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Contract

Provision of a Health and Social Care Communication Support Service in Northern Ireland, for People who are Deaf, deafblind and Hard of Hearing

Procurement and Logistics Service

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-009420

Procurement identifier (OCID): ocds-h6vhtk-036b1a

Published 31 March 2023, 10:59am

Section I: Contracting authority

I.1) Name and addresses

Procurement and Logistics Service

77 Boucher Crescent

Belfast

BT12 6HU

Email

DSCCbids@hscni.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Health and Social Care Communication Support Service in Northern Ireland, for People who are Deaf, deafblind and Hard of Hearing

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department of Health, Northern Ireland, plan to appoint a single provider to deliver a Communication Support Services to allow communication between Deaf, deafblind and Hard of Hearing people and hearing people, in attendance, or via video conferencing settings. The Provider shall provide the following Services: • BSL/ISL Sign Language Interpreters (Face to Face) • BSL/ISL Sign Language Interpreters (Remote: Video Relay Interpreting and Video Interpretation) • BSL/ISL Deaf Intralingual Interpreters (Relay Interpreters) • BSL/ISL Translators • Interpreters for deafblind people • Lip speakers • Note takers • Speech to Text Reporting Given the growing presence of ethnic minorities with different language needs there is an expectation that the provider will provide a service that responds to the specific needs of all Service Users, including language provision for those for whom BSL or ISL is not a native language.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £5,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The Department of Health, Northern Ireland, plan to appoint a single provider to deliver a Communication Support Services to allow communication between Deaf, deafblind and Hard of Hearing people and hearing people, in attendance, or via video conferencing settings. The Provider shall provide the following Services: • BSL/ISL Sign Language Interpreters (Face to Face) • BSL/ISL Sign Language Interpreters (Remote: Video Relay Interpreting and Video Interpretation) • BSL/ISL Deaf Intralingual Interpreters (Relay Interpreters) • BSL/ISL Translators • Interpreters for deafblind people • Lip speakers • Note takers • Speech to Text Reporting Given the growing presence of ethnic minorities with different language needs there is an expectation that the provider will provide a service that responds to the specific needs of all Service Users, including language provision for those for whom BSL or ISL is not a native language.

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.2.14) Additional information

The Service is Demand led so the total Value of the Contract may increase in line with actual demand

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

<https://etendersni.gov.uk/epps/home.do>

IV.1.11) Main features of the award procedure

Most Economically Advantageous Tender

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026738](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

SIGN LANGUAGE INTERACTIONS LIMITED

112 Cornwall Street South

GLASGOW

G41 1AA

Email

bbarrick@signvideo.co.uk

Telephone

+44 1292269542

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hands That Talk

Dungiven

BT47 4LG

Email

Info@handsthattalk.co.uk

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

Internet address

<http://handsthattalk.co.uk/site/>

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

Initial estimated total value of the contract/lot: £5,000,000

Total value of the contract/lot: £5,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department of Health Northern Ireland, Strategic Planning and Performance Group

Belfast

BT2 8BS

Country

United Kingdom