

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/025782-2023>

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

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

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

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

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>