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Planning

Translation and Interpretation Services

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-050031

Procurement identifier (OCID): ocids-h6vhtk-058af5

Published 20 August 2025, 9:55am

Scope

Description

Cardiff and Vale University Health Board (CAVUHB) is seeking to engage with suppliers ahead of a planned procurement exercise for the provision of multi-language translation and interpretation services, operating 24 hours a day, 7 days a week.

The Health Board currently utilises the Wales Interpretation and Translation Service (WITS) under a collaborative public sector contract. However, due to increased demand and evolving service needs, the Health Board intends to explore alternative and innovative service delivery models that ensure value for money, flexibility, and high-quality patient-centred care.

We are particularly interested in engaging with suppliers who can offer:

- 24/7 availability across all modalities (face-to-face, telephone, video, BSL, and written translation)
- Digital delivery platforms with real-time scheduling and feedback
- Computer-Assisted Translation (CAT) and Machine Translation (MT) capabilities

- AI-powered translation tools for non-clinical communications
- Flexible pricing structures, including tiered or prorated billing for short-duration appointments
- Transparent subcontracting arrangements and robust quality assurance mechanisms

This Notice is issued to invite expressions of interest and facilitate pre-market engagement sessions to assess supplier readiness, innovation, and alignment with NHS standards and GDPR compliance.

Interested suppliers are encouraged to register their interest and provide a brief overview of their capabilities, including:

- Service coverage and operational hours
- Technology integration and innovation
- Experience in public sector or healthcare settings
- Quality assurance and performance monitoring frameworks

Deadline for expressions of interest: 5th September 2025

Contact for submissions and queries:

- Lowri Crossman, Procurement Business Officer
- Lily Prance, Procurement Business Manager

This notice does not constitute a call for competition but aims to inform the market of a potential future procurement and gather insights to shape the specification and approach.

Total value (estimated)

- £850,000 excluding VAT
- £1,020,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2026
- 1 year

Main procurement category

Services

CPV classifications

- 79530000 - Translation services

Contract locations

- UKL22 - Cardiff and Vale of Glamorgan

Engagement

Engagement deadline

5 September 2025

Engagement process description

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- Lily Prance, Procurement Business Manager

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

- NHS Organisation Data Service: RQF

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Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales