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Tender

## **Language Services - Procurement in Partnership (PiP)**

North of England Commercial Procurement Collaborative (NOE CPC) (hosted by and acting through Leeds and York Partnership NHS Foundation Trust.)

F02: Contract notice

Notice identifier: 2023/S 000-025782

Procurement identifier (OCID): ocds-h6vhtk-03c93b

Published 1 September 2023, 12:35pm

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

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

North of England Commercial Procurement Collaborative (NOE CPC) (hosted by and acting through Leeds and York Partnership NHS Foundation Trust.)

Don Valley House, Savile Street East

Sheffield

S4 7UQ

#### **Contact**

Tracey Nation

#### **Email**

[procurement@noecpc.nhs.uk](mailto:procurement@noecpc.nhs.uk)

#### **Country**

United Kingdom

### **Region code**

UK - United Kingdom

### **Internet address(es)**

Main address

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

Buyer's address

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

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

Body governed by public law

## **I.5) Main activity**

Health

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## **Section II: Object**

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

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

Language Services - Procurement in Partnership (PiP)

Reference number

NOE.0583

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

- 79540000 - Interpretation services

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

Services

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

NHS North of England Commercial Procurement Collaborative on behalf of NHS Procurement in Partnership (Comprising of East of England NHS Collaborative Procurement hub, NHS Commercial Solutions, NHS London Procurement partnership and NHS North of England Commercial Procurement Collaborative) are seeking to establish a Framework Agreement for the Provision of Language Services for use by the NHS, Central Government and UK public sector bodies.

The Framework Agreement will provide the supply of language services to support delivery, either individually or as groups, to service users who speak, communicate, or read languages other than English.

The Framework will be divided into the following lots:

Lot 1a - Managed Services All other Regions  
Lot 1b - Managed Services - London, South East Regions  
Lot 2a - Face to Face Interpretation - All other Regions  
Lot 2b - Face to Face Interpretation - London, South East Regions  
Lot 3 - Telephone Interpretation - All Regions  
Lot 4 - Video Interpretation (Spoken) - All Regions  
Lot 5a - Non-Spoken Language Interpretation - All other Regions  
Lot 5b - Non-Spoken Language Video Interpretation - London, South East Regions  
Lot 6 - Written Translation Transcription & Ancillary Services - All Regions

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

Value excluding VAT: £400,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

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

Lot 1: Managed Services - All other Regions

Lot No

1a

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom and any of the crown dependencies (including but not limited to, the Isle of

Man).

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

Managed Services - All other Regions

The below-listed Authorities (plus those entities listed at Section II.2.11 and Section VI.3) are eligible to access the resulting framework – subject to NOE CPC approval.

Airedale NHS Foundation Trust  
 Barnsley Facilities Services Ltd (wholly owned subsidiary of Barnsley Hospital NHS Foundation Trust)  
 Barnsley Hospital NHS Foundation Trust  
 Bradford District Care NHS Foundation Trust  
 Bradford Teaching Hospitals NHS Foundation Trust  
 Calderdale and Huddersfield NHS Foundation Trust  
 Calderdale and Huddersfield Solutions Ltd (wholly owned subsidiary of Calderdale and Huddersfield NHS Foundation Trust)  
 Chesterfield Royal Hospital NHS Foundation Trust  
 Derbyshire Community Health Services NHS Foundation Trust  
 Derbyshire Support and Facilities Services Ltd (wholly owned subsidiary of Chesterfield Royal Hospitals NHS Foundation Trust)  
 Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust  
 Harrogate and District NHS Foundation Trust  
 Harrogate Healthcare Facilities Management Ltd (wholly owned subsidiary of Harrogate and District NHS Foundation Trust)  
 Hull University Teaching Hospitals NHS Trust  
 Humber Teaching NHS Foundation Trust  
 Leeds and York Partnership NHS Foundation Trust  
 Leeds Community Healthcare NHS Trust  
 Leeds Teaching Hospitals NHS Trust  
 Leicestershire Partnership NHS Trust  
 Lincolnshire Community Health Services NHS Trust  
 Lincolnshire Partnership NHS Foundation Trust  
 Locala Community Partnerships CIC  
 Manx Care  
 Mid Yorkshire Hospitals NHS Trust  
 NHS South Yorkshire Integrated Care Board  
 Northern Care Alliance NHS Foundation Trust  
 Northern Lincolnshire and Goole NHS Foundation Trust  
 Nottingham University Hospitals NHS Trust  
 Nottinghamshire Healthcare NHS Foundation Trust  
 Sheffield Children's NHS Foundation Trust  
 Sheffield Health & Social Care NHS Foundation Trust

Sheffield Teaching Hospitals NHS Foundation Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
South West Yorkshire Partnership NHS Foundation Trust  
The Newcastle upon Tyne Hospitals NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
United Lincolnshire Hospitals NHS Trust  
University Hospitals of Derby and Burton NHS Foundation Trust  
University Hospitals of Leicester NHS Trust  
York and Scarborough Teaching Hospitals NHS Foundation Trust  
York Teaching Hospital Facilities Management LLP (wholly owned subsidiary of York and Scarborough Teaching Hospital NHS Foundation Trust)  
Yorkshire Ambulance Service NHS Trust

NOE CPC member bodies as listed at: <http://www.noecpc.nhs.uk/current-members>  
and any additional new NOE CPC members including wholly owned companies and subsidiaries, may utilise this framework agreement during the contract term.

See Section II.2.11 and VI.3 for list of entities eligible to utilise any resulting framework, subject to the approval of NOE CPC.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £100,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **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**

Lot 1b: Managed Services - London and South-East Region

Lot No

1b

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Managed Services - London and South-East Region

For further information of eligible entities please see Lot 1a – Section II.2.4

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £100,000,000

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

Duration in months

48

This contract is subject to renewal

No

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: No

## **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**

Lot 2a: Face to Face Interpretation - All other Regions

Lot No

2a

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Face to Face Interpretation - All other Regions

For further information of eligible entities please see Lot 1a – Section II.2.4

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £40,000,000

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

Duration in months

48

This contract is subject to renewal

No

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: No

## **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**

Lot 2b: Face to Face Interpretation - London and South-East Region

Lot No

2b

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Face to Face Interpretation - London and South-East Regions

For further information of eligible entities please see Lot 1a – Section II.2.4

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £40,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **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**

Lot 3: Telephone Interpretation

Lot No

3

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Telephone Interpretation

For further information of eligible entities please see Lot 1a – Section II.2.4

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £32,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **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**

Lot 4: Video Interpretation (Spoken) - All Regions

Lot No

4

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Video Interpretation (Spoken)

For further information of eligible entities please see Lot 1a – Section II.2.4

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £32,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **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**

Lot 5a: Non Spoken Language Interpretation - All other Regions

Lot No

5a

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Non-Spoken Language Interpretation - All other Regions

For further information of eligible entities please see Lot 1a – Section II.2.4

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £20,000,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **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**

Lot 5b: Non Spoken Language Interpretation - London and South-East Region

Lot No

5b

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Non-Spoken Language Interpretation - London and South-East Regions

For further information of eligible entities please see Lot 1a – Section II.2.4

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £20,000,000

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

Duration in months

48

This contract is subject to renewal

No

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: No

## **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**

Lot 6: Written Translation Transcription & Ancillary Services - All Regions

Lot No

6

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

- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Written Translation Transcription & Ancillary Services

For further information of eligible entities please see Lot 1a – Section II.2.4

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £16,000,000

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

N/A

#### **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: [2023/S 000-013954](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

3 October 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

3 October 2023

Local time

12:00pm

## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### VI.3) Additional information

NHS Northern Ireland (National Health Service for Northern Ireland) including but not limited to: Health and Social Care Trusts, Primary care Services GPs, pharmacies, dentists and optometrists, Hospital services, social care services and community services, including those provided through community health centres and mental health services:

<http://www.hscni.net/>

Isle of Man (IoM) Government and associated IoM based public bodies, including all IoM Government Departments and Cabinet Office, including but not limited to: Department of Health & Social Care, as listed at:

<https://www.gov.im/about-the-government/departments>

Educational Establishments in England & Wales listed on the Department for Education's Register EduBase (to be superseded by GIAS (Get Information about Schools) including establishments providing compulsory, higher and further education:

<https://www.get-information-schools.service.gov.uk>

<https://www.gov.uk/government/publications/open-academies-and-academy-projects-in-development>

Schools in England

<https://get-information-schools.service.gov.uk/Search?SelectedTab=Establishments>

Education Trusts

<https://www.gov.uk/types-of-school/academies>

Schools in Wales

<https://gov.wales/address-list-schools>

Further and Higher Education Recognised Institutions or listed bodies in the UK offering degree-level courses:

<https://www.officeforstudents.org.uk/advice-and-guidance/the-register/the-ofs-register/#/>

Schools in Scotland including primary, secondary and special schools:

<https://education.gov.scot/parentzone/>

Educational Establishments in Scotland:

<http://www.gov.scot/Topics/Statistics/ScotXed/SchoolEducation/SchoolEstablishments>

Schools and Educational Establishments in Northern Ireland:

<https://www.education-ni.gov.uk/services/schools-plus>

Higher Education Universities and Colleges in Northern Ireland:

<https://www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland>

UK Police Forces in England, Northern Ireland, Scotland and Wales including National Special Police Forces.

<https://www.police.uk/pu/find-a-police-force/>

England Fire and Rescue Services

<https://www.nationalfirechiefs.org.uk/Fire-and-Rescue-Services>

Scottish Fire & Rescue Services

<http://www.firescotland.gov.uk/your-area.aspx>

Welsh Fire & Rescue Services

<https://gov.wales/fire-rescue>

Northern Ireland Fire & Rescue Service

<https://www.nifrs.org/>

UK Maritime & Coastguard Agency

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency/about/access-and-opening>

Registered charities in England and Wales:

<https://www.gov.uk/find-charity-information>

Registered charities in Scotland:

<http://www.oscr.org.uk/charities>

Registered charities in Northern Ireland:

<http://www.charitycommissionni.org.uk/charity-search/>

Ministry of Defence (MOD):

<https://www.gov.uk/government/organisations/ministry-of-defence>

Royal Navy - <https://www.royalnavy.mod.uk/>

British Army - <http://www.army.mod.uk/>

Royal Air Force - <https://www.raf.mod.uk/>

Registered social landlords: government funded not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.

England

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Scotland

<https://www.housingregulator.gov.scot/landlord-performance/landlords>

Wales

<http://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

Northern Ireland

<https://www.nidirect.gov.uk/contacts/housing-associations>

Any other public sector and government organisations, including, but not limited to, those listed at; Departments, agencies and public bodies

<https://www.gov.uk/government/organisations>

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

North of England Commercial Procurement Collaborative (NOE CPC)

Savile Street East,

Sheffield,

S4 7UQ

Country

United Kingdom

Internet address

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