



Contract Approval Request

Summary Page

Title: HSE 21309: Provision of National Universal Newborn Hearing Screening Service

Initial Term: 48 months

Extension Period: 2 x 12 months

Awarded Supplier(s): NEC Software Solutions UK Limited

Total Contract Value: [REDACTED]

Annual Contract Value: [REDACTED]

Savings/

- **Additional Costs:** [REDACTED] this is the additional cost over the 48 month initial period and the 2 x 12 month extension periods. The increase to [REDACTED] is in line with inflation and represents value for money given the highly specialist nature of the service and the limited market.

Incumbent Supplier(s): NEC Software Solutions UK Limited

Date Submitted: 26 03 2024

Estimated Start Date: 01 08 2024

Portfolio Name: Medical Professional Services (MPS)

Submitted by: Sarah Power

Summary: This CAR seeks approval for the award of this contract in relation to the National Universal New-born Hearing Screening Service. This is replacing an existing contract; HSE 6807 Contract for the provision of Universal New-born Hearing Screening Service

This service offers a hearing screen to the approx. 55,000 eligible new-born babies. This include babies born in acute maternity units, those born outside of the maternity unit setting, and babies who spent more than 48hours in Special Care Baby Units and/or Neonatal Intensive Care Unit by 44 weeks gestational age using agreed national protocols for screening.



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The service ensures effective and efficient referral to HSE diagnostic audio logical services for those babies who need referring as per the agreed Care Pathways.

Procurement Process Type: Annex XIV of Procurement directives 2014/24/EU.

Issues encountered: No issues

Value for money: The service aligns with Sláintecare objectives of delivering the right care, in the right place at the right time
The Screening Programme ensures that children identified with hearing loss are treated earlier and achieve a much improved outcome.

The additional cost is broadly in line with inflationary increases since the original contract was implemented in 2017.

Tender Contract Details

1.0 Explanation of Requirement

- The HSE conducted a tender process for the continued operation of the National Universal New-born Hearing Screening Service as the current contract will expire on 31st July 2024. The programme, developed by the HSE, was rolled out in April 2011 and became a National programme in November 2013. The programme is informed by international best practice and evidence with particular input from the UK NHSP model. It involves screening all new-born infants. This results in the early identification of congenital Permanent Childhood Hearing Loss (PCHL) leading to early intervention and much improved outcomes for children. Currently there is an estimated incidence of hearing loss of approximately 1-2/1000 or 60-120 children diagnosed with a hearing impairment per year as a result of introducing the programme. Screening can also help in the early detection of unilateral or bilateral moderate to profound permanent childhood hearing impairment.
- Aims to reduce the age of identification of such hearing loss to not more than three months and to undertake/commence amplification, fitting and enrolment in early intervention programmes by age six months.
- The service provider will be expected to offer and provide new-born hearing screening in accordance with HSE Care Pathways, Protocols and Appendices to all eligible new-born babies in the relevant hospitals, between the hours of 9am to 6pm, 7 days per week.
- NEC Software Solutions UK Limited are currently providing the New-born Hearing Screening Service.
- The 2023 running cost was [REDACTED] The new running cost per annum is [REDACTED], which is an increase of [REDACTED].
- The cost has increased broadly in line with inflation which was 21% since the original contract price.

2.0 Procurement Market

- The Procurement Evaluation Group had conducted market research in advance of the tender process and contacted a number of Hearing test providers to establish if they had the capacity to undertake the service.
- This market research informed the HSE that the market is very restricted and indicated that only one service provider would have the capacity.
- NEC Software Solutions UK Limited is the key supplier and the current incumbent.

3.0 Procurement Strategy

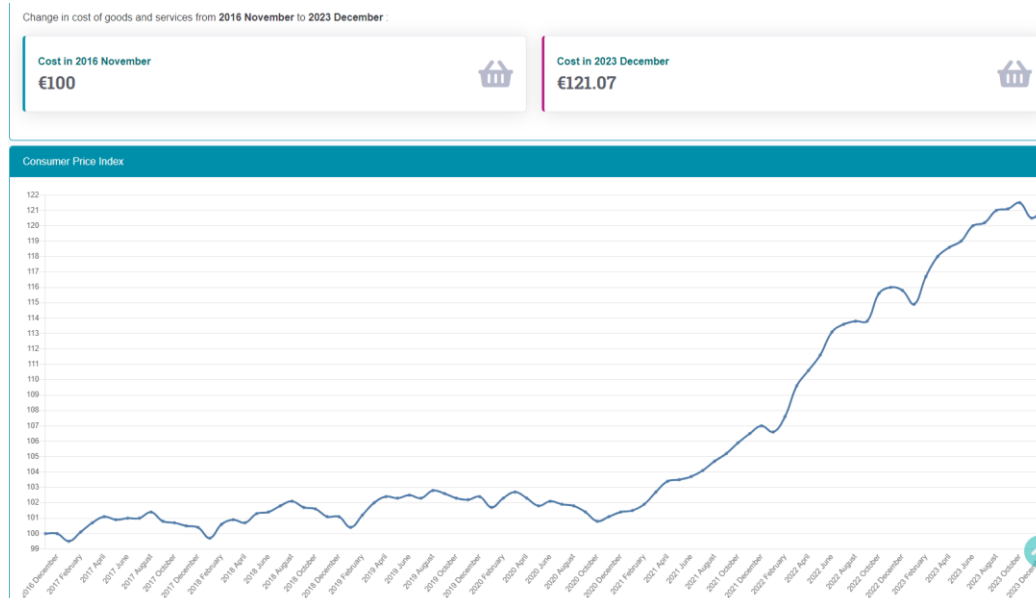
- A combined PEG was formed consisting of the National Clinical Lead and the Assistant National Clinical Lead in Audiology, the National Clinical Lead in Child Health Public Health / National Healthy Childhood Programme, plus the Project Manager in Child Health Screening Programmes.
- The market for this specialist and niche service is extremely limited therefore an open tender competition was published to achieve maximum market reach.

4.0 Procurement Process

- The tender process was conducted under Annex XIV of Procurement directives 2014/24/EU.
- The required services are listed as Annex XIV services, and accordingly, only Articles 74 to 77 of Directive 2014/24/EC applies to the award of any contract(s) that arise from this process.
- Just one tender submission was received.
- Following analysis of the submission, the tender was approved to proceed to evaluation under the award criteria.
- Negotiations were not conducted with the incumbent supplier as the tendered cost was within the available budget
- The PEG's comments and scores under each of the award criteria are shown in **Appendix D**.

5.0 Value for Money

- One tender response from NEC Software Solutions was received and evaluated and the tendered cost per screen was [REDACTED].
- The previous contract dating from November 2016 (HSE 6807 Contract for the Provision of Universal Newborn Hearing Screening Service) had a tendered cost per screen of [REDACTED].
- This is an increase of [REDACTED] ([REDACTED] vs [REDACTED]).
- A change control notice on the previous contract was signed off on 01.02.22.
- This increased the screening cost from [REDACTED] to [REDACTED]. Inflation over this period to December 2023 was 21% (see CSO graph below).
- The increase to [REDACTED] is in line with inflation and represents value for money given the highly specialist nature of the service and the limited market.



6.0 Environmental Impact Statement

- Tenderers were required to demonstrate how they propose to deliver and manage a HSE contract setting out details of any environmental and/or sustainable initiatives they propose to adopt in the provision of the required service.
- Tenderers were directed to the 'Green Public Procurement: Guidance for the Public Sector' published by the EPA in 2021 and requested to outline any particular policies or initiatives they have in place in relation to the delivery of this contract which responds to this EPA document. Sustainability formed part of the Award Criteria
- NEC Software Solutions have committed to being Net Zero by 2030.
- Environmental Achievements and initiatives of NEC Software Solutions
 - They have achieved independently audited reduction of 64% in tonnes of carbon dioxide equivalent (tCO₂e). They have achieved this by;
 - Property rationalisation and moves to more environmentally friendly office space, saving 873 tCO₂e through reductions in energy use.
 - Extensive refurbishments of multiple offices, including installation of 572 more energy efficient LED lights.
 - Replacement of elderly hot water heaters in kitchens with new 'Virgin' purified water / hot water devices .
 - Only using energy from renewable energy sources .
 - Not providing single use plastics and installing continuous bin liners, resulting in a reduction of 19,000 items of plastic used .
 - Installation of electric vehicle charging points.
 - Provision of mixed recycling facilities resulting in a 17% increase in waste recycled.
 - Reducing the use of consumables, such as paper which we have reduced by 1,500 reams per year.
 - Their emissions are monitored and recorded in line with the Streamlined Energy and Carbon Reporting (SECR) regulations and the relevant areas of the Greenhouse Gas ('GHG') Protocol Corporate Accounting and Reporting Standard.
 - They have an Environmental Aspect and Impact Register (EAIR), down to site level through which to capture the elements of operating practices which could impact the environment. Each aspect has an impact description and significance score together with proposed actions, targets and measures against which to assess progress. This has reduced their environmental impact across their property portfolio.
 - Other measures include using advanced green technology for cooling in their data centres and implementing a strategy to achieve 'zero to landfill' for waste under their control.
 - NEC have implemented specific initiatives for this contract to include reducing energy use, flexible working to reduce travel, green champions, environmental impact training and an environmental aspect and impact register.



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7.0 Budget

- The budget holder an Assistant National Director, Head of Operations, Primary Care approved an available budget of [REDACTED] for this screening service.
- This budget covers the 48 month initial contract and the 2 x 12 month extension periods.
- The Child Health Screening Programme had identified the available budget to be in the region of [REDACTED] over the lifetime of the contract.

8.0 Risk Management

- This contract is subject to the HSE's Standard Terms & Conditions Version 8.2.
- The initial term of this Contract will be for 48 months (the "Term") with 2 x 12 month extension periods possible.
- Risk Identification and Management formed part of the Award Criteria for this tender process and form part of the Service Level Agreement.
- NEC Software Solutions employ a six step risk management methodology;
 - Define/ Refine Risk Management Approach
 - Risk Identification
 - Risk Evaluation
 - Risk Mitigation
 - Response/ Implementation
 - Monitor, Review and Adjust
- The NEC Risk Management Methodology will enable risks to be jointly managed by NEC and the HSE as part of overall service management. Risks, when identified, will be recorded on a shared risk register, which will be reviewed during future Contract Management Team review meetings, or if potentially critical, in a more urgent timescale.
- The risk register will provide a consolidated repository of risks associated with the ongoing service and any project related activity, such as system upgrades, equipment changes and service enhancements.
- Risks will be recorded in the register as they are identified, regardless of whether identified by NEC or the HSE.
- All risks will be evaluated according to the likelihood of occurrence and the impact each risk will have. The risk log template automatically calculates an overall score and colour coding (Red, Amber or Green) for the risk. The colour coding can be used to prioritise risk management, with red risks managed first, then amber and then green. Once risks have been identified and evaluated, suitable responses or actions will be identified, regardless of whether identified by NEC, the HSE or any third party supplier.
- NEC Software Solutions are required to produce KPI reports (3 months in arrears) relating to screening numbers and outcomes for monitoring by the HSE's Universal Hearing Screening Programme Governance Group.
- The SLA addresses quality standards and national policy standards that the service provider must meet in order to ensure each patient gets the best quality. The national universal newborn hearing screening programme has been informed by international best practice and evidence with particular input from the UK NHSP model.
- Corporate and Quality/Social Care Governance are covered in the SLA.
- The Service Provider will have in place governance arrangements with defined management processes, organisational roles, responsibilities and reporting relationships, which support the provision of safe and high quality Services and which apply to all staff engaged in provision of the Services.
- The Service Provider will be accountable for the quality of service provision and the effective use of resources.
- The contracted service provider will be expected to have a system of clinical governance in place, with clear and robust lines of responsibility and accountability, enabling the delivery of a quality and standards-driven service.

9.0 Contract Management

- The contract will be managed at a national level by the Child Health Screening Programme in Primary Care.
- The SLA contains a schedule of performance management metrics.
- The service provider will invoice the Child Health Screening Programme in Primary Care, HSE.
- The payment schedule will be detailed in the SLA.

10.0 Approval

The Procurement Team recommends the award of this contract as detailed above and confirms:

1. The procurement process detailed above complies fully with Statutory Instrument No. 284 of 2016 EUROPEAN UNION (AWARD OF PUBLIC AUTHORITY CONTRACTS) REGULATIONS 2016 giving effect to Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC; HSE Procurement Policy; and HSE National Financial Regulations;
2. No member of the Evaluation Team or anyone else involved in the above procurement process had any registered interest or conflict of interest with any of the tenderers;
3. Award of contract(s) is subject to the receipt of satisfactory tax and insurance certificates;
4. Award of contract will be governed by legally binding contracts which protect HSE interests. The contract will include appropriate confidentiality clauses;
5. Funding is available to meet the cost of this contract.
6. Total life cost analysis has been carried out and the recommended contract represents best value for money;
7. The business benefits identified will be tracked to ensure that they are realised and will in due course be available to Board/CEO/National Director etc. and C&AG;
8. A contract will not be concluded within the standstill period required under European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2009.

Submitted By:



Procurement Team Lead

Date: 21st March 2023

The undersigned accepts and supports the recommendation of the Procurement Team.
Recommendation Accepted & Supported by:



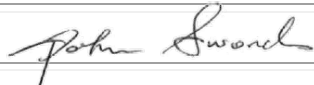
Assistant Head of Sourcing & Contracting **Date:** 19/04/2024



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Approval

In accordance with HSE Purchase to Pay National Financial Regulations Board/CEO/National Director etc., (edit as appropriate) approval is requested

	Procurement Process Approval	Budget Holder Approval
Approved By		
Position	National Director of Procurement	
Date	02/05/2024	



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Appendix A: Procurement Report Summary

Tender Procedure		Annex XIV
Publication Date www.etenders.gov.ie		03 12 2023
Publication Date on OJEU		03 12 2023
Number of Expressions of Interest Received (For Restricted Procedures Only)		N/A
Number of Tenders Received by Closing Date		1
Closing Date		19 01 2024
Tender Opening Date		22 01 2024
Tenders Opened by		Sarah Power and Enda Caulfield
Procurement Team		
Name	Title	Role
Shaleena D'Souza	Assistant National Clinical Lead for Audiology & Audiology Manager CHO 2	Technical Evaluator
Gary Norman	National Clinical Lead & Audiology	Technical Evaluator
Paul Marsden	Project Manager, Child Health Screening Programmes	Technical Evaluator
Dr. Abigail Collins	National Clinical Lead Child Health Public Health / National Healthy Childhood Programme (NHCP),	Technical Evaluator
Selection Criteria – Minimum Requirements		
Criteria	Requirements	Score
Economic & Financial standing	Must provide all required information and meet insurance requirements.	PASS/FAIL
Service Standards and Licensing	Subject to minimum specified requirement.	PASS/FAIL
Demonstrated track record	Must be able to demonstrate a track record in the delivery of similar services over the last three years.	PASS/FAIL
Internal/ External Quality Assurance	Demonstrate satisfactory quality assurance procedures in place and in operation internal and/or external quality assurance procedures.	PASS/FAIL
Supplier / Candidate Declaration, and all other declarations	Must be signed without qualification.	PASS/FAIL
Suppliers who failed to Qualify at Selection Stage – Minimum Requirements		
Name	Reason	
N/A		
Selection Criteria – Minimum Mandatory Suitability Requirements		
Staff experience, education and professional qualifications	Demonstrate sufficient suitably qualified staff for the specific requirements of this tender	PASS/FAIL
Manpower	Demonstrate overall staffing resources are sufficient to manage contracts projects similar to the specific requirements of this tender	PASS/FAIL
Screening Equipment	Demonstrate that the provision and maintenance of equipment is sufficient to manage contracts projects similar to the specific requirements of this	PASS/FAIL
Data Protection & Administration Support	Demonstrate policies and procedures in relation to maintaining data protection and security of information.	PASS/FAIL



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	Demonstrates evidence of robust administration support facilities in place.		
Staff Training and Vetting	Demonstrate satisfactory staff training and vetting procedures in place and in operation		PASS/FAIL
Suppliers who Failed to Qualify at Selection Stage - Minimum Mandatory Suitability Requirements			
Name		Reason	
N/A			
Award Criteria			
Main Criteria	%	Sub-Criteria	%
Technical Merit	50	Methodology and Project Plan	15
		Clinical Governance and Resource Allocation	20
		Risk Identification and Management	5
		IT Support and Data Management	8
		Peer Review Process	2
Sustainability	5		
Added Value	5		
Ultimate Cost	40		
Suppliers who Failed to Qualify at Award Stage			
Name		Reason	
N/A			
Financial Ranking Following Award Evaluation			
#	Name		Score
1	NEC Software Solutions UK Limited		4000
Non-Financial Following Award Evaluation			
#	Name		Score
11	NEC Software Solutions UK Limited		5380
Most Economically Advantageous Ranking Following Award Evaluation			
#	Name		Score
1	NEC Software Solutions UK Limited		9380

Cost Drivers		
Element	%	Influencing Factors
Energy (excluding transport)		
Transport		
Process	■	Administration costs
Material	■	Screening Equipment and Consumables
Labour	■	Hourly staff cost and staff travel and subsistence expenses
Margin		
Total	100%	

Budget Savings or Cost (Calculate both columns based on pre contract full year volumes)		
Pre Contract Full Year Cost	Post Contract Full Year Cost	Full Year Benefit / (Cost)
■■■■■	■■■■■	■■■■■

See Appendix B for detail

Procurement Process Assurance	Tick to Confirm
The Procurement Team Confirms <input type="checkbox"/>	



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1	The Procurement process detailed above complies fully with Statutory Instrument No. 284 of 2016 European Union (Award of Public Authority Contracts) Regulations 2016 giving effect to Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public Procurement and repealing Directive 2004/18/EC; HSE Procurement Policy; and HSE National Financial Regulations.	√
2	No member of the Evaluation Team or anyone else involved in the above procurement process had any registered interest or conflict of interest with any of the tenderers.	√
3	Total life cost analysis has been carried out and the recommended contract represents best value for money.	√
And subject to recommended contract being approved:		
4	A contract will not be concluded within the standstill period required under European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2009.	√
5	Award of contract(s) will be subject to the receipt of satisfactory tax and insurance certificates.	√
6	Award of contract will be governed by legally binding contracts which protect HSE interests.	√
7	A contract award notice will be published on eTenders.	√



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Appendix B Contract Price List

Cost Element		€(incl. VAT)			
		Current Contract Cost	New Contract Cost	Diff	
Cost for [REDACTED] (2023 screening number) Completed Screens		[REDACTED]	[REDACTED]	[REDACTED]	
Annual License Cost		[REDACTED]	[REDACTED]	[REDACTED]	
Total			[REDACTED]	[REDACTED]	
Contract Savings / Cost				[REDACTED]	

Appendix C Supplier Savings/Cost

Supplier	Year 1	€(incl. VAT)			Total Cost
		Year 2	Year 3	Year 4+	
NEC Software Solutions UK Limited	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Total					[REDACTED]

* The original contract is 48 months with 2 x12 month extension periods. This cost is for the 72 months.


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Appendix D Evaluation Outcome and Scores Awarded


				NEC Software Solutions	
Criteria	Requirements	Marks Available	Min Marks Required	Comments	Marks
Technical Merit (50%)					
Methodology and Project Plan (15%)	The contracted provider must provide a detailed project plan, with timelines, covering the development and delivery of the screening programme as outlined in the Care Pathways, Protocols and appendices. The response should make reference to Lead time - the lead time for commencement of the service from the date of award.	1500	900	<div><div></div></div>	1350
	The project plan will be reviewed at agreed checkpoint meetings and updated as required.				
	Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response. Response should make reference to previous services of a similar nature.				
	Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.				



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Clinical Governance & Resource Allocation (20%)	<p>Please provide evidence to support Clinical Governance in delivery of the newborn hearing screening programme. Tenderers are required to provide an outline of their line management and clinical structure for the service delivery, and resource allocation to meet the requirements of the service across the 19 maternity sites and 2 paediatric hospitals identified. Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response. Response should make reference to previous services of a similar nature. Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.</p>	2000	1200		1800
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<p>Risk Identification & Management (5%)</p>	<p>Please provide evidence to support appropriate risk management and quality assurance, e.g.</p> <ul style="list-style-type: none"> - Risk Identification - Management - Evidence to support how the Quality Assurance standard set out will be adhered to. <p>Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response. Response should make reference to previous services of a similar nature.</p> <p>Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.</p>	<p>500</p>	<p>300</p>	 <p>450</p>
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IT Support & Data Management (8%)	Please describe the IT system and processes for managing and retention of data related to the screening programme and how this will comply with Irish Data Protection legislation. Please provide evidence to support required reporting of required data and performance indicators. Provide sample reports as a separate addendum. Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response. Response should make reference to previous services of a similar nature. Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.	800	480		720
Peer Review Process (2%)	<p>The tenderer is required to complete Addendum 1 in respect of the Peer Review Process and submit as part of their tender submission.</p> <p>Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response.</p> <p>Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.</p>	200	120		160



<p>Added Value (5%)</p>	<p>Please provide any information regarding any aspect of the service which in your opinion provides added value to HSE which is additional to the stated requirements; added value can be technical or service orientated. Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response. Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.</p>	<p>500</p>	<p>N/A</p>	 <p>450</p>
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Sustainability (5%)	Please provide any information regarding any aspect of the service which in your opinion demonstrates your commitment to sustainability.	500	N/A	<div><div></div></div>	450
	Supporting documentation may be attached as an appendix, and if provided must be clearly referenced in your response.			<div><div></div></div>	
	Responses will be assessed on the basis of the information provided, taking into account all aspects of the specified service and the information requested above.			<div><div></div></div>	
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Total Technical Score	Total Technical Score Achieved			5380.00	
Cost Score	Cost Score Achieved			4000.00	
Overall Score	Overall Score Achieved			9380.00	