

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019195-2023>

Tender

Adult Hearing Services for NHS Herefordshire and Worcestershire Integrated Care Board

NHS Herefordshire and Worcestershire Integrated Care Board

F02: Contract notice

Notice identifier: 2023/S 000-019195

Procurement identifier (OCID): ocds-h6vhtk-03df1a

Published 5 July 2023, 4:27pm

Section I: Contracting authority

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Contact

Hayley Smith

Email

h.smith27@nhs.net

Telephone

+44 7770493216

Country

United Kingdom

Region code

UKG12 - Worcestershire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.herefordshireandworcestershire.icb.nhs.uk/>

Buyer's address

<https://health-family.force.com/s/Welcome>

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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

Adult Hearing Services for NHS Herefordshire and Worcestershire Integrated Care Board

Reference number

WHISP-184

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are looking to procure Adult Hearing Services across the geographic area of Herefordshire and Worcestershire.

The services shall be provided both in-clinic and to domiciliary patients, therefore is made up of 2 Lots:

Lot 1 - In-Clinic Adult Hearing Services

Lot 2 - Domiciliary Adult Hearing Services

The Contract will be for a period of 3 years with the option to extend for up to a further 24 month period. The ICB intends to award Contracts to up to 5 providers per lot across the geographic area of Herefordshire and Worcestershire to cater for the needs of the entire geographic area. NHS Standard Terms and Conditions apply. The Contract will go live on the 01/01/2024.

II.1.5) Estimated total value

Value excluding VAT: £13,768,889

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: 2

II.2) Description

II.2.1) Title

In-Clinic Adult Hearing Services

Lot No

1

II.2.2) Additional CPV code(s)

- 85121240 - ENT or audiologist services

II.2.3) Place of performance

NUTS codes

- UKG11 - Herefordshire, County of
- UKG12 - Worcestershire

Main site or place of performance

Across the geographic region of Herefordshire and Worcestershire.

II.2.4) Description of the procurement

NHS Herefordshire and Worcestershire are seeking tenders for the provision of Adult Hearing Services.

Lot 1 relates to In-Clinic Adult Hearing Services.

The aim of the service is to provide a comprehensive, personalised service for adults over 50 years of age with hearing loss in line with national guidance and local requirements.

The vision for people with age related hearing problems is for them to receive high quality, efficient services delivered closer to home, with short waiting times and high responsiveness to the needs of local communities, free at the point of access.

The Adult Hearing Service will consist of:

- A hearing and communication needs assessment.
- A full hearing assessment including otoscopy, tympanometry and pure tone audiometry. The offer of management options, which may include hearing aids and associated after care.
- A discussion about the findings and potential management options.
- A shared-decision making conversation to develop an Individual Management Plan (IMP).
- Provision of, fitting, verification and validation of hearing aids, as appropriate and in line with national guidance.
- Provision of appropriate hearing rehabilitation e.g. patient education.
- Follow-up appointment to assess progress against goals in the IMP.
- Provision of aftercare service, including supply of batteries, tubes, domes, wax filters and replacement ear moulds. This should also include advice and support.
- Provision of wax removal by microsuction at any point in the pathway where its presence prevents accurate assessment, management or aftercare. This can be at a separate appointment where required, but the service should be available with the same provider of the care pathway.
- Clear advice on self-care to prevent the build-up of wax is to be provided routinely.

The Contract will be for a period of 3 years with the option to extend for up to a further 24 month period. The ICB intends to award Contracts to up to 5 providers per lot across the geographic area of Herefordshire and Worcestershire to cater for the needs of the entire geographic area. NHS Standard Terms and Conditions apply.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £13,121,949

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Domiciliary Adult Hearing Services

Lot No

2

II.2.2) Additional CPV code(s)

- 85121240 - ENT or audiologist services

II.2.3) Place of performance

NUTS codes

- UKG11 - Herefordshire, County of
- UKG12 - Worcestershire

Main site or place of performance

Geographic area of Herefordshire and Worcestershire

II.2.4) Description of the procurement

NHS Herefordshire and Worcestershire are seeking tenders for the provision of Adult Hearing Services.

Lot 2 relates to Domiciliary Adult Hearing Services.

The aim of the service is to provide a comprehensive, personalised service for adults over 50 years of age with hearing loss in line with national guidance and local requirements.

The vision for people with age related hearing problems is for them to receive high quality, efficient services delivered closer to home, with short waiting times and high responsiveness to the needs of local communities, free at the point of access.

Whilst both lots have the same deliverables, Domiciliary Adult Hearing Services, shall be carried out where required in a patients own home.

The Adult Hearing Service will consist of:

- A hearing and communication needs assessment.
- A full hearing assessment including otoscopy, tympanometry and pure tone audiometry. The offer of management options, which may include hearing aids and associated after care.
- A discussion about the findings and potential management options.
- A shared-decision making conversation to develop an Individual Management Plan (IMP).
- Provision of, fitting, verification and validation of hearing aids, as appropriate and in line with national guidance.
- Provision of appropriate hearing rehabilitation e.g. patient education.
- Follow-up appointment to assess progress against goals in the IMP.
- Provision of aftercare service, including supply of batteries, tubes, domes, wax filters and replacement ear moulds. This should also include advice and support.
- Provision of wax removal by microsuction at any point in the pathway where its presence prevents accurate assessment, management or aftercare. This can be at a separate

appointment where required, but the service should be available with the same provider of the care pathway.

- Clear advice on self-care to prevent the build-up of wax is to be provided routinely.

The Contract will be for a period of 3 years with the option to extend for up to a further 24 month period. The ICB intends to award Contracts to up to 5 providers per lot across the geographic area of Herefordshire and Worcestershire to cater for the needs of the entire geographic area. NHS Standard Terms and Conditions apply.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £646,940

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

People accessing this pathway will be assessed and managed by a suitably qualified Healthcare Science Practitioner. This will be one of the following:

- A qualified Audiologist, registered with the Registration Council for Clinical Physiologists (RCCP) or Academy of Healthcare Science (AHCS).
- A Clinical / Healthcare Scientist (Audiology), registered with the Health and Care Professions Council (HCPC).
- A Hearing Aid Dispenser, registered with the HCPC.

Those people who require wax removal via microsuction in order to have an accurate assessment and management will have their wax removed by a professional registered with a statutory regulator (e.g. the HCPC, NMC or GMC) or registered by an accredited register (e.g. RCCP). Those undertaking the procedure will have completed both the formal theory and practical training in the removal of ear wax meeting the criteria described in BSA (2020) Minimum Training Guidelines in Aural Care delivered by Hearing Care Professionals (Practice Guidance, Aural Care (Ear Wax Removal), 2021).

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Key Performance Indicators and Quality Reporting Requirements are set out in the tender documents.

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

Date

4 August 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

4 August 2023

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NHS Midlands and Lancashire CSU are conducting this procurement exercise on behalf of another NHS body with whom the successful bidder(s) will enter into a contract with for the supply of the services.

The contract conditions will be set out in the Invitation to Tender. Further details will be made available via documentation and information released during the course of the tender process.

This exercise will be conducted via the Atamis eProcurement Portal, which can be found at <https://health-family.force.com/s/Welcome>

Light Touch Regime' services: This procurement is for clinical services which are Light Touch Regime Services for the purpose of the Public Contracts Regulations 2015 as specified in Schedule 3 of the regulations ('Regulations'). Accordingly, the contracting authorities are only bound by those parts of the regulations detailed in Chapter 3 Particular Procurement Regimes Section 7. The contracting authorities are not voluntarily following any other part of the Regulations.

As the ICB is a relevant body for the purpose of the National Health Service (Procurement, Patient Choice and Competition) (No. 2) Regulations 2013 these Regulations also apply to this procurement.

VI.4) Procedures for review

VI.4.1) Review body

NHS Herefordshire and Worcestershire Integrated Care Board

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Country

United Kingdom