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Contract

NHSE619 - Regional Interpretation & Translation Services

NHS England and NHS Improvement North East & Yorkshire
NHS Newcastle Gateshead Clinical Commissioning Group
NHS South Tyneside CCG
NHS Sunderland CCG

F03: Contract award notice

Notice identifier: 2021/S 000-004841

Procurement identifier (OCID): ocids-h6vhtk-029a5a

Published 10 March 2021, 2:32pm

Section I: Contracting authority

I.1) Name and addresses

NHS England and NHS Improvement North East & Yorkshire

Waterfront 4, Newburn Riverside

Newcastle Upon Tyne

NE15 8NY

Email

NECSU.neprocurement@nhs.net

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.necsu.nhs.uk>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu>

I.1) Name and addresses

NHS Newcastle Gateshead Clinical Commissioning Group

Riverside House, Goldcrest Way

Newcastle upon Tyne

NE15 8NY

Email

NECSU.neprocurement@nhs.net

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.necsu.nhs.uk>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu>

I.1) Name and addresses

NHS South Tyneside CCG

Monkton Hall, Monkton Lane

Jarrow

NE32 5NN

Email

NECSU.neprocurement@nhs.net

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.necsu.nhs.uk>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu>

I.1) Name and addresses

NHS Sunderland CCG

Pemberton House, Sunderland Enterprise Park

Sunderland

SR5 3XB

Email

NECSU.neprocurement@nhs.net

Country

United Kingdom

NUTS code

UKC23 - Sunderland

Internet address(es)

Main address

<http://www.necsu.nhs.uk>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu>

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**

NHSE619 - Regional Interpretation & Translation Services

Reference number

NHSE619

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning Regional Interpretation and Translation Services for patients of primary care services across the North East region whose first language is not English.

The Contract Term will be for 3 years with the option to extend for a further 2 years, subject to satisfactory financial and contractual performance, with effect from 01 April 2021.

As this is a non-clinical service, the procurement of this service is subject to The European Public Contracts Directive (2014/24/EU) and the tendering process was conducted in accordance with the requirements of the Open Procedure, Regulation 27 of the Public Contracts Regulations 2015 (PCR2015) (as amended).

Bidders were tested on the capability, capacity and technical competence of their submission in accordance with The Public Contracts Regulations 2015.

Under the Public Services (Social Value) Act 2012 the Contracting Authorities must consider:

- (a) How, what is proposed to be procured might improve the economic, social and environmental well-being of the area where it exercises its functions; and
- (b) How, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract was scoped to take into account the priorities of the Contracting Authorities relating to economic, social and environmental well-being.

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) may apply. Bidders were advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

NECS utilised an electronic tendering tool to manage this procurement and communicate

with potential bidders. Accordingly, no hard copy documents were issued to potential bidders and all communications with NECS, including bidder submissions, were conducted via the in-tend portal <https://in-tendhost.co.uk/nhsnecsu>

Tender documentation was be available on the e-tendering portal from 07 December 2020.

The closing date for submission of tenders was 12:00 noon 11 January 2021.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £12,503,015

II.2) Description

II.2.1) Title

Lot 1 - Face to face spoken language services, telephone interpreting, video interpreting and written translation

Lot No

1

II.2.2) Additional CPV code(s)

- 79530000 - Translation services
- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - NORTH EAST (ENGLAND)

II.2.4) Description of the procurement

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning Regional Interpretation and Translation

Services for patients of primary care services across the North East region whose first language is not English.

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II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 35

Quality criterion - Name: Workforce / Weighting: 17.5

Quality criterion - Name: Communications / Weighting: 10

Quality criterion - Name: Governance / Weighting: 15

Quality criterion - Name: IM&T / Weighting: 10

Quality criterion - Name: Mobilisation / Weighting: 7.5

Price - Weighting: 5

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

Lot 2 - Face to face non-spoken language services and non-spoken video interpreting

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKC - NORTH EAST (ENGLAND)

II.2.4) Description of the procurement

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning Regional Interpretation and Translation Services for patients of primary care services across the North East region whose first language is not English.

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(b) How, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract was scoped to take into account the priorities of the Contracting Authorities relating to economic, social and environmental well-being.

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) may apply. Bidders were advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

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Price - Weighting: 5

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 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: [2020/S 240-594962](#)

Section V. Award of contract

Lot No

1

Title

Lot 1 - Face to face spoken language services, telephone interpreting, video interpreting and written translation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Language Empire Limited

Rochdale

Country

United Kingdom

NUTS code

- UKD - NORTH WEST (ENGLAND)

The contractor is an SME

Yes

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

Total value of the contract/lot: £10,741,625

Section V. Award of contract

Lot No

2

Title

Lot 2 - Face to face non-spoken language services and non-spoken video interpreting

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Language Empire Limited

Rochdale

Country

United Kingdom

NUTS code

- UKD - NORTH WEST (ENGLAND)

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,761,390

Total value of the contract/lot: £1,761,390

Section VI. Complementary information

VI.3) Additional information

(MT Ref:222191)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2) Body responsible for mediation procedures

North of England Commissioning Support Unit

Teesdale House, Westpoint Road, Thornaby

Stockton- on- Tees

TS17 6BL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Commissioner will act in accordance with Part 3 Chapter 5 Regulation 85 to 87 and Part 3 Chapter 6 Regulation 88 to 104 of the Public Contract Regulations 2015 (SI 2015 No 102) (PCR 2015). Part 3 of the PCR 2015 provides for appeals to be made to the High Court subject to the time limitations and other required procedural steps. The rules relating to appeal are complex and a dissatisfied tenderer is advised to take their own prompt legal advice.

VI.4.4) Service from which information about the review procedure may be obtained

Royal Courts of Justice - The High Court

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>