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Contract

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

HealthTrust Europe LLP (HTE)

F20: Modification notice

Notice identifier: 2025/S 000-015335

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

Published 15 April 2025, 4:03pm

Section I: Contracting authority/entity

I.1) Name and addresses

HealthTrust Europe LLP (HTE)

19 George Road

Edgbaston, Birmingham

Email

thrs@HTEPG.com

Telephone

+44 08458875000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

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.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

HealthTrust Europe is seeking to establish 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.

Lot 1 covers on-site face-to-face interpreting for spoken languages, remote interpreting solutions for spoken and non-spoken languages, enabling the immediate connection to an interpreter on the telephone, by video, by video conferencing and/or via a secure app-based service alongside the provision of wider translation and transcription services.

Lot 2 covers 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 (BSL).

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-010062](#)

Section V. Award of contract/concession

Contract No

N/A

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 May 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

All successful bidders as per original contract notice

19 George Road

Birmingham

B15 1NU

Email

thrs@HTEPG.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £250,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Legal Department, HealthTrust Europe LLP

19 George Road

Birmingham

B15 1NU

Email

thrs@HTEPG.com

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79540000 - Interpretation services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

HealthTrust Europe is seeking to establish 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.

Lot 1 covers on-site face-to-face interpreting for spoken languages, remote interpreting solutions for spoken and non-spoken languages, enabling the immediate connection to an interpreter on the telephone, by video, by video conferencing and/or via a secure app-based service alongside the provision of wider translation and transcription services.

Lot 2 covers 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 (BSL).

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

52

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The renewal of this tender coincided with the change in legislation to the Procurement Act

which required a resetting of the procurement timetable. The impact would be the conclusion of the existing framework prior to the launch of the new one. Therefore we have extended by a further four months to continue to offer a compliant route to market in the interim

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£250,000,000

VII.1.7) Name and address of the contractor/concessionaire

All successful bidders as per original contract notice ref 2021-041133

19 George Road

Birmingham

B15 1NU

Email

thrs@HTEPG.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The renewal of this tender coincided with the change in legislation to the Procurement Act which required a resetting of the procurement timetable. The impact would be the conclusion of the existing framework prior to the launch of the new one. Therefore we have extended by a further four months to continue to offer a compliant route to market in the interim

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The renewal of this tender coincided with the change in legislation to the Procurement Act which required a resetting of the procurement timetable. The impact would be the conclusion of the existing framework prior to the launch of the new one. Therefore we have extended by a further four months to continue to offer a compliant route to market in the interim

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £250,000,000

Total contract value after the modifications

Value excluding VAT: £250,000,000