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Planning

National Framework Agreement for Audiology Patient Management Systems

COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038526

Procurement identifier (OCID): ocds-h6vhtk-055bd6

Published 9 July 2025, 11:38am

Scope

Reference

F/079/AUD//MH

Description

An audiology patient management system creates an integrated platform for both appointment management and clinical processes such as audiometry and hearing aid fitting and is therefore integral to the provision of Audiology services at multiple clinical sites.

The objective of this framework is to provide Public Sector Organisations with a compliant route to contract for a specialist Audiology Patient Management System, along with all associated and support services.

The Audiology Patient Management System will be used by NHS Audiology departments and services, and related NHS services such as Ear Nose & Throat (ENT) departments. The System supports the ability to manage all aspects of daily patient flow and general

departmental management. Ongoing software support and maintenance is also required, including for systems previously installed.

The purpose of this engagement notice is to invite suppliers to participate in preliminary market engagement with a view to developing the authority's requirements and preparing tender documents.

Commercial tool

Establishes a framework

Total value (estimated)

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 11 October 2025 to 10 October 2029
- 4 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Engagement

Engagement deadline

21 July 2025

Engagement process description

The purpose of this engagement notice is to invite suppliers to participate in preliminary market engagement with a view to developing the authority's requirements and preparing tender documents. Suppliers participating in this market consultation are not guaranteed to receive either an Invitation to Tender (if Invitations to Tender are issued), or a place on any framework agreement which may be awarded following an Invitation to Tender.

Please email info@coch-cps.co.uk to express interest in taking part in this market engagement process. We will then be in contact to arrange the next steps.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

31 July 2025

Contracting authority

COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST

- NHS Organisation Data Service: RJR
- Public Procurement Organisation Number: PGCG-2135-TXWL

Liverpool Road

Chester

CH2 1UL

United Kingdom

Email: info@coch-cps.co.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - central government

