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Contract

Total Language Solutions ('TLS'): Interpretation, Translation and Transcription Services

HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust (“UHCW”)

F03: Contract award notice

Notice identifier: 2021/S 000-010062

Procurement identifier (OCID): ocds-h6vhtk-02aebf

Published 7 May 2021, 10:55pm

Section I: Contracting authority

I.1) Name and addresses

HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust (“UHCW”)

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Edgbaston, Birmingham

B15 1NU

Contact

Matthew Bradley

Email

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Telephone

+44 08458875000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://healthtrusteurope.bravosolution.co.uk>

Buyer's address

www.healthtrusteurope.com

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

Total Language Solutions ('TLS'): Interpretation, Translation and Transcription Services

Reference number

SF052628

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

HealthTrust Europe has established a framework agreement for the supply of interpretation, translation and transcription services that includes scope for face to face Interpreting, telephone interpreting, video/remote interpreting, non-spoken language services, translation, transcription and managed service options on a scheduled and on demand basis, divided into two (2) lots.

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: £250,000,000

II.2) Description

II.2.1) Title

On-site and Remote Interpretation, Translation and Transcription

Lot No

1

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 48740000 - Foreign language translation software package
- 75230000 - Justice services
- 79510000 - Telephone-answering services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79821100 - Proofreading services
- 79822300 - Typesetting services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Under this Lot the Supplier will provide access to on-site Face-to-Face Interpreting for spoken languages, the provision of remote Interpreting services for spoken and non-spoken languages. The services shall include immediate connection to an interpreter via telephone or video, immediate connection to an interpreter for video conferencing and/or connection to an interpreter via a secure app-based service, all alongside the provision of wider translation and transcription services. The Supplier may also offer a managed or subscription-based service with technology to cover on-site (spoken) and/or remote (spoken and non-spoken) interpretation, translation, and transcription services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

II.2.11) Information about options

Options: Yes

Description of options

The initial period of the Framework Agreement is three (3) years, and may be extended by HTE at its sole discretion for 12 months thereafter (3+1)

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

Non-Spoken Interpretation and Translation Services

Lot No

2

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 48740000 - Foreign language translation software package
- 75230000 - Justice services
- 79530000 - Translation services
- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Supplier will provide communication professionals, services and solutions specialising in interpretation and translation work with non-spoken, deaf and deafblind people on-site or remotely via written, online, video and/or secure app-based solutions, including British Sign Language.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

II.2.11) Information about options

Options: Yes

Description of options

The initial period of the Framework Agreement will be three (3) years, this may be extended by HTE at its sole discretion for 12 months thereafter (3+1)

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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 159-389149](#)

Section V. Award of contract

Contract No

HTE-TLS-1

Lot No

1

Title

On-site and Remote Interpretation, Translation and Transcription

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 April 2021

V.2.2) Information about tenders

Number of tenders received: 19

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

V.2.3) Name and address of the contractor

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Absolute Interpreting and Translations Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Chase Madison Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

DA Languages Limited

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Global Translation Services Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Language Connect International Limited

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Language Empire Limited

Rochdale

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Language Line Limited t/a LanguageLine Solutions

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Matter Stream Limited t/a Advanta Healthcare

Birmingham,

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Migrant Help Trading Limited t/a Clear Voice Interpreting Services

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Oncall Interpreters Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Prestige Network Limited

Newbury

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Supreme Linguistic Services Limited t/a Premium Linguistic Services

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The Language Shop Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Word360 Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £200,000,000

Section V. Award of contract

Contract No

HTE-TLS-2

Lot No

2

Title

Non Spoken Interpretation and Translation Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 April 2021

V.2.2) Information about tenders

Number of tenders received: 20

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

V.2.3) Name and address of the contractor

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Absolute Interpreting and Translations Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Chase Madison Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Concept Care Solutions Limited

Edgware

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

DA Languages Limited

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Faircomplus Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Global Translation Services Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Language Empire Limited

Rochdale

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Language Line Limited t/a LanguageLine Solutions

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Matter Stream Limited t/a Advanta Healthcare

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Oncall Interpreters Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Prestige Network Limited

Newbury

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Supreme Linguistic Services Limited t/a Premium Linguistic Services

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

The Language Shop Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Word360 Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £50,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust ("UHCW")

19 George Road

Edgbaston, Birmingham

B15 1NU

Email

customercare@htepg.com

Country

United Kingdom

Internet address

www.healthtrusteurope.com

VI.4.2) Body responsible for mediation procedures

HealthTrust Europe LLP (HTE)

19 George Road

Edgbaston, Birmingham

B15 1NU

Email

customercare@htepg.com

Country

United Kingdom

Internet address

www.healthtrusteurope.com

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Submissions via the Bravo Tendering Portal