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Tender

## **NHS Devon - Audiology Specialist Services - Eastern Locality**

NHS Devon Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-024587

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

Published 5 August 2024, 6:16pm

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

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

NHS Devon Integrated Care Board

Aperture House, Rydon Lane

Exeter

EX2 5AZ

#### **Contact**

Michael Pingstone, Deputy Director of Procurement, NHS South, Central and West Commissioning Support Unit

#### **Email**

[scwcsu.clinical.procurement@nhs.net](mailto:scwcsu.clinical.procurement@nhs.net)

#### **Telephone**

+44 7717808055

**Country**

United Kingdom

**Region code**

UKK4 - Devon

**Justification for not providing organisation identifier**

Not on any register

**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

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**

NHS Devon - Audiology Specialist Services - Eastern Locality

Reference number

C286281

#### **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 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 adults for whom the standard community service (over 55 Routine Adult Hearing Aid 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.

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 adults for whom the standard community service (over 55 Routine Adult Hearing Aid 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.

Key principles of the service is to:

- Improve public health and occupational health focus on hearing loss;
- Reduce prevalence of avoidable permanent hearing loss;
- Encourage early identification, diagnosis and management of hearing loss through improved service user and professional education;
- Provide person-centred care, and respond to information and psychosocial needs, including for the effect on partners (and family) of living with poor hearing;
- Support communication needs by providing timely signposting to lip reading classes and assistive technologies and other rehabilitation services;
- Promote inclusion and participation of people who are deaf or hard of hearing;
- Compliance with clinical guidance and good practice;
- Improve the service through research and development and the adoption of new evidence based technologies and practices.

The contract value is £2,006,166 per annum with a total contract value of £10,030,830 for the 5-year period (1/4/2025 - 31/3/2030).

#### **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: £10,030,830

#### **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 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: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-020563](#)

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

Date

5 September 2024

Local time

5:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

5 September 2024

Local time

6:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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 bid documentation (including questionnaires), 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 be able to submit a bid.

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this 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 to this award.

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

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

NHS Devon Integrated Care Board

Aperture House, Rydon Lane

Exeter

EX2 5AZ

Country

United Kingdom