

United Kingdom-Exeter: ENT or audiologist services
OJ S 141/2020 23/07/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS Devon Clinical Commissioning Group

Postal address: County Hall, Topsham Road

Town: Exeter

NUTS code: UKK4 Devon

Postal code: EX2 4QD

Country: United Kingdom

Contact person: Garry Mitchell, Deputy Director of Procurement, NHS South, Central and West Commissioning Support Unit

E-mail: scwcsu.clinical.procurement@nhs.net

Internet address(es):

Main address: <https://devonccg.nhs.uk/>

Address of the buyer profile: <https://in-tendhost.co.uk/scwcsu/asp/Home>

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

NHS Devon CCG (Eastern Locality) – Audiology Pilot (Adult and Children Services)

Reference number: PR002324

II.1.2. Main CPV code

85121240 ENT or audiologist services

II.1.3. Type of contract

Services

II.1.4. Short description

NHS Devon CCG have appointed a provider in the Eastern locality of NHS Devon CCG to ensure delivery of all audiology services, both routine and complex services for all children and adults. This will be a pilot initially to inform future commissioning decisions for audiology services across the county of Devon.

This procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 15 950 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

33185000 Hearing aids

II.2.3. Place of performance

NUTS code: UKK4 Devon

Main site or place of performance: East Devon.

II.2.4. Description of the procurement

NHS Devon CCG have appointed a provider in the Eastern locality of NHS Devon CCG to ensure delivery of all audiology services, both routine and complex services for all children and adults. This will be a pilot initially to inform future commissioning decisions for audiology services across the county of Devon.

The aim is to provide a comprehensive service for both adults and children experiencing hearing and hearing related communication difficulties who feel they might benefit from audiology assessment and rehabilitation including the option of hearing aid fittings in line with the national commissioning framework, other national guidance 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 an integrated hearing service is to:

- improve public health and occupational health focus on hearing loss,
- reduce prevalence of avoidable permanent hearing loss,
- encourage early identification, diagnosis and management of hearing loss through improved service user and professional education,
- provide person-centred care, and respond to information and psychosocial needs, including for the effect on partners/carers of living with poor hearing,
- support communication needs by providing timely signposting to lip reading classes and 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 appointed provider will ensure that there are local arrangements for referral into more specialist medical services in line with British Academy of Audiology (BAA) guidelines for direct referral of adults with hearing difficulty to audiology services (2016) and British Society of Hearing Aid Audiologists (BSHAA) Protocol and Criteria for Referral for Medical or other Specialist Opinion (2011).

The purpose of the audiology service is to ensure:

- equitable access to high and consistent quality care for all people using the service,
- a safe hearing service that conforms to the accreditation standards set out in the Improving Quality In Physiological Diagnostic Services (IQIPS) accreditation scheme,
- the service should also recognise published clinical guidelines and good practice (as set out in Section 4 — Applicable Service Standards).

The service will comprise of the following:

- adult hearing services,
- paediatric care,
- audiology disability,
- balance disorders, Tinnitus and Hyperacusis,
- hearing therapy,
- bone Anchored Hearing Aids (BAHA).

This procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.5. Award criteria

Quality criterion - Name: Service delivery / Weighting: 30

Quality criterion - Name: Patient experience / Weighting: 10

Quality criterion - Name: Patient safety and quality / Weighting: 10

Quality criterion - Name: Workforce and OD / Weighting: 15

Quality criterion - Name: Implementation / Weighting: 15

Quality criterion - Name: IM&T / Weighting: 10

Cost criterion - Name: Finance / Weighting: 10

II.2.11. Information about options

Options: yes

Description of options:

The initial contract is for a term of 2 years and 10 months. The commencement date is 1 June 2019. At the end of the 2 years and 10 months term the commissioner will have options to extend the initial period up to a maximum of a further 2 years.

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

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ('the Regulations') which are not subject to the full regime of the Regulations, but is instead governed by the 'Light Touch Regime' contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

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

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 in the OJ S: [2018/S 204-465356](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

NHS Devon CCG (Eastern Locality) – Audiology Pilot (Adult and Children Services)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

17/09/2019

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

Official name: CHIME Social Enterprise

Postal address: Royal Devon and Exeter Hospital, Barrack Road

Town: Exeter

NUTS code: UKK4 Devon

Postal code: EX2 5DW

Country: United Kingdom

Internet address: <https://www.chimehealth.co.uk/>

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 15 950 000,00 GBP

Total value of the contract/lot: 15 950 000,00 GBP

V.2.5. Information about subcontracting

The contract is likely to be subcontracted
Short description of the part of the contract to be subcontracted:

Delivery of the direct access audiology element of the commissioned service in store locations across the Eastern Locality of Devon CCG

Section VI: Complementary information

VI.3. Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ('the Regulations') which were not subject to the full regime of the Regulations, but is instead governed by the 'Light Touch Regime' contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process was conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The authority ran a transparent tender process, treating all Bidders equally. For the avoidance of

doubt, the authority will not be bound by the Regulations or the Treaty on the Functioning of the European Union or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these services.

Neither the inclusion of a selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by the authority ('Open', 'Restricted', 'Competitive Procedure with Negotiation', 'Competitive Dialogue' or any other description), nor any other indication, shall be taken to mean that the authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive/Schedule 3 of the Regulations.

The contracting authority has voluntarily observed the award decision notices provisions and held a 10 day standstill period as described in Regulation 86 of the Regulations. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations.

VI.4. Procedures for review

VI.4.1. Review body

Official name: NHS Devon Clinical Commissioning Group

Postal address: County Hall, Topsham Road

Town: Exeter

Postal code: EX2 4QD

Country: United Kingdom

E-mail: d-ccg.corporateservices@nhs.net

Telephone: +44 1392205205

Internet address: <https://devonccg.nhs.uk/>

VI.4.2. Body responsible for mediation procedures

Official name: NHS Devon Clinical Commissioning Group

Postal address: County Hall, Topsham Road

Town: Exeter

Postal code: EX2 4QD

Country: United Kingdom

E-mail: d-ccg.corporateservices@nhs.net

Telephone: +44 1392205205

Internet address: <https://devonccg.nhs.uk/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

As described in VI.3), deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.

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

Official name: NHS Devon Clinical Commissioning Group

Postal address: County Hall, Topsham Road

Town: Exeter

Postal code: EX2 4QD

Country: United Kingdom

E-mail: d-ccg.corporateservices@nhs.net

Telephone: +44 1392205205

Internet address: <https://devonccg.nhs.uk/>

VI.5. Date of dispatch of this notice

21/07/2020