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Contract

Audiology AQP & Non-AQP

NHS SUSSEX INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-054030

Procurement identifier (OCID): ocids-h6vhtk-059465

Published 4 September 2025, 4:01pm

Section I: Contracting authority

I.1) Name and addresses

NHS SUSSEX INTEGRATED CARE BOARD

Sackville House, Brooks Close

Lewes

BN72FZ

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

NFC01

Internet address(es)

Main address

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

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

Audiology AQP & Non-AQP

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

Outside Clinic is a provider of audiology services.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £225,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

NHS Sussex ICB has awarded the contract to the incumbent provider following Direct Award Process C for the 6-month notice period from April 2025 to September 2025.

The contract is required to:

Maintain service continuity during the notice period.

Enable safe and orderly transfer of patients to alternative providers.

Prevent disruption to patient care and ensure compliance with quality and safety standards.

As the only organisation in a position to deliver the service during this time, the incumbent provider is best placed to meet these needs.

While other providers were identified to take on patients from October 2025, the incumbent is the only viable option for the 6-month notice period to ensure continuity of service and enable a safe transfer of patients. Decision based on ability to meet contractual, quality, and safety standards without disruption during the transition.

The approximate lifetime value of the contract will be £225,000 over a 6-month term, from 1st April 2025 until 30st September 2025.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has now been awarded under 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 Regulations 2023 do not apply to this award.

This contract has now been formally awarded using Direct Award Process C.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 August 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Outside Clinic Ltd

Stirling House, 10 Viscount Way, South Marston Industrial Estate

Swindon

SN3 4TN

Country

United Kingdom

NUTS code

- UKK15 - Wiltshire CC

Companies House

02788492

The contractor is an SME

No

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

Total value of the contract/lot: £225,000

Section VI. Complementary information

VI.3) Additional information

This contract has been awarded via Direct Award Process C, in accordance with The Health Care Services (Provider Selection Regime) Regulations 2023 (PSR).

The provider selection process was based on five key criteria, each weighted to reflect its importance in service delivery, value, and sustainability:

Quality and Innovation - 20%

Ensuring high-quality care and encouraging innovation are fundamental to improving patient outcomes and service efficiency. Providers must demonstrate their ability to deliver effective, evidence-based care while embracing innovation to enhance service

delivery.

Value - 20%

Cost-effectiveness is essential to ensure the long-term sustainability of the service while maintaining high standards of care. This weighting reflects the need for providers to deliver high-quality services within budget and demonstrate efficiency in resource allocation.

Integration, collaboration, and service sustainability - 20%

Integration between providers, collaboration across healthcare services, and long-term service sustainability are key to ensuring seamless patient care. Enhanced patient record-sharing, coordinated care pathways, and strong partnerships contribute to a more efficient and effective service.

Improving access, reducing health inequalities, and facilitating choice - 20%

Equitable access to hearing aid services is a priority, ensuring patients from all backgrounds-including those in underserved areas-receive timely care. This criterion also supports patient choice, allowing individuals to select the provider that best meets their needs.

Social Value - 20%

The service must align with NHS Sussex's commitment to environmental, economic, and social sustainability. Providers will be evaluated on their ability to support local employment, reduce their environmental impact, and contribute to community well-being.

The decision to award the contract to Outside Clinic was made through review of the above structured evaluation of key criteria, selection standards, and PSR compliance, which demonstrated that Outside Clinic continues to provide a high quality service for our population whilst ensuring the best value and service continuity for NHS Sussex.

The assessment of the current service is as follows:

Quality and innovation

The service is led by qualified audiologists and an appropriate skill mix within their team. The assessment and fitting can only be done by staff that are either suitably registered or supervised by a registered practitioner.

The provider is required to provide monthly local quality requirement reports, which provide metrics on patient safety incidents, complaints, translation, DNA, Mandatory

training, appraisal, supervision, professional standards, family and friends test and infection control. There have been no irregularities highlighted to the ICB over the last year.

The service specification and contract requirements require the service to be compliant with IQIPS and OC is accredited for domiciliary and are reviewing with UKAS the need for further accreditation.

Value

The arrangement represents value by avoiding the mobilisation and integration costs of appointing a new temporary provider, maintaining existing pathways and systems, and preventing potential additional costs from service disruption. It delivers continuity of care and safe patient transfer within a proportionate, time-limited contract, ensuring resources are used effectively during the 6-month notice period.

Integration, collaboration and service sustainability

The decision to continue with the incumbent provider during the 6-month notice period supports local and national NHS plans by ensuring service continuity and safeguarding patient care during the transition. The arrangement facilitates collaboration between the incumbent, incoming providers, and the ICB, enabling coordinated patient transfers and maintaining integrated care pathways. This approach secures the stability of high-quality audiology services and minimises risks of disruption, aligning with NHS objectives for sustainable and patient-centred service delivery.

Improving access, reducing health inequalities, and facilitating choice

This short-term continuation ensures uninterrupted access to audiology services for all existing patients, preventing gaps in care that could exacerbate health inequalities. While statutory patient choice is not applicable for this non-consultant-led service, the planned transition to alternative providers will maintain opportunities for patient choice where multiple providers are commissioned, supporting equitable access and patient-centred care.

Social value

The short-term continuation of the incumbent provider supports economic stability by preserving local employment and maintaining healthcare service delivery within the community. It upholds social well-being by ensuring uninterrupted patient care and community trust. While environmental initiatives are limited during this notice period, the arrangement avoids disruption that could increase resource use and supports NHS sustainability goals.

The procurement is approved by the Deputy Chief Strategy and Delivery Officer.

There are no identified conflicts of interest.

This is a Provider Selection Regime (PSR) award 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 Regulations 2023 do not apply to this award.

Written representations should be sent to robert.kitt1@nhs.net

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

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom