

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032361-2022>

Tender

NECS439 Community Age Related Hearing Loss Service Invitation to Tender - Any Qualified Provider (AQP) for and on behalf of NHS North East and North Cumbria Integrated Care Board in the localities of Hartlepool, Stockton-On-Tees, Middlesbrough, Redcar and Cleveland

NHS North East and North Cumbria Integrated Care Board

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-032361

Procurement identifier (OCID): ocids-h6vhtk-03848f

Published 15 November 2022, 12:59pm

Section I: Contracting authority

I.1) Name and addresses

NHS North East and North Cumbria Integrated Care Board

North Ormesby Health Village 14 Trinity Mews,

MIDDLESBROUGH NORTH YORKSHIRE

TS3 6AL

Contact

NECS

Email

NECSU.neprocurement@nhs.net

Country

United Kingdom

Region code

UKC1 - Tees Valley and Durham

NHS Organisation Data Service

16C

Internet address(es)

Main address

<https://northeastnorthcumbria.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu>

I.3) Communication

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

<https://in-tendhost.co.uk/nhsnecsu>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/nhsnecsu>

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

NECS439 Community Age Related Hearing Loss Service Invitation to Tender - Any Qualified Provider (AQP) for and on behalf of NHS North East and North Cumbria Integrated Care Board in the localities of Hartlepool, Stockton-On-Tees, Middlesbrough, Redcar and Cleveland

Reference number

NECS439

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Invitation to Tender - NECS439 Community Age Related Hearing Loss Service

NHS North East and North Cumbria Integrated Care Board

North of England Commissioning Support (NECS) is working for and on behalf of NHS North East and North Cumbria Integrated Care Board (NHS NENC ICB) in the localities of Hartlepool, Stockton-On-Tees, Middlesbrough, Redcar and Cleveland who wish to commission a Community Age Related Hearing Loss Service.

The aim is to provide a comprehensive service for adults aged 55 years and over experiencing hearing and communication difficulties who feel they might benefit from rehabilitation including the option of trying hearing aids with aftercare and support, following the principles of national commissioning frameworks and local requirements.

The vision for people with 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.

Key principles of the service:

- Encourage early identification, diagnosis and management of hearing loss through improved service user involvement
- Provision of GP education sessions including latest guidelines and quality of referral information where required and as advised by the commissioner;
- Provide person-centred care responding to psychosocial needs, including the effect on partners of those living with poor hearing;
- Support communication needs by providing timely signposting to lip reading classes, 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 is for an initial 3 years plus the option to extend the contract for a further period of 24 months at the discretion of the Contracting Authority subject to satisfactory financial and contractual performance.

The procurement route of the AQP contracts will follow the basic principles that mirror that of the open procedure to test the capacity, capability, and technical competence of tenders in accordance with the Light Touch Regime within the Public Contracts Regulations 2015 (as amended), ensuring a fair, open and transparent process in accordance with NHS (Procurement, Patient Choice and Competition) (No. 2) Regulations 2013.

Under the Public Services (Social Value) Act 2012 the contracting authority must consider:

How what is proposed to be procured might improve the economic, social and environmental well-being of the patients / residents of the localities covered under the contract and how, in conducting the process of procurement, it might act with a view to securing the improvement. Accordingly, the subject matter of the contract has been scoped to take into account the priorities of the Contracting Authority relating to economic, social and environmental well-being.

North of England Commissioning Support (NECS) is utilising an electronic tendering tool (In-Tend) (e-Tendering system) to manage this procurement and communicate with potential bidders in accordance with Regulation 22 of the Public Contract Regulations 2015 (as amended) and as such there will be no hard copy documents issued to bidders

and all communications between bidders and NECS, including tender submissions, will be conducted via the In-tend portal.

II.1.5) Estimated total value

Value excluding VAT: £12,031,852

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC1 - Tees Valley and Durham

II.2.4) Description of the procurement

Invitation to Tender - NECS439 Community Age Related Hearing Loss Service

NHS North East and North Cumbria Integrated Care Board

North of England Commissioning Support (NECS) is working for and on behalf of NHS North East and North Cumbria Integrated Care Board (NHS NENC ICB) in the localities of Hartlepool, Stockton-On-Tees, Middlesbrough, Redcar and Cleveland who wish to commission a Community Age Related Hearing Loss Service.

The aim is to provide a comprehensive service for adults aged 55 years and over experiencing hearing and communication difficulties who feel they might benefit from rehabilitation including the option of trying hearing aids with aftercare and support, following the principles of national commissioning frameworks and local requirements.

The vision for people with 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.

Key principles of the service:

- Encourage early identification, diagnosis and management of hearing loss through improved service user involvement
- Provision of GP education sessions including latest guidelines and quality of referral

information where required and as advised by the commissioner;

- Provide person-centred care responding to psychosocial needs, including the effect on partners of those living with poor hearing;
- Support communication needs by providing timely signposting to lip reading classes, 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 is for an initial 3 years plus the option to extend the contract for a further period of 24 months at the discretion of the Contracting Authority subject to satisfactory financial and contractual performance.

The procurement route of the AQP contracts will follow the basic principles that mirror that of the open procedure to test the capacity, capability, and technical competence of tenders in accordance with the Light Touch Regime within the Public Contracts Regulations 2015 (as amended), ensuring a fair, open and transparent process in accordance with NHS (Procurement, Patient Choice and Competition) (No. 2) Regulations 2013.

Under the Public Services (Social Value) Act 2012 the contracting authority must consider:

How what is proposed to be procured might improve the economic, social and environmental well-being of the patients / residents of the localities covered under the contract and how, in conducting the process of procurement, it might act with a view to securing the improvement. Accordingly, the subject matter of the contract has been scoped to take into account the priorities of the Contracting Authority relating to economic, social and environmental well-being.

North of England Commissioning Support (NECS) is utilising an electronic tendering tool (In-Tend) (e-Tendering system) to manage this procurement and communicate with potential bidders in accordance with Regulation 22 of the Public Contract Regulations 2015 (as amended) and as such there will be no hard copy documents issued to bidders and all communications between bidders and NECS, including tender submissions, will be conducted via the In-tend portal.

To express an interest in tendering for this procurement, please register on the In-tend e-

tendering portal, which can be found at: <https://in-tendhost.co.uk/nhsnecsu> and follow the registration instructions.

It is free to register on In-Tend, which can be accessed at any time of day providing you have a working internet connection. Should you have any queries, or you are having problems registering or with the system, please contact the In-Tend helpdesk via: support@in-tend.com or call on 0845 557 8079 / +44 (0) 114 407 0065.

The helpdesk is open Monday - Friday between 9 a.m.-5.30 p.m.

Please note that tender documentation will be available to download via In-Tend on 15 November 2022. The deadline for submission of all tender returns is 12 Noon on 15 December 2022.

II.2.6) Estimated value

Value excluding VAT: £12,031,852

II.2.7) Duration of the contract or the framework agreement

Start date

1 July 2023

End date

30 June 2028

II.2.14) Additional information

The contract is for an initial 3 years plus the option to extend the contract for a further period of 24 months at the discretion of the Contracting Authority subject to satisfactory financial and contractual performance.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

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

Date

15 December 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2) Body responsible for mediation procedures

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Commissioner will act in accordance with Part 3 Chapter 5 Regulation 85 to 87 and Part 3 Chapter 6 Regulation 88 to 104 of the Public Contract Regulations 2015 (SI 2015 No 102) (PCR 2015). Part 3 of the PCR 2015 provides for appeals to be made to the High Court subject to the time limitations and other required procedural steps. The rules relating to appeal are complex and a dissatisfied tenderer is advised to take their own prompt legal advice.

VI.4.4) Service from which information about the review procedure may be obtained

Royal Courts of Justice

The High Court Strand,

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>