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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

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

I.3) Communication

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

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

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

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

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

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

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