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Tender

## **HH072-25-HB Specialist Environmental Aids for Deaf People**

NHS Highland

F02: Contract notice

Notice identifier: 2026/S 000-001944

Procurement identifier (OCID): ocds-h6vhtk-05d3a5

Published 9 January 2026, 2:51pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

#### **Email**

[nhsh.tenders@nhs.scot](mailto:nhsh.tenders@nhs.scot)

#### **Telephone**

+44 1463704000

#### **Country**

United Kingdom

#### **NUTS code**

UKM6 - Highlands and Islands

### **Internet address(es)**

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00302](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302)

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictenderscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictenderscotland.publiccontractsscotland.gov.uk>

### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

HH072-25-HB Specialist Environmental Aids for Deaf People

Reference number

HH072-25-HB

**II.1.2) Main CPV code**

- 33185000 - Hearing aids

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

NHS Highland requires the provision of Environmental Aids and Equipment to enhance independence, safety, and overall wellbeing for individuals with hearing loss across the Highland region.

Maintenance and Repair Support

Offer assistance with the servicing and repair of hearing-related equipment provided to individuals.

Recycling and Disposal of Non-Functional Equipment

Facilitate the responsible recycling and disposal of returned equipment that is no longer operational.

Training and Advisory Services for Deaf Support Staff

Deliver expert guidance and training to deaf support staff on the use, functionality, and appropriateness of specialist aids and equipment tailored to the needs of individuals with hearing loss.

**II.1.5) Estimated total value**

Value excluding VAT: £125,000

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description**

**II.2.2) Additional CPV code(s)**

- 33196200 - Devices for the disabled
- 33196100 - Devices for the elderly
- 33196000 - Medical aids
- 33185000 - Hearing aids
- 33185100 - Parts and accessories for hearing aids
- 85120000 - Medical practice and related services
- 32552150 - Telephones for visually-impaired
- 32552160 - Telephones for hearing-impaired

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

NHS Highland

### **II.2.4) Description of the procurement**

NHS Highland is seeking to engage a suitably qualified organisation to deliver a comprehensive service for the provision of environmental aids and equipment designed to enhance the independence, safety, and overall wellbeing of individuals with hearing loss across the Highland region.

The appointed contractor will be responsible for the following key service components:

**Supply of Aids and Equipment:** Provision of specialist environmental aids and equipment to eligible individuals, on a loan basis, as determined by NHS Highland's established risk and eligibility criteria.

**Maintenance and Repair Services:** Facilitation of repairs to issued equipment where feasible, ensuring that returned items are restored to a functional condition suitable for re-issue, thereby supporting the sustainability and efficiency of the service.

**Recycling and Disposal Compliance:** Management of equipment recycling and disposal in accordance with the Waste Electrical and Electronic Equipment (WEEE) regulations, ensuring environmentally responsible practices are upheld.

Training and Advisory Support: Delivery of expert guidance and training to deaf support staff, covering the operation, functionality, and appropriateness of the aids and equipment provided, to ensure optimal use and benefit for individuals with hearing loss.

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 April 2026

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

An option to extend for a further 12 months

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-068313](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 February 2026

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 9 April 2026

**IV.2.7) Conditions for opening of tenders**

Date

9 February 2026

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: If we are to retender this procurement it will be readvertised around 2029.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 30805. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:  
<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The Contractor shall work closely with NHSH to identify any areas which can improve the economic, social, environmental wellbeing and assist in the reduction of health inequalities across NHS Highland Health Board area.

Some community initiatives which will be targeted for delivery include, but are not restricted to, delivery of the following:

- Targeted Recruitment and Training Initiatives
- Educational Support Initiatives
- Vocational Training/Projects
- Supply Chain Development

- Community and Environmental Initiatives
- Supported Business, Third Sector and Voluntary Initiatives
- Social Enterprise and Co-operative Initiatives
- Equality and Diversity Initiatives
- Poverty Initiatives
- The provision of professional advice

This could also include identifying sustainable products in a cost-effective manner, and promoting innovation. In order to ensure the highest standards of service quality in this contract we expect contractors to agree to support the concept, provision and on-going development of Community Benefits provision in relation to this Contract.

(SC Ref:819000)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

The Inverness Justice Center

Inverness

IV1 1AH

Country

United Kingdom