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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): ocds-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](mailto: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](mailto:NECSU.neprocurement@nhs.net)

**Country**

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**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](mailto:NECSU.neprocurement@nhs.net)

**Country**

United Kingdom

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UKC22 - Tyneside

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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](mailto: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

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**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.

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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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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

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

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## **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

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**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

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## **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](mailto: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>