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Contract

Hearing Support Service

Westmorland and Furness Council

F03: Contract award notice

Notice identifier: 2025/S 000-037212

Procurement identifier (OCID): ocids-h6vhtk-04e5f3

Published 3 July 2025, 4:00pm

Section I: Contracting authority

I.1) Name and addresses

Westmorland and Furness Council

South Lakeland House, Lowther Street

Kendal

LA9 4DQ

Contact

Mrs Alyson Delin

Email

Alyson.Delin@westmorlandandfurness.gov.uk

Country

United Kingdom

Region code

UKD1 - Cumbria

Internet address(es)

Main address

<https://www.westmorlandandfurness.gov.uk/>

Buyer's address

<https://www.westmorlandandfurness.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Hearing Support Service

Reference number

DN764602

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The service supports individuals who are d/Deaf (and are British Sign Language (BSL) users) and/or who are Hard of Hearing, have Dual Sensory Loss and are residing in the Westmorland and Furness Council area.

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: £205,620

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

The Service supports individuals who are d/Deaf (and are British Sign Language (BSL) users) and/or who are Hard of Hearing, have Dual Sensory Loss and are residing in the Westmorland and Furness Council area.

Service Users shall ordinarily be aged 18 years and over (or 16 years and over where a young person is being supported through transition between Children's and Adult's services), resident in the Westmorland and Furness Council area and be eligible for support as defined in the Care Act 2014.

The Service shall complement existing Council statutory duties delivered under the Care Act 2014, the Children and Families Act 2014 and the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

The Provider shall deliver a person-centred Service which builds support around the Service User and provides maximum choice, control and flexibility in the way support is received regardless of the setting whilst maintaining the Service Users' dignity and respect.

II.2.5) Award criteria

Cost criterion - Name: Quality / Weighting: 75

Cost criterion - Name: Cost / Weighting: 25

II.2.11) Information about options

Options: Yes

Description of options

1 optional extension of up to 12 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006556](#)

Section V. Award of contract

Title

Hearing Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 June 2025

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

BID SERVICES

Ladywood Road

Birmingham

B16 8SZ

Country

United Kingdom

NUTS code

- UKD12 - East Cumbria

The contractor is an SME

Yes

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

Total value of the contract/lot: £205,620

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Her Majesty's Court Service

London

WC2A 2LL

Country

United Kingdom