

Deputy First Minister and Cabinet Secretary for
Economy and Gaelic
Leas Phrìomh Mhinistear agus Rùnaire a' Chaibineit
airson Eaconamaidh agus Gàidhlig
Kate Forbes MSP
Ceit Fhoirbeis BPA



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Karen Adam MSP
Convenor, Equalities, Human Rights and Civil
Justice Committee
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1 September 2025

Dear Karen,

I am writing to you as Convenor for the Equalities, Human Rights and Civil Justice Committee leading on the committee's Inquiry into the BSL (Scotland) Act and associated plans to provide an update on Contact Scotland BSL as the procurement process for the new Contact Scotland BSL contract is now complete.

A specification outlining what we require from a new service was published on Public Contract Scotland's website on 26 March and applications for a new contract supplier closed on 11 July.

This specification, the questions, and requirements within it were informed by the information gathered from engagement with the BSL community and organisations that use Contact Scotland BSL about what they wanted from a new service. As you will know, this engagement took place in-person through Deaf clubs and through Zoom events hosted by BDA Scotland as well as online surveys hosted by the Scottish Government.

Organisations submitted their bids to the Scottish Government, and these were assessed and scored against the criteria set out in the specification. The preferred bidder was identified as Sign Solutions, and we are currently finalising the contract award once the 10-day standstill period is complete.

The change over to the new supplier will take place on December 1 and I will write to you with further information in the lead up to the new supplier taking over.

My officials will work with British Deaf Association Scotland to ensure this information is shared in BSL with the community and we will continue to work together to make sure the community is kept updated. In this message we will let users know that they can continue to use the app and website as they would usually and that there will be no disruption as we move to the service during the transition period.

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I want to thank you and the committee for everything you do to support and advocate the BSL community and to help realise our shared ambition of making Scotland the best place for BSL users to live, work, visit, and learn.

Yours sincerely,



KATE FORBES

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