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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](mailto: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](mailto:PaLSSocialcare.Sourcing@hscni.net)

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### **I.1) Name and addresses**

Northern Health and Social Care Trust

Bretten Hall, Bush Road

Antrim

BT41 2RL

#### **Email**

[PaLSSocialcare.Sourcing@hscni.net](mailto:PaLSSocialcare.Sourcing@hscni.net)

#### **Country**

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### **I.1) Name and addresses**

Western Health and Social Care Trust

Altnagelvin Area Hospital, Glenshane Road

Londonderry

BT47 6SB

**Email**

[PaLSSocialcare.Sourcing@hscni.net](mailto:PaLSSocialcare.Sourcing@hscni.net)

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**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](mailto:PaLSSocialcare.Sourcing@hscni.net)

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Buyer's address

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**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](mailto:PaLSSocialcare.Sourcing@hscni.net)

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**I.1) Name and addresses**

DOH - Strategic Planning and Performance Group

12-22 Linenhall Street

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BT2 8BS

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[PaLSSocialcare.Sourcing@hscni.net](mailto:PaLSSocialcare.Sourcing@hscni.net)

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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

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## **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.



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## **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

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## **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](mailto: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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Business Services Organisation

Belfast

Country

United Kingdom