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Tender

## **Hearing Aids, Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories**

NHS Supply Chain Operated by Health Solutions Team Limited acting as agent of Supply Chain Coordination Ltd (SCCL)  
Health Solutions Team Limited,

F02: Contract notice

Notice identifier: 2022/S 000-010796

Procurement identifier (OCID): ocds-h6vhtk-0330ca

Published 27 April 2022, 10:27am

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

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

NHS Supply Chain Operated by Health Solutions Team Limited acting as agent of Supply Chain Coordination Ltd (SCCL)

Skipton House, 80 London Road

London

SE1 6LH

#### **Contact**

Alexandra Gothard

#### **Email**

[alexandra.gothard@supplychain.nhs.uk](mailto:alexandra.gothard@supplychain.nhs.uk)

#### **Telephone**

+44 7929018002

**Fax**

+44 1924328744

**Country**

United Kingdom

**NUTS code**

UKI4 - Inner London – East

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-of-health>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health/about/procurement>

**I.1) Name and addresses**

Health Solutions Team Limited,

NHS Supply Chain

Normanton

WF6 1TL

**Contact**

Alexandra Gothard

**Email**

[alexandra.gothard@supplychain.nhs.uk](mailto:alexandra.gothard@supplychain.nhs.uk)

**Telephone**

+44 7929018002

**Fax**

+44 1924328744

**Country**

United Kingdom

**NUTS code**

UKE45 - Wakefield

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-of-health>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health/about/procurement>

**I.2) Information about joint procurement**

The contract involves joint procurement

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://nhssupplychain.app.jaggaer.com//>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://nhssupplychain.app.jaggaer.com//>

Tenders or requests to participate must be submitted to the above-mentioned address

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

National or federal Agency/Office

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

Health

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## **Section II: Object**

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

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

Hearing Aids, Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories

#### **II.1.2) Main CPV code**

- 33185000 - Hearing aids

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Non-exclusive Framework Agreement (FAG) for the supply to the NHS Supply Chain customer base via the E-Direct, Direct and Stocked routes to market. Product range to include, but not limited to the supply of Hearing Aids (including Re-chargeable Hearing Aids), Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories that meet the requirements of users with varying levels of hearing loss. The Framework Agreement will provide access to hearing solutions for both adults and paediatric patients with mild-moderate and severe-profound hearing loss. Precise quantities are unknown. It is anticipated that initial expenditure will be in the region of £121,500,000.00 for the initial term of FAG, however this is approximate only and the values may vary depending on the requirements of those bodies purchasing under the FAG. The estimated value over the total FAG term (including any extension options) is £256,700,000.00.

#### **II.1.5) Estimated total value**

Value excluding VAT: £256,700,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

## **II.2) Description**

### **II.2.1) Title**

Hearing Aids

Lot No

Lot 1

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

- 33185000 - Hearing aids

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

NUTS codes

- UK - United Kingdom

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

This Lot covers a range of Hearing Aids for adults with mild to moderate hearing loss, moderate to severe hearing loss (multiple power Hearing Aids), and severe to profound hearing loss (high/super power Hearing Aids), paediatric Hearing Aids and innovation Hearing Aids, including re-chargeable devices. These include but are not limited to;

- BTE (Behind the Ear) — Moderate Power,
- Mini BTE (Behind the Ear) — Moderate Power,
- ITE (In the Ear) — Moderate Power,
- RIC (Receiver in Canal) — Moderate Power,
- Body Worn — Moderate power.
- BTE (Behind the Ear) — High Power,

- ITE (In the Ear) — High Power,
- RIC (Receiver in Canal) — High Power,
- BTE (Behind the Ear) — Super Power,
- RIC (Receiver in Canal) — Super Power,
- ITE (In the Ear) — Super Power.
- RIC (Receiver in Canal) — Multiple power,
- BTE (Behind the Ear) — Multiple Power,
- ITE (In the Ear) — Multiple power.
- Tinnitus Device — Multiple Power,
- Custom ITE (In the Ear) - Hearing Aids.
- Combination devices — Multiple Power,
- Innovative Hearing Aids.

This lot will also cover essential components including:

- Tubing,
- Domes

#### **II.2.5) Award criteria**

Quality criterion - Name: Audiologist Support / Weighting: 2

Quality criterion - Name: Covid Recovery / Weighting: 10

Quality criterion - Name: Social Equality / Weighting: 3

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 75

#### **II.2.6) Estimated value**

Value excluding VAT: £231,000,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

24

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Framework Agreement will have an initial term of 24 months with an option to extend incrementally for up to a total period of 48 months.

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

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

#### **II.2.14) Additional information**

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

### **II.2) Description**

#### **II.2.1) Title**

Hearing Aid Batteries

Lot No

Lot 2

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

- 31420000 - Primary batteries

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

NUTS codes

- UK - United Kingdom

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

This Lot covers Hearing Aid Batteries to the NHS for the use in NHS patients Hearing Aids. Battery sizes consist of but are not limited to, R44 (675), R41 (312), R48 (13), R70 (10), R44 (Cochlear Implant 675).

### **II.2.5) Award criteria**

Quality criterion - Name: Supply Chain Assessment / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 80

### **II.2.6) Estimated value**

Value excluding VAT: £11,000,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

24

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: No

### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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

### **II.2.14) Additional information**

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 55 % at tender evaluation stage.

## **II.2) Description**

### **II.2.1) Title**

Custom Ear Moulds

Lot No

Lot 3

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

- 33185000 - Hearing aids

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

NUTS codes

- UK - United Kingdom

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

This Lot covers Custom Ear Mould products, including (but not limited to):

-Ear Moulds

**II.2.5) Award criteria**

Quality criterion - Name: Product Features / Weighting: 20

Quality criterion - Name: Customer Support / Weighting: 20

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

**II.2.6) Estimated value**

Value excluding VAT: £4,000,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

24

**II.2.10) Information about variants**

Variants will be accepted: Yes

**II.2.11) Information about options**

Options: No

**II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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

### **II.2.14) Additional information**

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

## **II.2) Description**

### **II.2.1) Title**

Hearing Aid Accessories

Lot No

Lot 4

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

- 33185000 - Hearing aids

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

NUTS codes

- UK - United Kingdom

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

This Lot covers Hearing Aid Accessories, including (but not limited to):

Battery Door Replacement,

Bone Conduction Hearing Aid Headband,

Charger Cable,

Cleaning Accessories,

Connectivity Accessories,

CROS/BiCROS Cable,

DAI Adapter,  
DAI Boot/Shoe,  
Universal Dome,  
Dome Accessories,  
Drying Accessories,  
Ear Hook,  
Ear Mould Accessories,  
Ear Tips,  
Glasses Adaptor,  
Hearing Aid Accessory Tool,  
Hearing Aid And Battery Record Book,  
Hearing Aid Case,  
Left Right Indicators,  
Multimedia Adapter,  
Pre-Bent Tubing,  
Programming Cable,  
Programming Cable Sleeve,  
Receiver Adaptor,  
Receiver In the Canal (RIC) Speaker,  
Receiver In the Canal (RIC) Speaker Accessory,  
Remote Microphone,  
Remote Microphone Accessory,

Remote Microphone Docking Station,

Secure Hearing Aid Device,

Servicing Accessories,

Tamperproof Battery Door,

Universal Tube,

Tube Adaptor,

Tubing Accessories,

Wax Guard.

#### **II.2.5) Award criteria**

Quality criterion - Name: Customer Support / Weighting: 5

Quality criterion - Name: Social Equality / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 75

#### **II.2.6) Estimated value**

Value excluding VAT: £10,700,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

24

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

**II.2.11) Information about options**

Options: No

**II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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

**II.2.14) Additional information**

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

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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: No

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

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

Date

26 May 2022

Local time

3:00pm

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

English

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

Date

27 May 2022

Local time

9:00am

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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: 10 months

### **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**

Submission of expression of interest and procurement specific information:

This procurement exercise will be conducted on the NHS Supply Chain eProcurement portal at <https://nhssupplychain.app.jaggaer.com/>

Candidates wishing to be considered for this contract must register their expression of interest and provide additional procurement-specific information (if required) through the NHS Supply Chain eProcurement portal using the URL <https://nhssupplychain.app.jaggaer.com/> to access the portal.

Applicants are encouraged to download the supplier handbook located within the eProcurement portal by following the 'Supplier Helpcentre' link within the Useful Links section of the Dashboard.

For any technical help with the portal please contact:

Tel: 0800 069 8630 or email: [help\\_uk@jaggaer.com](mailto:help_uk@jaggaer.com)

Please refer to Section III.1.1 for additional information.

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

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

Health Solutions Team Limited

London

Country

United Kingdom