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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): ocds-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

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

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

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

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