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Contract

The Provision of a Hearing Aid User Support Service (HAUSS) to empower adult Service Users in the use of Hearing Aids following issue in Northern Ireland

Procurement and Logistics Service on behalf of the Department of Health- Strategic Planning and Performance Group
Belfast Health and Social Care Trust
Northern Health and Social Care Trust
Western Health and Social Care Trust
South Eastern Health and Social Care Trust
Southern Health and Social Care Trust
DOH - Strategic Planning and Performance Group

F03: Contract award notice

Notice identifier: 2025/S 000-037990

Procurement identifier (OCID): ocids-h6vhtk-04afe7

Published 7 July 2025, 4:27pm

Section I: Contracting authority

I.1) Name and addresses

Procurement and Logistics Service on behalf of the Department of Health- Strategic Planning and Performance Group

Pinewood, Loughgall Road

Armagh

BT61 7PR

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

Belfast Health and Social Care Trust

A Floor, Belfast City Hospital, Lisburn Road

Belfast

BT9 7AB

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

Northern Health and Social Care Trust

Bretten Hall, Bush Road

Antrim

BT41 2RL

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

Western Health and Social Care Trust

Altnagelvin Area Hospital, Glenshane Road

Londonderry

BT47 6SB

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

South Eastern Health and Social Care Trust

Ulster Hospital, Upper Newtownards Rd

Belfast

BT16 1RH

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

Southern Health and Social Care Trust

Craigavon Area Hospital, 68 Lurgan Road

Portadown

BT63 5QQ

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.1) Name and addresses

DOH - Strategic Planning and Performance Group

12-22 Linenhall Street

Belfast

BT2 8BS

Email

PaLSSocialcare.Sourcing@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.2) Information about joint procurement

The contract involves joint procurement

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

The Provision of a Hearing Aid User Support Service (HAUSS) to empower adult Service Users in the use of Hearing Aids following issue in Northern Ireland

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Provision of a Hearing Aid User Support Service (HAUSS) to empower adult Service Users in the use of Hearing Aids following issue in Northern Ireland

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: £1,894,028.50

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The Provision of a Hearing Aid User Support Service (HAUSS) to empower adult Service Users in the use of Hearing Aids following issue in Northern Ireland

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.11) Information about options

Options: No

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

In section 1.2 it states that this procurement is a joint procurement. This is not a joint procurement; it is operated by Business Services Organisation PaLS on behalf of the Department of Health- Strategic Planning and Performance Group . The value in II.1.7 and V.2.4 includes an initial contract period of 3 years with option to extend for up to 2 x 12 months, and for a further extension option of 18 months as detailed in section 27 of B Document SS20a Scoping and Specification. This value also includes provision for an increase in the overall budget to procure up to 40 percent additional Service, as detailed in section 1.6 of B Document SS20a Scoping and Specification.

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: [2024/S 000-039599](#)

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

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

1

Title

The Provision of a Hearing Aid User Support Service (HAUSS) to empower adult Service Users in the use of Hearing Aids following issue in Northern Ireland

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 June 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Royal National Institute for Deaf People RNID

RNID, Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough

Peterborough

PE2 6XU

Email

Larisa.Strickland@rnid.org.uk

Telephone

+020 32276127

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,894,028

Total value of the contract/lot: £1,894,028.50

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Business Services Organisation

Belfast

Country

United Kingdom