

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014614-2025>

Planning

## **Community Hearing Aids service 2025 RFI**

NHS Sussex Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-014614

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

Published 11 April 2025, 1:25pm

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

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

NHS Sussex Integrated Care Board

Sackville House, Brooks Close

Lewes

BN7 2FZ

#### **Email**

[aelliott1@nhs.net](mailto:aelliott1@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/>

Buyer's address

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

**I.3) Communication**

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

<https://atamis-1928.my.salesforce-sites.com/?searchtype=Projects>

Additional information can be obtained from the above-mentioned address

**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 2025 RFI

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

## Services

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

NHS Sussex is seeking information regarding the provision of community hearing aids services in Sussex, having taken the decision to maintain the multi-provider model.

It is anticipated that the new service will be procured via a standard NHS contract with a contract duration of initially seven years plus the option to extend by a further three years, commencing 1 April 2026 with the aim of ensuring individuals with hearing impairments have access to a high-quality, efficient community hearing aids service that is delivered near their homes, with short waiting times and a high level of responsiveness to the needs of local communities.

An RFI questionnaire is available at: <https://atamis-1928.my.salesforce-sites.com/?searchtype=Projects>

The purpose of the RFI Questionnaire is to gauge market interest, feedback via the RFI response form and provide the ICB with valuable information to help update and improve the current service specification.

We request you complete your response and return it via our E-Tendering Portal no later than midday on Friday 2 May 2025.

In addition to this RFI, NHS Sussex will be conducting a Provider Engagement event from 10-11am on Monday 28 April 2025. Within that event we will talk through the main proposed changes and the session will include an opportunity for providers to ask questions of the commissioners. The event will take place via MS Teams. In order to book your place, please complete and return Section 2 of this document (market engagement questionnaire) and include the names, roles and contact details of persons in your organisation who you would like to be invited via <https://healthfamily.force.com/s/Welcome> by no later than Thursday 24 April 2025 at 12pm (Noon).

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

Value excluding VAT: £65,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

The service is for patients within the NHS Sussex ICB area, comprising East Sussex, West Sussex and Brighton & Hove.

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

NHS Sussex is seeking information regarding the provision of community hearing aids services in Sussex, having taken the decision to maintain the multi-provider model.

It is anticipated that the new service will be procured via a standard NHS contract with a contract duration of initially seven years plus the option to extend by a further three years, commencing 1 April 2026 with the aim of ensuring individuals with hearing impairments have access to a high-quality, efficient community hearing aids service that is delivered near their homes, with short waiting times and a high level of responsiveness to the needs of local communities.

An RFI questionnaire is available at: <https://atamis-1928.my.salesforce-sites.com/?searchtype=Projects>

The purpose of the RFI Questionnaire is to gauge market interest, feedback via the RFI response form and provide the ICB with valuable information to help update and improve the current service specification.

We request you complete your response and return it via our E-Tendering Portal no later than midday on Friday 2 May 2025.

In addition to this RFI, NHS Sussex will be conducting a Provider Engagement event from 10-11am on Monday 28 April 2025. Within that event we will talk through the main proposed changes and the session will include an opportunity for providers to ask questions of the commissioners. The event will take place via MS Teams. In order to book your place, please complete and return Section 2 of this document (market engagement questionnaire) and include the names, roles and contact details of persons in your organisation who you would like to be invited via <https://healthfamily.force.com/s/Welcome> by no later than Thursday 24 April 2025 at 12pm (Noon).

#### **II.3) Estimated date of publication of contract notice**

1 June 2025

---

## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: No

---

## **Section VI. Complementary information**

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

This Request for Information (RFI) process is designed to help the Commissioner to form a view of the best way to commission the service and is not the beginning of a Tender exercise.

A Tender advertisement may be issued at the appropriate time, if required, should the Commissioner consider that the optimum route to commission the service is through a procurement process.

Your feedback at this point will not have a bearing on any future Tender submissions you may wish to offer later, should the Commissioner undertake a procurement for this service. You

will not be disadvantaged if you choose not to respond to this RFI, but it will be helpful to understand your views at this early stage, so you are encouraged to respond as fully as you can.

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from

the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the Request for Information (RFI) document, you will need to

click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and to be able to submit your response through Atamis.

Thank you for taking the time to provide us with your insight.