

II.1.4. Short description

NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG) will appoint either a prime contractor or prime provider in the Eastern locality of NHS NEW 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 is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the commissioners.

II.1.5. Estimated total value

Value excluding VAT: 15 950 000,00 GBP

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 code: UKK4 Devon

II.2.4. Description of the procurement

NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG) will appoint either a prime contractor or prime provider in the Eastern locality of NHS NEW 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 appointed provider /contractor will need to demonstrate that they are or will be suitably established to ensure delivery of all of the requirements set out within the service specification at the point of contract commencement and to ensure adequate geographical coverage across the locality to ensure services are easily accessible and convenient for people in their communities. The contract model allows all or elements of the service to be sub-contracted to one or more organisations, however, the appointed prime contractor/provider will be responsible for managing all sub-contracting arrangements and will be accountable for the delivery of the entire service.

The service defined within the specification will be managed and delivered within the agreed financial envelope. The prime contractor/provider will need to apply effective decision making in order to support service efficiencies e.g. decisions relating to fitting of unilateral hearing aids. 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 contractor/provider must 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).

II.2.5. Award criteria

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

II.2.6. Estimated value

Value excluding VAT: 15 950 000,00 GBP

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

Start: 01/06/2019 End: 31/03/2022

This contract is subject to renewal: yes

Description of renewals:

One possible extension period up to a further 24 months

The contract will be for a term of 2 years and 10 months (1.6.2019 – 31.3.2022). At the end of the initial term the commissioner will have one extension option for up to a further 2 year period.

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

At the end of the initial term the commissioner will have one extension option for up to a further 2 year period.

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

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:
Criteria stated in the procurement documents

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date: 19/11/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 19/11/2018 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Interested providers will be able to view this notice via the “current tenders” list on the e-procurement portal (In-tend). <https://in-tendhost.co.uk/scwcsu/asp/Home>

In order to submit a bid, you will need to register on the e-procurement portal and “express an interest” and then complete all necessary questions as specified within the documents.

On registration, please include at least 2 contacts to allow for access to the portal in times of absence.

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).

The tendering process will be 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 will run 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 bidder 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 intends to voluntarily observe the award decision notices provisions and 10 day standstill period described in Regulation 86 of the Regulations. Unsuccessful bidders will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the bidder/application was unsuccessful. 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: Northern, Eastern and Western Devon Clinical Commissioning Group

Postal address: Newcourt House, Newcourt Drive, Old Rydon Lane

Town: Exeter

Postal code: EX2 7JQ

Country: United Kingdom

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

Telephone: +44 1392205205

Internet address: <https://www.newdevonccg.nhs.uk/>

VI.4.2. Body responsible for mediation procedures

Official name: Northern, Eastern and Western Devon Clinical Commissioning Group

Postal address: Newcourt House, Newcourt Drive, Old Rydon Lane

Town: Exeter

Postal code: EX2 7JQ

Country: United Kingdom

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

Telephone: +44 1392205205

Internet address: <https://www.newdevonccg.nhs.uk/>

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

Official name: Northern, Eastern and Western Devon Clinical Commissioning Group

Postal address: Newcourt House, Newcourt Drive, Old Rydon Lane

Town: Exeter

Postal code: EX2 7JQ

Country: United Kingdom

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

Telephone: +44 1392205205

Internet address: <https://www.newdevonccg.nhs.uk/>

VI.5. Date of dispatch of this notice

18/10/2018