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Tender

Community hearing aids service for age-related hearing loss - C378303

NHS Sussex Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-046978

Procurement identifier (OCID): ocids-h6vhtk-05017d

Published 7 August 2025, 2:55pm

Section I: Contracting authority

I.1) Name and addresses

NHS Sussex Integrated Care Board

Sackville House, Brooks Close

Lewes

BN7 2FZ

Contact

Andrew Elliott

Email

aelliott1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.nhs.uk/>

I.3) Communication

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

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Community hearing aids service for age-related hearing loss - C378303

Reference number

C378303

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Sussex is seeking expressions of interest from suitably qualified and experienced providers for the delivery of community-based hearing aid services for adults aged 55 and over. Eligible providers will be accredited to deliver services as part of an AQP multi-provider model. Successful providers will be awarded contracts via Provider Selection Regime Direct Award Process B.

The initial contract duration will be 7 years commencing on 1 April 2026, with the option to extend for a further 3 years, offered via an NHS standard contract.

Aims and objectives

The overall ambitions of NHS Sussex in commissioning this service are:

- To strengthen our contribution to prevention and reduce health inequalities
- To promote patient education, self-management and empowerment;
- To improve the quality and safety of care and outcomes improvement;
- To support people to age well - falls prevention, healthy and active ageing, addressing loneliness, isolation and supporting independence and reducing the need for intervention;
- Integrated working with patients, carers and the local community and voluntary sector.

The aims of the service are for people with hearing problems to have:

- access to high quality, safe and efficient NHS hearing aids services, with short waiting times and high responsiveness to the needs of local communities, free at the point of access;
- choice as to where and when their treatment is delivered

The key objectives of this service are to:

- Improve public health and occupational health through treatment of hearing loss
- Provide equitable access to consistently high-quality care for all patients using the service
- Encourage identification, diagnosis and management of age-related hearing loss through improved patient and professional education, including timely signposting to lip reading classes and assistive technologies and other rehabilitation services
- Promote inclusion and participation of people who have hearing loss
- Be compliant with clinical guidance and good practice
- Conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS)

The expected outcomes of the service are:

- Timely access to hearing assessment, fitting and follow-up
- High proportion of patients continuing to wear hearing aids
- High levels of satisfaction from patients accessing the service and health professionals referring into the service
- Reduced social isolation and consequent mental ill health
- Improved quality of life for patients, their families/carers and communication partners.

Service Requirements:

Providers should be able to offer a comprehensive, patient centred service for adults aged 55 and over with suspected or diagnosed hearing loss related with age, encompassing:

- Hearing assessment
- Hearing aid fitting and calibration to national guidelines
- After care: maintenance, repairs, consumables (batteries, tubing), and follow-up reviews

Steps:

1. Interested providers submit an application demonstrating qualifications, capacity, and compliance with the NHS Sussex accreditation framework.

2. Accredited providers are listed as approved suppliers, eligible to deliver services under the approved service specification.

3. No minimum activity is guaranteed for accredited providers-each provider's participation depends on patient choice and referral volume.

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://atamis-1928.my.site.com/s/Welcome>

Closing date to respond to the tender will be: Tuesday 2nd September 2025 at 12:00 (Noon).

Individual Provider contracts will be zero value and any payments made will be based on activity performed.

The annual service value total for all current AQP Providers (23/24 outturn) was approx £6.5m. So for 7 years + 3 year option = £65,000,000.

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

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Patients within NHS Sussex ICB geographic footprint.

II.2.4) Description of the procurement

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over. Eligible providers will be accredited to deliver services as part of an AQP multi-provider model. Successful providers will be awarded contracts via Provider Selection Regime Direct Award Process B.

The initial contract duration will be 7 years commencing on 1 April 2026, with the option to extend for a further 3 years, offered via an NHS standard contract.

Aims and objectives

The overall ambitions of NHS Sussex in commissioning this service are:

- To strengthen our contribution to prevention and reduce health inequalities
- To promote patient education, self-management and empowerment;
- To improve the quality and safety of care and outcomes improvement;
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- access to high quality, safe and efficient NHS hearing aids services, with short waiting times and high responsiveness to the needs of local communities, free at the point of access;
- choice as to where and when their treatment is delivered

The key objectives of this service are to:

- Improve public health and occupational health through treatment of hearing loss
- Provide equitable access to consistently high-quality care for all patients using the service
- Encourage identification, diagnosis and management of age-related hearing loss through improved patient and professional education, including timely signposting to lip reading classes and assistive technologies and other rehabilitation services
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- Be compliant with clinical guidance and good practice

- Conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS)

The expected outcomes of the service are:

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- High proportion of patients continuing to wear hearing aids
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Service Requirements:

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- Hearing aid fitting and calibration to national guidelines
- After care: maintenance, repairs, consumables (batteries, tubing), and follow-up reviews

Steps:

1. Interested providers submit an application demonstrating qualifications, capacity, and compliance with the NHS Sussex accreditation framework.
2. Accredited providers are listed as approved suppliers, eligible to deliver services under the approved service specification.
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Individual Provider contracts will be zero value and any payments made will be based on activity performed.

The annual service value total for all current AQP Providers (23/24 outturn) was approx £6.5m. So for 7 years + 3 year option = £65,000,000.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

84

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: Yes

Description of options

This contract has a 7 year (84 month) initial term. The Commissioner at its sole discretion can extend this contract for up to an additional period of up to 3 years (36 additional months).

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS). IQIPs accreditation must be achieved (or demonstrate willingness to achieve accreditation within 18 months of contract award).

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-014614](#)

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

Date

2 September 2025

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

2 September 2025

Local time

12:15pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

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 and the Procurement Act (2023) do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

NHS Sussex Integrated Care Board

Sackville House, Brooks Close

Lewes

BN7 2FZ

Country

United Kingdom

Internet address

<https://www.sussex.ics.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

NHS England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>