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Tender

Framework Agreement for the Provision of Translation and Interpretation Services

NHS Liverpool Clinical Commissioning Group

F02: Contract notice

Notice identifier: 2021/S 000-003208

Procurement identifier (OCID): ocds-h6vhtk-0293ef

Published 17 February 2021, 4:20pm

Section I: Contracting authority

I.1) Name and addresses

NHS Liverpool Clinical Commissioning Group

2 Renshaw Street

Liverpool

L1 2SA

Contact

Greg Reide

Email

greg_reide@nhs.net

Telephone

+44 1612123701

Country

United Kingdom

NUTS code

UKD7 - Merseyside

Internet address(es)

Main address

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

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=36140&B=NHSSBS

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=36140&B=NHSSBS

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

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

Framework Agreement for the Provision of Translation and Interpretation Services

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Liverpool Clinical Commissioning Group is establishing single supplier Framework Agreement for the provision of Translation, Interpretation and Transcription service across ten procurement Lots.

The Framework Agreements and Call Off Agreements made under them will provide services to healthcare providers across the Liverpool, wider Merseyside and Cheshire health and care system.

II.1.5) Estimated total value

Value excluding VAT: £18,700,000

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

Translation of English into Community languages

Lot No

1A

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The provision of high quality translation services from English in to community languages including:-

Translation of written material to be translated from one language to another as text;

Transcription of audio files, tapes/discs and other electronic media into written and/or electronic text documents in the same or different languages;

Maintenance of, and providing access for Contracting Authorities, to an online library of translated materials produced in relation to this contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary care, secondary and tertiary care, mental health and community care, NHS commissioners and local government.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £8,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 1A Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Creation of Information for People with Learning Disabilities

Lot No

2A

II.2.2) Additional CPV code(s)

- 22100000 - Printed books, brochures and leaflets
- 32321300 - Audio-visual materials

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The services will include conversion of information provided by the Contracting Authorities into high quality information in formats accessible to people with Learning Disabilities. This will include:-

Creating Easy Read documents from written material;

Creating audio/videos or other appropriate communication resources where appropriate to meet objectives;

Advising and liaising with Contracting Authorities on the most appropriate approach to conveying the necessary information to people in alternative formats.

Maintaining and providing access to Contracting Authorities, an online library of Easy Read and other accessible materials produced for the contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 2A Framework Agreement will have an initial term which will, unless

terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Transcription Services for Blind and Visually Impaired People

Lot No

3A

II.2.2) Additional CPV code(s)

- 22100000 - Printed books, brochures and leaflets
- 32321300 - Audio-visual materials

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The service will include the provision of high quality information in accessible formats for blind and partially sighted people, and people with dual sensory loss including (but not limited to):-

Transcribe or arrange for material to be transcribed from English into Braille providing paper copies as required;

Creation of audio files, tapes and other electronic media from written and/or electronic text documents in English (eg MP3, DAISY)

Creation of electronic documents that are accessible for screen magnification/readers from written and/or electronic text documents in English

Creation of documents in modified print / large print / in electronic formats to meet accessibility needs from written and/or electronic text documents in English

Maintaining and providing access to Contracting Authorities an online library of relevant materials produced for this contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 3A Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Provision of spoken language interpreters, including face to face, via telephone- booked and on-demand, 2 & 3 way video booked and on-demand

Lot No

4A

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The purpose of this service is to provide high quality interpretation and sight translation services in healthcare. Services are required via the following means of delivery:-

Face to Face

Telephone

2 and 3 way video-booked and on demand

The successful bidder will be required to provide interpreter services and bookings 24 hours a day 7 days a week.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care,

NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 4A Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Interpretation and Translation Services for D/deaf and Deafblind people, to include-face to

face interpretation, including 2 & 3 way video booked and on demand, Speech to text, English into BSL video

Lot No

5A

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services
- 32321300 - Audio-visual materials

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

The service will provide high quality D/deaf and Deafblind interpretation and translation services in healthcare including British Sign Language (BSL) interpreters, sign supported English (SSE) interpreters, deaf blind interpreters, translation of written English into BSL videos, note-takers, electronic note takers, lipspeakers, deaf interpreters, speech to text reporters and other country sign language interpreters (e.g. American Sign Language) on occasion.

The successful bidder will be required to provide interpreter services and bookings 24 hours a day 7 days a week.

Interpreter services are required via the following means of delivery:-

Face to face in person

2 & 3 way video booked and on-demand

Speech to text

Translation of written English into BSL video.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 5A Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Translation of English into Community languages

Lot No

1B

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral
- UKD6 - Cheshire

II.2.4) Description of the procurement

The provision of high quality translation services from English in to community languages including:-

Translation of written material to be translated from one language to another as text;

Transcription of audio files, tapes/discs and other electronic media into written and/or electronic text documents in the same or different languages;

Maintenance of, and providing access for Contracting Authorities, to an online library of translated materials produced in relation to this contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary care, secondary and tertiary care, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 1A Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Creation of Information for People with Learning Disabilities

Lot No

2B

II.2.2) Additional CPV code(s)

- 22100000 - Printed books, brochures and leaflets
- 32321300 - Audio-visual materials

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral
- UKD6 - Cheshire

II.2.4) Description of the procurement

The services will include conversion of information provided by the Contracting Authorities into high quality information in formats accessible to people with Learning Disabilities. This will include:-

Creating Easy Read documents from written material;

Creating audio/videos or other appropriate communication resources where appropriate to meet objectives;

Advising and liaising with Contracting Authorities on the most appropriate approach to conveying the necessary information to people in alternative formats.

Maintaining and providing access to Contracting Authorities, an online library of Easy Read and other accessible materials produced for the contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 2B Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until

07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Transcription Services for Blind and Visually Impaired People

Lot No

3B

II.2.2) Additional CPV code(s)

- 32321300 - Audio-visual materials
- 22100000 - Printed books, brochures and leaflets

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral
- UKD6 - Cheshire

II.2.4) Description of the procurement

The service will include the provision of high quality information in accessible formats for blind and partially sighted people, and people with dual sensory loss including (but not limited to):-

Transcribe or arrange for material to be transcribed from English into Braille providing

paper copies as required;

Creation of audio files, tapes and other electronic media from written and/or electronic text documents in English (eg MP3, DAISY)

Creation of electronic documents that are accessible for screen magnification/readers from written and/or electronic text documents in English

Creation of documents in modified print / large print / in electronic formats to meet accessibility needs from written and/or electronic text documents in English

Maintaining and providing access to Contracting Authorities an online library of relevant materials produced for this contract.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 3B Framework Agreement will have an initial term which will, unless

terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Provision of spoken language interpreters, including face to face, via telephone- booked and on-demand, 2 & 3 way video booked and on-demand

Lot No

4b

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral
- UKD6 - Cheshire

II.2.4) Description of the procurement

The purpose of this service is to provide high quality interpretation and sight translation services in healthcare. Services are required via the following means of delivery:-

Face to Face

Telephone

2 and 3 way video-booked and on demand

The successful bidder will be required to provide interpreter services and bookings 24

hours a day 7 days a week.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 4B Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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) Description

II.2.1) Title

Interpretation and Translation Services for D/deaf and Deafblind people, to include-face to face interpretation, including 2 & 3 way video booked and on demand, Speech to text, English into BSL video

Lot No

5B

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services
- 32321300 - Audio-visual materials

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral
- UKD6 - Cheshire

II.2.4) Description of the procurement

The service will provide high quality D/deaf and Deafblind interpretation and translation services in healthcare including British Sign Language (BSL) interpreters, sign supported English (SSE) interpreters, deaf blind interpreters, translation of written English into BSL videos, note-takers, electronic note takers, lipspeakers, deaf interpreters, speech to text reporters and other country sign language interpreters (e.g. American Sign Language) on occasion.

The successful bidder will be required to provide interpreter services and bookings 24 hours a day 7 days a week.

Interpreter services are required via the following means of delivery:-

Face to face in person

2 & 3 way video booked and on-demand

Speech to text

Translation of written English into BSL video.

Call off contracts awarded under the framework will provide services to:

NHS providers in primary, secondary and tertiary, mental health and community care, NHS commissioners and local government.

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

48

This contract is subject to renewal

Yes

Description of renewals

The Lot 5B Framework Agreement will have an initial term which will, unless terminated earlier by operation of law or in accordance with its terms, continue until 07 June 2024.

The Contracting Authority may at its discretion increase this term by up to 12 months until 07 June 2025.

II.2.10) Information about variants

Variants will be accepted: No

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

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 a single operator

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

Date

26 March 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

26 March 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

It is envisaged that the Lot 1A, 2A, 3A, 4A and 5A Framework Agreements encompassing all Lots, once established, will be used by the public sector bodies listed below:

NHS Liverpool Clinical Commissioning Group

NHS South Sefton Clinical Commissioning Group

NHS Southport and Formby Clinical Commissioning Group

Liverpool City Council

Mersey Care NHS Foundation Trust

Liverpool Heart & Chest NHS Trust

Alder Hey Children's Hospital NHS Foundation Trust

Liverpool Women's Hospital NHS Foundation Trust

Liverpool University Teaching Hospitals NHS Foundation Trust

The Walton Centre NHS Foundation Trust

Clatterbridge Cancer Centre NHS Foundation Trust

The Framework Agreements may also be used by non-Contracting Authorities to place Call Off Agreements:

Primary Care 24 (Merseyside) Limited

It is envisaged that the Lot 1B, 2B, 3B, 4B and 5B Framework Agreements encompassing all Lots, once established, will be used by the public sector bodies listed below:

NHS Warrington Clinical Commissioning Group

NHS Halton Clinical Commissioning Group

Countess of Chester NHS Foundation Trust

Mid Cheshire Hospitals NHS Foundation Trust

Cheshire and Wirral Partnership NHS Foundation Trust

Wirral Community Health NHS Foundation Trust

Bridgewater Community Healthcare NHS Foundation Trust

The Framework Agreements shall be accessible to the above named organisations whether procuring themselves, or on behalf of other such named organisations, or procuring together as members of any joint procurement.

Any contract(s) awarded under any Lot may be entered into by or for the benefit of any one or more of the bodies listed above including any successor bodies (including through the merger of two or more organisations) who perform the same or similar functions as any of the bodies listed.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England, Wales and Northern Ireland

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Open procedure includes a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. Such information should be requested from NHS Liverpool

Clinical Commissioning Group. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly.