feedback

NHS
Shared Business Services

"As an SME we sometimes feel that when the tenders come out, we are already discounted as the prequalification's requirement used for scoring basically eliminate all except those few very large players. Educating the framework users as to appropriate prequalification requirements so that they maximise the usage of all suitable suppliers would be useful as many clients are missing out on the most appropriate suppliers due to inappropriate prequalification's."

To further support our customers, we will be hosting a webinar to clarify framework agreement requirements and processes related to CAs. This will also cover information on ensuring CAs and further competitions are inclusive of all suppliers.

You will find further information on the Capability Assessment Slide.

"Social Value for SMEs"

We have added some guidance on social value.

"Encourage less onerous Capability Assessments with more open criteria to help SMEs. Feedback on the standard of tender documents should be gathered from suppliers. Some HPCCAS clients are issuing incomprehensible documents with unrealistic timelines and values. This should be discouraged by the framework."

"Whilst the framework is open for us by the public sector, it would be useful to understand who is using it, and how. There aren't many opportunities that come via NHS SBS that are suitable for SME's. When I've queried this previously with yourselves, I was told that unfortunately this is beyond your control, and people within the public sector may just use the framework to appoint directly "

There are 177 suppliers on the HPCCAS Framework Agreement, including 137 SMEs (77%), of which 96 (70%) of which have won work through the framework agreement.

Using the recorded SLA data, we will send out HPCCAS data quarterly.

Capability Assessment (CA) feedback

NHS Shared Business Services

Feedback from the HPCCAS team regarding the feedback from Small Medium Enterprises (SMEs).

In response to feedback from our suppliers, we have updated the Capability Assessment (CA) templates included in the buying guide.

- The revisions now include suggested processing timelines: 3-5 days for a CA1 and 10 days for a CA2 - accounting for bank holidays or holiday seasons. We have advised customers to include the project value in the documentation and to include the customer portal that they will be using for the further competition.
- We will offer to review CA1 and CA2 documents from customers and provide guidance via email or Teams calls. CAs must be distributed to all suppliers in the relevant Lots.
- We also recommend that customers provide feedback to suppliers who are not selected.

To further support our customers, we will be hosting a webinar to clarify framework requirements and processes related to CAs. This will also cover information on ensuring CAs and further competitions are inclusive of all suppliers.

For additional information regarding Capability Assessments (CAs), please consult the supplier handbook.

What can you expect from us?

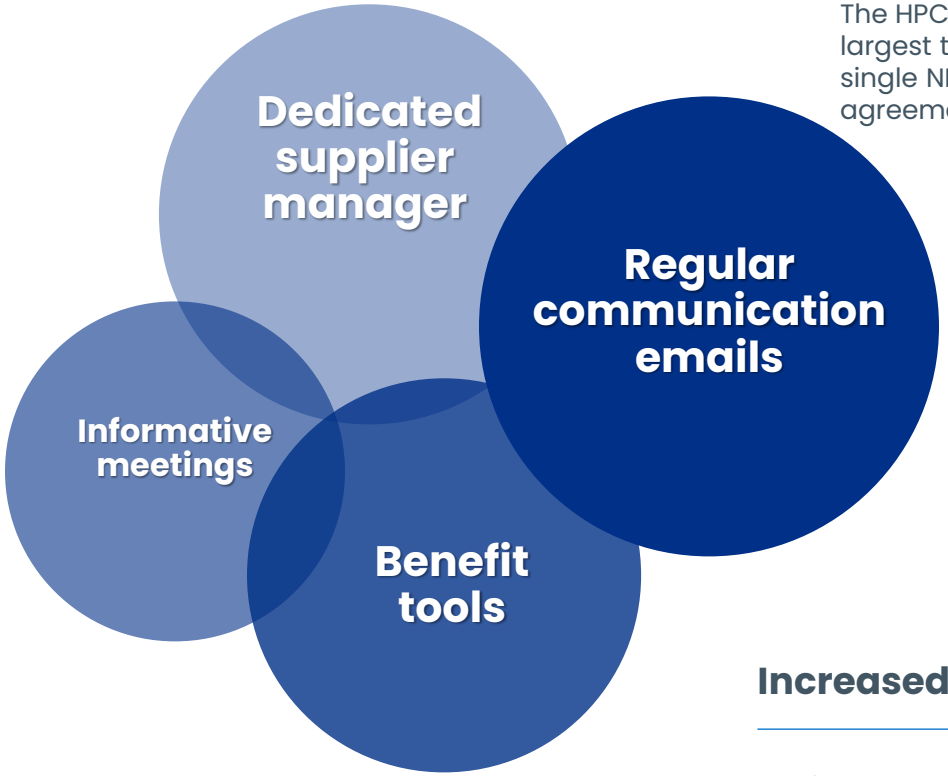
NHS
Shared Business Services

Dedicated team of 5

The HPCCAS Team is the largest team dedicated to a single NHS SBS framework agreement.

Innovative framework agreement management

We are a collaborative team that seeks to be innovative in our contract management approach.



Framework agreement support

Your go-to experts that can support with queries on using the framework agreement and how to be a successful supplier.

Independent referee

The HPCCAS Team acts as an independent referee helping to resolve issues and ensure the integrity of the framework agreement is maintained.

Increased visibility

We increase the visibility of the framework agreement in the market and champion our suppliers with users.

"We provide support to suppliers within our Healthcare Planning, Construction Consultancy & Ancillary Services Framework Agreement, offering guidance, resources, and opportunities to enhance collaboration and project success."

Championing the framework agreement

NHS Shared Business Services

What can you do to drive the framework agreement?



Supplier collaboration

- We encourage you to collaborate with other suppliers on HPCCAS for those Lots which you may not be awarded to.



Customer workshops

- Consider organising workshops with groups of 6-10 customers.
- This presents a valuable opportunity to gather their insights on various topics. We are happy to attend these to address the HPCCAS/procurement side.



Events and conferences

- Attend relevant events and conferences to network and spread the word about your services and how customers can use the framework agreement.
- Don't forget that HPCCAS is open to the wider public sector, not just the NHS, with education and local authority as our second and third biggest sectors.



Customer calls

- We are on hand to assist framework agreement users at all stages of the Procurement process and during the life of the contract. Please feel free to pass on our contact details to any customers you are liaising with who may need some framework guidance.
- Additionally, please direct customers to the customer framework agreement portal (CFAP) to access the framework agreement Buying Guide.

Championing the framework agreement

NHS Shared Business Services

What can you do to drive the framework agreement?

Internal education

Our supplier education piece is intended to equip you with the information and resources to drive HPCCAS to your existing and potential customers.

To make the most of these materials, distribute this supplier handbook, supplier guidance document, and the sector-specific benefits documents to all customer-facing colleagues within your organisation. Additionally, upload these materials to your intranet for accessibility to all employees (if applicable).

We would also be happy to join any of your internal team meetings or all hands calls to help you promote and train your colleagues on the framework agreement.

Case studies

If you have completed a project utilising the HPCCAS Framework Agreement, which you believe would serve as a valuable case study, please reach out to nsbs.ccs3@nhs.net for further guidance.

Case studies will be featured on the HPCCAS webpage and included in the Construction & Estates customer newsletter. Additionally, a member of the team will share them on LinkedIn, tagging your company, allowing you the opportunity to reshare on your company's page.

Sustainability

NHS Shared Business Services

Bidders for public sector construction consultancy projects can incorporate sustainability in several key areas to strengthen their proposals where appropriate. Here are examples of sustainability initiatives they can highlight:



Environmental Sustainability

- Energy Efficiency - Advise on low-energy building designs using passive strategies, LED lighting, and efficient HVAC systems.
- Renewable Energy Integration - Promote solar panels, wind turbines, and heat pumps in designs.
- Sustainable Materials - Specify recycled, low-carbon, or locally sourced materials like reclaimed wood and low-carbon concrete.
- Waste Reduction - Implement circular economy principles to minimise construction waste and enhance recycling.



Social Sustainability

- Local Employment & Skills Development – Committing to hiring locally and offering apprenticeships.
- Community Engagement – Consulting local communities in the planning and design phases.
- Health & Wellbeing – Designing for improved indoor air quality, natural lighting, and biophilic elements.
- Accessibility & Inclusivity – Ensuring universal design principles are followed to accommodate all users.



Economic Sustainability

- Whole-Life Costing Approach – Advising on cost-effective sustainable solutions that save money over time.
- Supply Chain Sustainability – Partnering with ethical and sustainable suppliers.
- Resilience Planning – Designing buildings and infrastructure that are adaptable to climate change risks.



Regulatory & Policy Alignment

- Net-Zero Carbon Commitments – Aligning designs with the UK's net-zero targets and public sector sustainability goals.
- BREEAM, LEED, or Passivhaus Standards – Demonstrating compliance with sustainability certifications.
- Social Value Act Compliance – Delivering added social and environmental benefits beyond the core contract.

Useful link: Applying net zero and social value in the procurement of NHS goods and services

SME checklist

NHS Shared Business Services

To enhance the awarded status of your project, we have made some suggestions. Please see the checklist provided below.

- **Internal Education** – Ensure that all customer-facing colleagues receive the email containing the supplier education materials. Please save the attachments on your intranet for accessible reference.
- **Benefits of the HPCCAS Framework Agreement** – Utilise the sector-specific benefits of the framework agreement when engaging with customers.
- **Case Studies** – We can incorporate case studies of projects procured through the framework agreement. If you do not currently have any, please create your own and share them on LinkedIn.
- **Customer Calls** – We are on hand to assist framework agreement users at all stages of the Procurement process and during the life of the contract. Please feel free to pass on our contact details to any customers you are liaising with who may need some framework guidance.
- **Website** – Provide us with a link to your website, and we will ensure our website is linked to yours.
- **Collaboration** – Explore collaboration opportunities with other suppliers, such as referencing the Supplier Handbook.
- **Customer Portal** – Please inform customers that they can access the latest version of the buying guide on the customer framework agreement portal. NHS SBS Customer Framework Agreement Portal
- **Exhibitions** – Attend public sector exhibitions to enhance our networking opportunities.
- **Workshops** – Organise workshops to better understand the challenges faced by the public sector and to gather their insights.
- **Podcast** – If you have areas of expertise that you would like to share, consider contributing your knowledge through a podcast.

NHS Shared Business Services Limited
Registered in England, Registered No. 5280446
Registered address: Three Cherry Trees Lane,
Hemel Hempstead, Hertfordshire, HP2 7AH

www.sbs.nhs.uk

NHS
Shared Business Services

Thank you

Nhs.sbs@nhs.net

NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Committed to being a force for good, we are dedicated to acting responsibly and sustainably at organisational, team and individual level. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence.

For more information, please visit **www.sbs.nhs.uk**