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Tender

Interpretation & Translation Services (SBS10519)

NHS Shared Business Services

F02: Contract notice

Notice identifier: 2025/S 000-001556

Procurement identifier (OCID): ocds-h6vhtk-046b81

Published 16 January 2025, 4:18pm

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services

Three Cherry Tree Lane

Hemel Hempstead

HP2 7AH

Email

nsbs.categorymanagementsourcing@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05280446

Internet address(es)

Main address

<https://www.sbs.nhs.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://discovery.ariba.com/rfx/22114846>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Public Sector Framework Provider <https://www.sbs.nhs.uk/nhs-sbs-about-us>

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Interpretation & Translation Services (SBS10519)

Reference number

SBS10519

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Shared Business Services act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework.

NHS Shared Business Services Limited (NHS SBS) intends to put in place a Framework Agreement for the provision of Interpretation & Translation Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://www.sbs.nhs.uk/services/framework-agreements-categories/>

The Framework will be structured using the following Lots

1. Lot 1 Face to Face (spoken language)
2. Lot 2 British Sign Language (BSL) (F2F, Video and Document)
3. Lot 3 Telephone Interpreting
4. Lot 4 Document Translation and ancillary services
5. Lot 5 Video Interpretation
6. Lot 6 One Stop Shop

We are committed to working with suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender.

II.1.5) Estimated total value

Value excluding VAT: £73,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Face to Face (spoken language)

Lot No

1

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot covers the provision of Face to Face Interpretation Services. Suppliers will supply spoken word interpreters, across a range of languages for varied public sector language requirements. This could include interpreters with language specialisms including legal, medical, pharmaceutical, financial, IT, media, trauma, children, education, mental health, transportation, engineering, procurement, marketing, housing, benefits, immigration, defence, security, technical and government (central and local).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

II.2) Description

II.2.1) Title

British Sign Language (BSL)

Lot No

2

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot covers the provision of BSL Interpretation and Translation Services and ancillary services. Suppliers will supply interpreters or translators able to provide non-verbal communication to the deaf and deaf-blind community for varied public sector requirements.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

II.2) Description

II.2.1) Title

Telephone Interpreting

Lot No

3

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot covers the provision of Telephone Interpretation, Suppliers will provide telephone based spoken word services across a range of common and rare languages for varied public sector customers

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

II.2) Description

II.2.1) Title

Document Translation and Ancillary Services

Lot No

4

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot cover the provision of Document Translation services including transcription and ancillary services, such as website localisation services, transcription services and more. Suppliers will provide document translation services across a range of languages across all forms of written texts and performed by qualified translators, Machine translated, or a mixture of both with post translation editing. Documents can be varied and may include manuals, handbooks, marketing brochures, flyers, leaflets and letters, website material, guidance or information documents. File formats may include MS Word, MS Excel, MS PowerPoint, and text, RTF, PDF, Quark, Photoshop and Illustrator plus many more

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

II.2) Description

II.2.1) Title

Video Interpretation

Lot No

5

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot covers the provision of Video Interpretation Services, both 'On-Demand' and 'Pre-Booked' services with the ability to use commonly used video conferencing software or bespoke portals from suppliers

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

II.2) Description

II.2.1) Title

One Stop Shop (Managed Service)

Lot No

6

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The One Stop Shop is a comprehensive, managed service that includes all aspects of Interpretation and Translation (spoken, BSL, telephone, video, and document translation)..

This framework has 6 lots which are, Lot 1 Face to Face (spoken language) Lot 2 British Sign Language (BSL) (F2F, Video and Document) Lot 3 Telephone Interpreting Lot 4 Document Translation and ancillary services Lot 5 Video Interpretation and Lot 6 Managed Service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Up to 24 month extension

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-016519](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 March 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 March 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The value provided in 2.6 is only an estimate. NHS SBS cannot guarantee to successful Suppliers any business through this Framework Agreement. Spend and volumes may vary throughout the life of the Framework Agreement from the anticipated levels given in this notice.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice

London

WC1A 2LL

Country

United Kingdom