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Contract

NHSGGC0738 - Intepreting, Communication Support and Transcription Services

NHS Greater Glasgow and Clyde

F03: Contract award notice

Notice identifier: 2023/S 000-007327

Procurement identifier (OCID): ocds-h6vhtk-03805a

Published 14 March 2023, 9:34am

Section I: Contracting authority

I.1) Name and addresses

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

Contact

Claire Quinn

Email

Claire.Quinn2@ggc.scot.nhs.uk

Telephone

+44 1412013649

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.nhsggc.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

NHSGGC0738 - Interpreting, Communication Support and Transcription Services

Reference number

GGC0738

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Greater Glasgow and Clyde (NHSGGC) is committed to providing equal access to healthcare for all patients, as outlined in 'A Fairer NHS – Greater Glasgow and Clyde, 2016-2020'. The provision of interpreting services is a vital part of the ongoing work to ensure that everyone receives the best possible care. The NHSGGC interpreting service aims to provide an effective and efficient service for patients and staff.

This tender process will identify a framework of suppliers which will be split by Lots, identified by speciality to work with the internal service to provide interpreting services compliant with all relevant legislation

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: £3,000,000

II.2) Description

II.2.1) Title

Spoken Language Face to Face Interpreting

Lot No

1

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire. The service will require interpreters at short notice to deal with crisis events or unforeseen situations. Interpreters will support appointments at different locations, including hospitals, health centres, patients homes and any other address as designated by NHSGGC or NHS Lanarkshire. The services which will arise under this lot includes:

- Provision of face to face interpreters at health appointments
- Provision of interpreting in information and therapeutic group work
- The service will be provided both in hours and out of hours to meet the upside capacity of in house interpreting services
- Provision of written translation of medical records when required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

British Sign Language

Lot No

2

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The provider will on occasion be required to cover consecutive appointments within an agreed time period to reflect best value.

Interpreters will support appointments at different locations, including hospitals, clinics, health centres, patient's homes and any other address as designated by NHSGGC or NHS Lanarkshire. Interpreters will also support appointments carried out by remote video / video calls.

The services which will arise under this lot includes:

-Provision of BSL interpreters at health appointments

-The service will be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

Deaf Relay Interpreting

Lot No

3

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and out of hour's service.

The services which will arise under this lot includes:

-Provision of deaf relay interpreters at health appointments

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

International Sign Language

Lot No

4

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The services which shall arise under this lot includes:

-Provision of International Sign Language interpreters at health appointments

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

Lip Speaking, Note-takers and Speech to text reporters

Lot No

5

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require Lip speaking, note-takers and speech to text reporters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The services which will arise under this lot includes:

-Provision of Lip speaking, note-takers and speech to text reporters at health appointments across the services within the background section of this document in both NHSGGC and NHS Lanarkshire

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

Telephone Interpreting/Video Conferencing

Lot No

6

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The service will require to be able to access common as well as rare languages at short notice to match the need in NHSGGC.

The service will be required to estimate average connection time to interpreter and meet 90% of calls within this estimated timeframe.

The service is expected to provide NHSGGC with a live webpage containing guidance for NHSGGC staff including video links demonstrating good practice for telephone interpreting

when the patient is with the clinician and when they are calling out to the patient.

The service will deliver direct patient access. This will allow NHSGGC patients to utilise telephone interpreting directly enabling them to call NHS services on demand. This service requires non-English speaking patients to access the service through direct calling or on an app.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

Written Translation

Lot No

7

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

This lot includes the provision of written translation from English in to the language requested by the patient and from those languages into English or other languages. Translation refers to the conversion of written documents in to another language as text. This translation should be accurate and maintain the accurate meaning and spirit of the content of a document requiring translation.

The service will be available 09:00 – 17:00 Monday to Friday

The service will sometimes require to translate material at short notice to deal with crisis events or unforeseen circumstances.

All translations will be back translated by a second transcriber quality assurance.

The services which shall be provided under this lot include Translation / Transcription of patient information, patient records, clinical information and patient letters / guidance.

The services which will arise under this lot includes:

- The service to be provided in hours
- Translation of NHSGGC patient facing information, clinical information, letter and any other written patient information form English to the target language
- Translations of patient medical record from another language to English

II.2.5) Award criteria

Quality criterion - Name: Qulaity / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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: [2022/S 000-031669](#)

Section V. Award of contract

Lot No

1

Title

Spoken Language Face to Face Interpreting

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Global Language Services Ltd

Craig House, 64 Darnley Street

Glasgow

G41 2SE

Telephone

+44 1414293429

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £220,000

Section V. Award of contract

Lot No

2

Title

British Sign Language

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Deaf Services Lanarkshire

Unit 40, Fountain Business Centre

Coatbridge

ML5 3AA

Telephone

+44 1236604808

Country

United Kingdom

NUTS code

- UKM84 - North Lanarkshire

The contractor is an SME

No

V.2.3) Name and address of the contractor

Sign Language Interactions

112 Cornwall Street South, Kinning Park

Glasgow

G41 1AA

Telephone

+44 7866723358

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Deaf Action

Deaf Action, 49-51 Albany Street

EDINBURGH

EH1 3QY

Telephone

+44 7717792371

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

V.2.3) Name and address of the contractor

DA Languages Limited

Statham House, Talbot Road, Stretford

Manchester

M32 0FP

Telephone

+44 1619282533

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £170,000

Section V. Award of contract

Lot No

3

Title

Deaf Relay Interpreting

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Deaf Action

Deaf Action, 49-51 Albany Street

EDINBURGH

EH1 3QY

Telephone

+44 7717792371

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

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

Total value of the contract/lot: £100,000

Section V. Award of contract

Lot No

4

Title

International Sign Language

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Deaf Action

Deaf Action, 49-51 Albany Street

EDINBURGH

EH1 3QY

Telephone

+44 7717792371

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

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

Total value of the contract/lot: £100,000

Section V. Award of contract

Lot No

5

Title

Lip Speaking, Note-takers and Speech to text reporters

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Deaf Action

Deaf Action, 49-51 Albany Street

EDINBURGH

EH1 3QY

Telephone

+44 7717792371

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

No

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

Total value of the contract/lot: £100,000

Section V. Award of contract

Lot No

6

Title

Telephone Interpreting/Video Conferencing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 9

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

V.2.3) Name and address of the contractor

DA Languages Limited

Statham House, Talbot Road, Stretford

Manchester

M32 0FP

Telephone

+44 1619282533

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £1,000,000

Section V. Award of contract

Lot No

7

Title

Written Translation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2023

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Supreme Linguistic services T/A Premium Linguistic services

Unit 4 Great Barr Business Park, Baltimore Road

Birmingham

B421DY

Telephone

+44 1214483030

Country

United Kingdom

NUTS code

- UKG3 - West Midlands

The contractor is an SME

No

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

Total value of the contract/lot: £130,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:725822)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk>