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Contract

Community hearing aids service for age-related hearing loss - C378303

NHS Sussex Integrated Care Board

F03: Contract award notice

Notice identifier: 2026/S 000-005871

Procurement identifier (OCID): ocids-h6vhtk-05017d

Published 22 January 2026, 3:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS Sussex Integrated Care Board

Sackville House, Brooks Close

Lewes

BN7 2FZ

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community hearing aids service for age-related hearing loss - C378303

Reference number

C378303

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Sussex has awarded this contract to suitably qualified and experienced providers for the delivery of community-based hearing aid services for adults aged 55 and over. Eligible providers have been accredited to deliver services as part of an AQP multi-provider model. Successful providers have been awarded contracts via Provider Selection Regime Direct Award Process B.

No minimum activity is guaranteed for accredited providers - each provider's participation depends on patient choice and referral volume.

Individual Provider contracts will be zero value and any payments made will be based on activity performed.

The annual service value total for all current AQP Providers (23/24 outturn) was approx £6.5m. So, for 7 years + 3 year option = £65,000,000.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £65,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

NHS Sussex has awarded this contract to suitably qualified and experienced providers for the delivery of community-based hearing aid services for adults aged 55 and over. Eligible providers have been accredited to deliver services as part of an AQP multi-provider model. Successful providers have been awarded contracts via Provider Selection Regime Direct Award Process B.

The initial contract duration will be 7 years commencing on 1 April 2026, with the option to extend for a further 3 years, offered via an NHS standard contract.

The Commissioner reserves the right to further extend the contract beyond the 10-year maximum duration subject to:

- a. The requirements of Provider Selection Regime Process B.
- b. Re-confirmation of an applicant's accreditation status.

Aims and objectives:

The overall ambitions of NHS Sussex in commissioning this service are:

- To strengthen our contribution to prevention and reduce health inequalities
- To promote patient education, self-management and empowerment;
- To improve the quality and safety of care and outcomes improvement;
- To support people to age well - falls prevention, healthy and active ageing, addressing loneliness, isolation and supporting independence and reducing the need for intervention;
- Integrated working with patients, carers and the local community and voluntary sector.

The aims of the service are for people with hearing problems to have:

- access to high quality, safe and efficient NHS hearing aids services, with short waiting times and high responsiveness to the needs of local communities, free at the point of

access;

- choice as to where and when their treatment is delivered

The key objectives of this service are to:

- Improve public health and occupational health through treatment of hearing loss
- Provide equitable access to consistently high-quality care for all patients using the service
- Encourage identification, diagnosis and management of age-related hearing loss through improved patient and professional education, including timely signposting to lip reading classes and assistive technologies and other rehabilitation services
- Promote inclusion and participation of people who have hearing loss
- Be compliant with clinical guidance and good practice
- Conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS)

The expected outcomes of the service are:

- Timely access to hearing assessment, fitting and follow-up
- High proportion of patients continuing to wear hearing aids
- High levels of satisfaction from patients accessing the service and health professionals referring into the service
- Reduced social isolation and consequent mental ill health
- Improved quality of life for patients, their families/carers and communication partners.

Service Requirements:

Providers should be able to offer a comprehensive, patient centred service for adults aged 55 and over with suspected or diagnosed hearing loss related with age, encompassing:

- Hearing assessment
- Hearing aid fitting and calibration to national guidelines

- After care: maintenance, repairs, consumables (batteries, tubing), and follow-up reviews

Providers are required to conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS). IQIPs accreditation must be achieved (or demonstrate willingness to achieve accreditation within 18 months of contract award).

No minimum activity is guaranteed for accredited providers - each provider's participation depends on patient choice and referral volume.

Individual Provider contracts will be zero value and any payments made will be based on activity performed.

The annual service value total for all current AQP Providers (23/24 outturn) was approx £6.5m. So, for 7 years + 3 year option = £65,000,000.

II.2.5) Award criteria

Quality criterion - Name: Patient choice / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

This contract has a 7 year (84 month) initial term. The Commissioner at its sole discretion can extend this contract for up to an additional period of up to 3 years (36 additional months).

The Commissioner reserves the right to further extend the contract beyond the 10-year maximum duration subject to:

- a. The requirements of Provider Selection Regime Process B.
- b. Re-confirmation of an applicant's accreditation status.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-046978](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 December 2025

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Audiological Science Ltd

20 Falkland Avenue

London

N3 1QR

Country

United Kingdom

NUTS code

- UKI - London

Companies House

09109538

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 December 2025

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Modality LLP

Granville House, 2 Tettenhall Road

Wolverhampton

WV1 4SB

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

Companies House

OC422179

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 December 2025

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Scrivens Ltd

Scrivens House, 60 Islington Row, Middleway

Birmingham

B15 1PH

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Companies House

00377588

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 December 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Specsavers Optical Superstores Limited

Forum 6, Solent Business Park, Whiteley

Hampshire

PO15 7PA

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

NHS Organisation Data Service

01721624

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act 2023 do not apply to this award.

Award Decision Makers:

Deputy Chief Delivery and Strategy Officer, Director of Strategic Commissioning, NHS Sussex ICB

Conflicts of Interest:

No conflicts of interest have been identified in the awarding of this contract.

VI.4) Procedures for review

VI.4.1) Review body

NHS Sussex ICB

Sackville House, Brooks Close

Lewes

BN7 2FZ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

80 London Road

London

SE1 6LH

Country

United Kingdom