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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): ocids-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](mailto: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

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## **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



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## **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.

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## **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

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## **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