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Tender

Provision of Professional Interpreting and Translation Services

King's College Hospital NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006414

Procurement identifier (OCID): ocds-h6vhtk-05846e ([view related notices](#))

Published 25 January 2026, 12:27pm

Scope

Reference

W192454

Description

King's College Hospital NHS Foundation Trust (the "Contracting Authority"), acting through its wholly owned subsidiary King's Facilities Management (KFM), invites suitably qualified and experienced providers to participate in a Competitive Flexible Procedure for the Provision of Interpretation and Translation Services across all King's sites, including King's College Hospital (Denmark Hill), Princess Royal University Hospital, Orpington Hospital, Beckenham Beacon, Queen Mary's Sidcup, and associated community locations.

The Trust serves a highly diverse population, representing over 120 languages, and seeks to procure a comprehensive, responsive, and technology-enabled language support service to ensure equitable access to healthcare. The service will include:

Face-to-face, telephone, video, and AI-assisted interpretation (including British Sign

Language and non-spoken communication support).

Translation services for clinical and non-clinical documents in multiple formats, with appropriate human verification of AI-assisted outputs.

Real-time digital booking and reporting systems, capable of integration with NHS systems and compliant with NHS Information Governance and the Data Security and Protection Toolkit.

Performance monitoring against defined KPIs, including minimum 95–98% fill rates, rapid response to urgent requests, and at least 90% patient satisfaction.

The service aims to deliver cost-effective, high-quality, and inclusive communication support aligned with the Trust's equality, diversity, and digital transformation objectives. Providers will be expected to demonstrate innovation, use of AI and automation responsibly, and capacity to deliver across a multi-site NHS environment.

This opportunity will follow a multi-stage Competitive Flexible Procedure under the Procurement Act 2023. Stage 1 and 2 will involve assessment of Supplier Information Questionnaires (SIQs) and tender submission. Upon evaluation, shortlisted suppliers will be invited to demonstration, negotiation and BAFO - Stage 3.

Total value (estimated)

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 August 2026 to 2 August 2028
- Possible extension to 2 August 2029
- 3 years

Description of possible extension:

1 year optional extension

Options

The right to additional purchases while the contract is valid.

Extendable by 1 year

Main procurement category

Services

CPV classifications

- 79540000 - Interpretation services
- 79530000 - Translation services

Contract locations

- UK - United Kingdom
- UKI45 - Lambeth
- UKI - London

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Submission type

Requests to participate

Deadline for requests to participate

6 February 2026, 12:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 2 July 2029

Award criteria

Name	Description	Type	Weighting
Technical and Social Value	Technical and Social Value - 70%	Quality	70.00%
Commercial	Pricing - 30%	Price	30.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This opportunity will follow a multi-stage Competitive Flexible Procedure under the Procurement Act 2023. Stage 1 and 2 will involve assessment of Supplier Information Questionnaires (SIQs) and tender submission. Upon evaluation, shortlisted suppliers will be invited to demonstration, negotiation and BAFO.

Contracting authority

King's College Hospital NHS Foundation Trust

- Public Procurement Organisation Number: PXLV-9225-PRBN

KCH Business Park, 129 Coldharbour Lane

London

SE5 9NY

United Kingdom

Contact name: David Kayondo

Telephone: 0204 566 8234

Email: david.kayondo@nhs.net

Website: <https://www.kch.nhs.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

KCH Interventional Facilities Management LLP

Summary of their role in this procurement: Overseeing and delivering end-to-end procurement services on behalf of the Trust. In this capacity, KFM's primary role is to ensure that all procurement activities are conducted in a compliant, transparent, and commercially effective manner, aligned with both NHS procurement regulations and the Trust's strategic objectives.

- Public Procurement Organisation Number: PDWQ-2826-VTWP

Unit 1, KCH Business Park, 129 Coldharbour Lane

London

SE5 9NY

United Kingdom

Contact name: Sunday Okhria

Telephone: 02045340573

Email: s.okhria1@nhs.net

Website: <https://www.kings-fm.co.uk/>

Region: UKI45 - Lambeth

Contact organisation

Contact King's College Hospital NHS Foundation Trust for any enquiries.