

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010062-2021>

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")

19 George Road

Edgbaston, Birmingham

B15 1NU

#### **Contact**

Matthew Bradley

#### **Email**

[matthew.bradley@htepg.com](mailto:matthew.bradley@htepg.com)

#### **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](http://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](mailto:customercare@htepg.com)

Country

United Kingdom

Internet address

[www.healthtrusteurope.com](http://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](mailto:customercare@htepg.com)

Country

United Kingdom

Internet address

[www.healthtrusteurope.com](http://www.healthtrusteurope.com)

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Submissions via the Bravo Tendering Portal