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Award

Provision of Communicator Guide and Intervenor Services

Hertfordshire County Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016252

Procurement identifier (OCID): ocds-h6vhtk-0505ac ([view related notices](#))

Published 22 April 2025, 2:08pm

Scope

Reference

HCC2516830

Description

This is an 18 month contract to provide communicator guide and intervenor services. Communicator guides work with people who acquire deafblindness, helping them with everyday tasks such as shopping, going to the doctors and going to the gym. The guides are trained in safe guiding skills to support with mobility. They will help the Deafblind person to adjust to life as their eyesight and hearing gets worse. For example, they might train the person to use hands-on signing or the Deafblind manual alphabet. Intervenor work with children and adults who have had deafblindness from birth. Their role is similar to a communicator guide but they will also help to develop a special communication system.

Contract 1

Supplier

- ACTION DEAFNESS

Contract value

- £904,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

2 May 2025

Contract dates (estimated)

- 3 May 2025 to 31 October 2026
- 1 year, 5 months, 29 days

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH23 - Hertfordshire

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The current provider of these services gave sudden and unexpected notice to the Council on 29th January 2025 that they would not provide these services beyond 31st March 2025. The Council sought to negotiate a 4 month extension to this, which was refused, however the provider did agree to extend for a shorter period.

The Council is therefore making an urgent direct award to a single replacement provider.

The service is required to enable the Council to fulfil its legal obligations - local authorities are required to act under the "Care and Support for Deafblind Children and Adults Policy Guidance" under Section 7 of the Local Authority Social Services Act 1970 (for children) and section 78 of the Care Act 2014 (for adults). They have to:

- provide appropriate services for deafblind people
- provide specially trained one-to-one support workers when necessary
- provide accessible information for deafblind people

Supplier

ACTION DEAFNESS

- Companies House: 06706042
- Public Procurement Organisation Number: PTBZ-5663-ZVYN

The Peepul Centre

Leicester

LE4 6DP

United Kingdom

Email: Contracts@actiondeafness.org.uk

Website: <http://www.actiondeafness.org.uk>

Region: UKF21 - Leicester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Hertfordshire County Council

- Public Procurement Organisation Number: PWJT-5264-WYMY

County Hall

Hertford

SG13 8DQ

United Kingdom

Email: strategic.procurement@hertfordshire.gov.uk

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government