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Contract

Hearing Aids, Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories

NHS Supply Chain Operated by Health Solutions Team Limited acting as agent of Supply Chain Coordination Ltd (SCCL)

F03: Contract award notice

Notice identifier: 2022/S 000-032576

Procurement identifier (OCID): ocds-h6vhtk-0330ca

Published 16 November 2022, 8:47pm

Section I: Contracting authority

I.1) Name and addresses

NHS Supply Chain Operated by Health Solutions Team Limited acting as agent of Supply Chain Coordination Ltd (SCCL)

C/O Wellington House, 133-155 Waterloo Road, London SE1 8UG

London

SE1 8UG

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Email

alexandra.gothard@supplychain.nhs.uk

Telephone

+44 7929018002

Fax

+44 1924328744

Country

United Kingdom

Region code

UKI4 - Inner London – East

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-of-health>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health/about/procurement>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Hearing Aids, Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories

II.1.2) Main CPV code

- 33185000 - Hearing aids

II.1.3) Type of contract

Supplies

II.1.4) Short description

Non-exclusive Framework Agreement (FAG) for the supply to the NHS Supply Chain customer base via the E-Direct, Direct and Stocked routes to market. Product range to include, but not limited to the supply of Hearing Aids (including Re-chargeable Hearing Aids), Hearing Aid Batteries, Custom Ear Moulds and Hearing Aid Accessories that meet the requirements of users with varying levels of hearing loss. The Framework Agreement will provide access to hearing solutions for both adults and paediatric patients with mild-moderate and severe-profound hearing loss. Precise quantities are unknown. It is anticipated that initial expenditure will be in the region of £121,500,000.00 for the initial term of FAG, however this is approximate only and the values may vary depending on the requirements of those bodies purchasing under the FAG. The estimated value over the total FAG term (including any extension options) is £256,700,000.00.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £256,700,000

II.2) Description

II.2.1) Title

Hearing Aids

Lot No

Lot 1

II.2.2) Additional CPV code(s)

- 33185000 - Hearing aids

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various locations in the UK

II.2.4) Description of the procurement

This Lot covers a range of Hearing Aids for adults with mild to moderate hearing loss, moderate to severe hearing loss (multiple power Hearing Aids), and severe to profound hearing loss (high/super power Hearing Aids), paediatric Hearing Aids and innovation Hearing Aids, including re-chargeable devices. These include but are not limited to;

— BTE (Behind the Ear) — Moderate Power,

— Mini BTE (Behind the Ear) — Moderate Power,

— ITE (In the Ear) — Moderate Power,

— RIC (Receiver in Canal) — Moderate Power,

— Body Worn — Moderate power.

— BTE (Behind the Ear) — High Power,

— ITE (In the Ear) — High Power,

— RIC (Receiver in Canal) — High Power,

— BTE (Behind the Ear) — Super Power,

— RIC (Receiver in Canal) — Super Power,

— ITE (In the Ear) — Super Power.

- RIC (Receiver in Canal) — Multiple power,
- BTE (Behind the Ear) — Multiple Power,
- ITE (In the Ear) — Multiple power.
- Tinnitus Device — Multiple Power,
- Custom ITE (In the Ear) - Hearing Aids.
- Combination devices — Multiple Power,
- Innovative Hearing Aids.

This lot will also cover essential components including:

- Tubing,
- Domes

II.2.5) Award criteria

Quality criterion - Name: Audiologist Support / Weighting: 2

Quality criterion - Name: Covid Recovery / Weighting: 10

Quality criterion - Name: Social Equality / Weighting: 3

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Financial / Weighting: 75

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will have an initial term of 24 months with an option to extend incrementally for up to a total period of 48 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

II.2.14) Additional information

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

II.2) Description

II.2.1) Title

Hearing Aid Batteries

Lot No

Lot 2

II.2.2) Additional CPV code(s)

- 31420000 - Primary batteries

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various locations in the UK

II.2.4) Description of the procurement

This Lot covers Hearing Aid Batteries to the NHS for the use in NHS patients Hearing Aids. Battery sizes consist of but are not limited to, R44 (675), R41 (312), R48 (13), R70 (10), R44 (Cochlear Implant 675).

II.2.5) Award criteria

Quality criterion - Name: Supply Chain Assessment / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Financial / Weighting: 80

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will have an initial term of 24 months with an option to extend incrementally for up to a total period of 48 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 55 % at tender evaluation stage.

II.2) Description

II.2.1) Title

Custom Ear Moulds

Lot No

Lot 3

II.2.2) Additional CPV code(s)

- 33185000 - Hearing aids

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various location in the UK

II.2.4) Description of the procurement

This Lot covers Custom Ear Mould products, including (but not limited to):

-Ear Moulds;

Ear Mould Accessories.

II.2.5) Award criteria

Quality criterion - Name: Product Features / Weighting: 20

Quality criterion - Name: Customer Support / Weighting: 20

Quality criterion - Name: Fighting Climate Change (Net Zero) / Weighting: 10

Cost criterion - Name: Financial / Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will have an initial term of 24 months with an option to extend incrementally for up to a total period of 48 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

II.2) Description

II.2.1) Title

Hearing Aid Accessories

Lot No

Lot 4

II.2.2) Additional CPV code(s)

- 33185000 - Hearing aids

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various locations in the UK

II.2.4) Description of the procurement

"This Lot covers Hearing Aid Accessories, including (but not limited to):

Battery Door Replacement,

Bone Conduction Hearing Aid Headband,

Charger Cable,

Cleaning Accessories,

Connectivity Accessories,

CROS/BiCROS Cable,

DAI Adapter,

DAI Boot/Shoe,

Universal Dome,

Dome Accessories,

Drying Accessories,

Ear Hook,

Ear Mould Accessories,

Ear Tips,
Glasses Adaptor,
Hearing Aid Accessory Tool,
Hearing Aid And Battery Record Book,
Hearing Aid Case,
Left Right Indicators,
Multimedia Adapter,
Pre-Bent Tubing,
Programming Cable,
Programming Cable Sleeve,
Receiver Adaptor,
Receiver In the Canal (RIC) Speaker,
Receiver In the Canal (RIC) Speaker Accessory,
Remote Microphone,
Remote Microphone Accessory,
Remote Microphone Docking Station,
Secure Hearing Aid Device,
Servicing Accessories,
Tamperproof Battery Door,
Universal Tube,
Tube Adaptor,
Tubing Accessories,

Wax Guard.

II.2.5) Award criteria

Quality criterion - Name: Customer Support / Weighting: 5

Quality criterion - Name: Social Equality / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Financial / Weighting: 75

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will have an initial term of 24 months with an option to extend incrementally for up to a total period of 48 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

NHS Supply Chain anticipates appointing all applicants who have met the minimum requirements which are set out in these tender documents and whose total score meets or exceeds a hurdle of at least 30 % at tender evaluation stage.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2022/S 000-010796](#)

Section V. Award of contract

Contract No

Project_927

Lot No

1

Title

Hearing Aids

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 October 2022

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

GN Hearing UK Limited

Unit 13 Talisman Business Centre London Road Bicester England OX26 6HR

Bicester

OX26 6HR

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

The contractor is an SME

No

V.2.3) Name and address of the contractor

Oticon Limited

3800 Parkside Solihull Parkway Birmingham Business Park Birmingham West Midlands
England B37 7YG

Birmingham

B37 7YG

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

The contractor is an SME

No

V.2.3) Name and address of the contractor

Puretone Limited

10 Henley Business Park Trident Close Medway City Estate Rochester Kent

Rochester

ME2 4ER

Country

United Kingdom

NUTS code

- UKJ4 - Kent

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Sivantos Limited

Winsters House Lakeside Chester Business Park Chester United Kingdom CH4 9QT

Chester

CH4 9QT

Country

United Kingdom

NUTS code

- UKD63 - Cheshire West and Chester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Sonova UK Limited

Sonova House Lakeside Drive, Centre Park Warrington WA1 1RX

Warrington

WA1 1RX

Country

United Kingdom

NUTS code

- UKD61 - Warrington

The contractor is an SME

No

V.2.3) Name and address of the contractor

Starkey Laboratories Limited

The Pinnacle 170 Midsummer Boulevard, Milton Keynes, Bucks, England, MK9 1FE

Milton Keynes

MK9 1FE

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £231,000,000

Section V. Award of contract

Contract No

Project_927

Lot No

2

Title

Hearing Aid Batteries

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 October 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Energizer Group Limited

Sword House Totteridge Road High Wycombe Buckinghamshire HP13 6DG

High Wycombe

HP13 6DG

Country

United Kingdom

NUTS code

- UKJ13 - Buckinghamshire CC

The contractor is an SME

No

V.2.3) Name and address of the contractor

VARTA Microbattery GmbH

New Kings Court Tollgate Eastleigh Chandler'S Ford S053 3LG

Chandler'S Ford

S053 3LG

Country

Germany

NUTS code

- DE11D - Ostalbkreis

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £11,000,000

Section V. Award of contract

Contract No

Project_927

Lot No

3

Title

Custom Ear Moulds

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 October 2022

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

DCL Hearing Limited

Lindens House 16 Copse Wood Way Northwood Middlesex HA6 2UE

Northwood

HA6 2UE

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

GN Hearing UK Limited

Unit 13 Talisman Business Centre London Road Bicester England OX26 6HR

Bicester

OX26 6HR

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

The contractor is an SME

No

V.2.3) Name and address of the contractor

Minerva Laboratories Limited

Unit 13 Eastgate Business Park Wentloog Avenue Cardiff CF3 2EY

Cardiff

CF3 2EY

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Normanby Laboratory Services Limited

W8 The Innovation Centre Vienna Court, Kirkleatham Business Park Redcar United Kingdom TS10 5SH

Redcar

TS10 5SH

Country

United Kingdom

NUTS code

- UKC1 - Tees Valley and Durham

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Puretone Limited

10 Henley Business Park Trident Close Medway City Estate Rochester Kent ME2 4ER

Rochester

ME2 4ER

Country

United Kingdom

NUTS code

- UKJ4 - Kent

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Sonic Laboratories Limited

36a Kingfisher Court Hambridge Road Newbury Berkshire England RG14 5SJ

Newbury

RG14 5SJ

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Starkey Laboratories Limited

The Pinnacle 170 Midsummer Boulevard Milton Keynes Bucks England MK9 1FE

Milton Keynes

MK9 1FE

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Universal Aids Limited

8/14 Wellington Road South Stockport SK4 1AA

South Stockport

SK4 1AA

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £4,000,000

Section V. Award of contract

Contract No

Project_927

Lot No

4

Title

Hearing Aid Accessories

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Not Applicable

Not Applicable

Country

United Kingdom