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Planning

## **INTERPRETATION & TRANSLATION SERVICES (SBS10127)**

NHS Shared Business Services Limited

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-016519

Procurement identifier (OCID): ocds-h6vhtk-046b81

Published 24 May 2024, 4:19pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Shared Business Services Limited

Three Cherry Trees Lane, Hemel Hempstead

Hertfordshire

HP2 7AH

#### **Contact**

Zeeshan Ali

#### **Email**

[nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Companies House**

05280446

**Internet address(es)**

Main address

<https://www.sbs.nhs.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://discovery.ariba.com/rfx/19810794>

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Other type

Public Sector Framework Provider - <https://www.sbs.nhs.uk/nhs-sbs-about-us>

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

INTERPRETATION & TRANSLATION SERVICES (SBS10127)

Reference number

SBS10127

#### **II.1.2) Main CPV code**

- 79540000 - Interpretation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Shared Business Services Limited (NHS SBS) act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework/Dynamic Purchasing System (DPS).

NHS SBS intends to put in place a Framework Agreement for the provision of Interpretation and Translation Services] and related Goods and Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://www.sbs.nhs.uk/services/framework-agreements-categories/>

We are committed to working with suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender

#### **II.1.5) Estimated total value**

Value excluding VAT: £73,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Lot structure is indicative at this stage and will be confirmed in any resultant Contract Notice/Tender Notice. Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Face to Face

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot for the provision of Face to Face Interpretation Services Suppliers will supply spoken word interpreters, across a range of languages for varied public sector language requirements. This could include interpreters with language specialisms including legal, medical, pharmaceutical, financial, IT, media, trauma, children, education, mental health, transportation, engineering, procurement, marketing, housing, benefits, immigration, defence, security, technical and government (central and local).

### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

Please see the link at section 1.3 above for instructions on how to participate and submit responses via the SAPArriba RFI.

## **II.2) Description**

### **II.2.1) Title**

British Sign Language (BSL)

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot for the provision of BSL Interpretation and Translation Services and ancillary services.

Suppliers will supply interpreters or translators able to provide non-verbal communication to the deaf and deaf-blind community for varied public sector requirements.

### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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## **II.2) Description**

### **II.2.1) Title**

## Telephone Interpretation

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Telephone Interpretation - Suppliers will provide telephone based spoken word services across a range of common and rare languages for varied public sector customers. The service will be available on a 24 hours a day, 7 days a week, 365 days a year basis to provide full coverage and access to first-person interpretation services.

### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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## **II.2) Description**

### **II.2.1) Title**

Document Translation and Ancillary Services

Lot No

4

**II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

**II.2.4) Description of the procurement**

Document Translation services including transcription and ancillary services. Provision of Document translation and ancillary services, such as website localisation services, transcription services and more. Suppliers will provide document translation services across a range of languages across all forms of written texts and performed by qualified translators, Machine translated, or a mixture of both with post translation editing. Documents can be varied and may include manuals, handbooks, marketing brochures, flyers, leaflets and letters, website material, guidance or information documents. File formats may include MS Word, MS Excel, MS PowerPoint, and text, RTF, PDF, Quark, Photoshop and Illustrator plus many more.

**II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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**II.2) Description****II.2.1) Title**

Video Interpretation

Lot No

5

**II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Video Interpretation Services. Provision of Video Interpretation services as both 'On-Demand' and 'Pre-Booked' services with the ability to use commonly used video conferencing software or bespoke portals from suppliers.

### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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## **II.2) Description**

### **II.2.1) Title**

Digital Interpretation

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**



Provision of digital interpretation will allow interpretation to be done via an app through smartphones/devices.

#### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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## **II.2) Description**

### **II.2.1) Title**

One Stop Shop

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

One Stop Shop Interpretation and Translation Service. One Stop Shop offers customers access to all of the services defined under Lots 1, 2, 3, 4 and 5 through one Supplier. It is anticipated that delivery of a One Stop shop will enable effective and efficient management of all bookings, service availability, timesheeting, invoicing and management information.

#### **II.2.14) Additional information**

Duration in months: 01/05/2025 / End 30/04/2029

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework/DPS, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement 10172 on May 2025.

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### **II.3) Estimated date of publication of contract notice**

8 November 2024

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

This Prior Information Notice (PIN) is to signal an intention to commence market engagement with those within the Interpretation and Translations market.

Please complete the RFI via the SAP Ariba portal. Should you have access issues, please contact [nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net) for a digital copy.

The deadline for RFI responses is 25/06/2024 at 17:00 hours

NHS Shared Business Services Limited (NHS SBS) reserves the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Bidders and is not liable for any costs incurred as a result of Bidders engaging with this process. This early market engagement exercise does not guarantee that a Procurement will take place and NHS SBS reserves the right to defer from any Procurement entirely.

NHS SBS intends to hold market engagement sessions during July 2024 with industry experts and suppliers interested in potentially bidding for the resulting Framework Agreement

NHS SBS will use an eSourcing system for any procurement activity taken subsequent to this PIN and reserves the right to use an electronic auction. The eSourcing system we will use is SAP Ariba.

Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a Framework Agreement if invited to do so.

The value in II.1.5 is an indicative value over 4 years from 1st May 2025

The date in II.3) is the estimated date of publication, please monitor Find a Tender Service <https://www.find-tender.service.gov.uk/Search> for the publication of the relevant high value contract notice.