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Planning

NHS Devon - Audiology Specialist Services - Eastern Locality

NHS Devon Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020563

Procurement identifier (OCID): ocds-h6vhtk-047afe

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Section I: Contracting authority

I.1) Name and addresses

NHS Devon Integrated Care Board

Aperture House, Rydon Lane

Exeter

EX2 5AZ

Email

scwcsu.clinical.procurement@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

NHS Organisation Data Service

QJK

Internet address(es)

Main address

<https://onedevon.org.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

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

NHS Devon - Audiology Specialist Services - Eastern Locality

Reference number

C295268

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

The aim of the specialised audiology service is to commission a comprehensive specialised service for adults and children experiencing hearing and communication difficulties who would benefit from assessment, treatment and rehabilitation.

The service required for the registered Eastern population of the NHS commissioning organisation is for an assessment, diagnosis, rehabilitative support, treatment, appliance provision, follow-up and aftercare services for adults or children who require specialist audiological services.

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.1.5) Estimated total value

Value excluding VAT: £10,030,830

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 33185000 - Hearing aids

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

Main site or place of performance

Eastern Locality of Devon

II.2.4) Description of the procurement

The aim of the specialised audiology service is to commission a comprehensive specialised service for adults and children experiencing hearing and communication difficulties who would benefit from assessment, treatment and rehabilitation.

The ICB commissioned specialist services will accept referrals direct from health professionals in the community via DRSS and hospitals for all aspects of hearing care for the minority of adults for whom the standard community service is not suitable, and children. This will range from babies of a few days old and their families to the elderly. The service includes diagnosis of, quantification of degree, and rehabilitation of hearing loss, tinnitus or balance impairment.

It also includes provision of supporting services for patients who may be considering or have bone anchored hearing aids and cochlear implants in addition to providing audiological support to ENT inpatient and outpatient services, as commissioned by those service providers

The service will also be expected to work closely with ENT and other specialist services to establish care pathways that maximize quality while reducing reliance on medically qualified staff, for example in the glue ear pathway for children. Where agreed, such pathways will be included in this specification and a contract variation order completed. It is expected that care pathways will be unified across the ICB regardless of different service providers.

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

The service required for the registered Eastern population of the NHS commissioning organisation is for an assessment, diagnosis, rehabilitative support, treatment, appliance provision, follow-up and aftercare services for adults or children who require specialist audiological services.

The service should include flexibility to provide later evening and/or weekend appointments outside of regular working hours (Mon-Fri, 9am-5pm).

Providers need to ensure clear and formal accountability processes and structures are in place to ensure a safe, effective and integrated continuity of clinical care for all service users.

For each pathway covered under this specification the provider will ensure that service users have access to the following:

- Hearing needs assessment
- Development of a personalised care plan
- Provision and fitting of hearing aids or other intervention where clinically appropriate and agreed with the service user
- Appropriate hearing rehabilitation, for example service user information; hearing therapy
- Information on and signposting to any relevant communication/social support services
- Follow-up appointment (which should only be face to face when clinically necessary) to assess whether needs have been met
- Aftercare service for life of the hearing aid, including advice, maintenance and review
- Provision for service user complaints and feedback to the Provider. This will be reported by the provider to the commissioner
- Exceptionally, domiciliary services may be required.

The contract value will be confirmed as part of the formal invitation to tender (ITT). It is likely to be £2,006,166 per annum with a total contract value of £10,030,830 for the 5-year period.

II.3) Estimated date of publication of contract notice

5 August 2024

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: Yes

Section VI. Complementary information

VI.3) Additional information

This notice is an information gathering exercise rather than a call for competition in its own right, and therefore publication or response does not commit the Authority or respondents to a future procurement, nor provide any process exemptions or preferential treatment to any parties expressing an interest. The Authority will not be liable for costs incurred by any interested party in participating in this exercise.

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 draft specification, you will need to click on 'Register interest' - this will take you to the log-in page. The Commissioner is interested in obtaining feedback on the draft specification. There is a question within Atamis for interested providers to give feedback. Any feedback needs to be provided by 5pm on 29th July 2024.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation.

The intention is to award a contract using the competitive process.

This is a Provider Selection Regime (PSR) prior information notice. The contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply.