

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/050771-2025>

Planning

Interpretation and Translation Services (BC)

NHS Black Country Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-050771

Procurement identifier (OCID): ocds-h6vhtk-058c9f

Published 22 August 2025, 10:42am

Section I: Contracting authority

I.1) Name and addresses

NHS Black Country Integrated Care Board

Civic Centre, St Peter's Square

Wolverhampton

WV1 1SH

Contact

Kimberley Walker

Email

kimberley.walker13@nhs.net

Country

United Kingdom

Region code

UKG39 - Wolverhampton

Internet address(es)

Main address

<https://www.blackcountry.icb.nhs.uk/>

Buyer's address

<https://www.blackcountry.icb.nhs.uk/>

I.3) Communication

Additional information can be obtained from 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

Interpretation and Translation Services (BC)

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

THIS NOTICE IS FOR A MARKET ENGAGEMENT EVENT ONLY

NHS Arden and Greater East Midlands CSU on behalf of NHS Black Country ICB (BC) (referred to as the Commissioner), intend to conduct a Competitive Flexible Process under The Procurement Act 2023 to seek a suitably experienced and qualified supplier to provide Interpretation and Translation Services. The procurement route will be finalised following the market engagement. Suppliers are invited to attend a virtual market engagement event where the Commissioner will discuss their requirements and seek feedback from the market.

The aim of the service is to provide an integrated language and communication service for patients accessing primary care services commissioned by NHS Black Country ICB.

Further details can be found in II.2.4.1.

The virtual market engagement event will be held on 16th September 2025 at 13:00 to 14:30, via MS Teams, with a 30-minute 1:1 session being offered on 17th September 2025 between 09:00 and 17:00 and 22nd September 2025 between 09:00 and 17:00. Attendance to the market engagement event on 16th September 2025 is mandatory should you require a follow up 30-minute 1:1 session to ensure fairness across all suppliers.

You are invited to complete a questionnaire and confirm your attendance to the market engagement event, and confirm if you would like a follow up 30-minute 1:1 session, by accessing Atamis (Health Family) (<https://health-family.force.com/s/Welcome>), search for project "C380665 – Interpretation and Translation Service (BC) – Market Engagement"

and complete the online questionnaire by 17:00 12th September 2025.

You will be able to locate and access the MS Teams invitation within the documents area, along with further information regarding the service.

An invitation will be issued for the allocated 30-minute time slot. Sessions will be scheduled on a first come first served basis.

II.1.5) Estimated total value

Value excluding VAT: £1,120,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

Black Country

II.2.4) Description of the procurement

THIS NOTICE IS FOR A MARKET ENGAGEMENT EVENT ONLY

NHS Arden and Greater East Midlands CSU on behalf of NHS Black Country ICB (BC) (referred to as the Commissioner), intend to conduct a Competitive Flexible Process under The Procurement Act 2023 to seek a suitably experienced and qualified supplier to provide Interpretation and Translation Services. The procurement route will be finalised following the market engagement. Suppliers are invited to attend a virtual market engagement event where the Commissioner will discuss their requirements and seek feedback from the market.

The procurement is intended to be published as a Lotted procurement, as per the below Lots:

- 1) British Sign Language (BSL)
- 2) Written and Spoken, including digital solutions
- 3) Neurodiverse and Learning Disabilities Advocacy

The aims of the service is to provide an integrated language and communication service for patients accessing primary care services commissioned by NHS Black Country ICB.

The service aims are to:

- Deliver a place-based language and communication system that actively promotes collaborative working to improve English language proficiency and puts the outcomes of our population at the heart
- Meet existing demand for primary care interpreting services and manage future growth in demand of interpreting services
- Utilise a range of language and communication modes capitalising on the latest technological and digital developments.
- Enable primary care staff to have access to timely, high quality, language and communication services for patients accessing primary care services.
- Improve levels of patient confidence and activation to overcome language and communication barriers.
- Provision of signposting to establish referrals into local English language (ESOL) providers or equivalent across the ICB footprint. Work in partnership with stakeholders to improve access to opportunities to improve independence, confidence and patient activation.
- Be proactive in identifying unwanted variation in access to language and communication services across the ICB footprint.

The purpose and outcome of this market engagement is to:

- Develop the Commissioners requirements and approach to the procurement;
- Identify suitably experienced and qualified suppliers that may be able to provide an Interpretation and Translation service in all four places within the Black Country ICS; and
- Engage with interested parties to explore the current capacity and capability of the market to meet the requirements.

The virtual market engagement event will be held on 16th September 2025 at 13:00 to 14:30, via MS Teams, with a 30-minute 1:1 session being offered on 17th September 2025 between 09:00 and 17:00 and 22nd September 2025 between 09:00 and 17:00. Attendance to the market engagement event on 16th September 2025 is mandatory should you require a follow up 30-minute 1:1 session to ensure fairness across all suppliers.

You are invited to complete a questionnaire and confirm your attendance to the market engagement event, and confirm if you would like a follow up 30-minute 1:1 session, by accessing Atamis (Health Family) (<https://health-family.force.com/s/Welcome>), search for project "C380665 – Interpretation and Translation Service (BC) – Market Engagement"

and complete the online questionnaire by 17:00 12th September 2025.

You will be able to locate and access the MS Teams invitation within the documents area, along with further information regarding the service.

An invitation will be issued for the allocated 30-minute time slot. Sessions will be scheduled on a first come first served basis.

II.2.14) Additional information

You are invited to complete a questionnaire and confirm your attendance to the market engagement event, and confirm if you would like a follow up 30-minute 1:1 session, by accessing Atamis (Health Family) (<https://health-family.force.com/s/Welcome>), search for project "C380665 – Interpretation and Translation Service (BC) – Market Engagement" and complete the online questionnaire by 17:00 12th September 2025.

This is a Procurement Act 2023 Notice. Any award of contract for this requirement is subject to the Procurement Act 2023. For the avoidance of doubt, the provisions of the Health Care Services (Provider Selection Regime) Regulations 2023 do not apply. In addition, neither the placement of this notice nor any subsequent notice shall bind the Commissioner to the award of any contract.

II.3) Estimated date of publication of contract notice

3 November 2025

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: No

Section VI. Complementary information

VI.3) Additional information

You are invited to complete a questionnaire and confirm your attendance to the market engagement event, and confirm if you would like a follow up 30-minute 1:1 session, by accessing Atamis (Health Family) (<https://health-family.force.com/s/Welcome>), search for project "C380665 – Interpretation and Translation Service (BC) – Market Engagement" and complete the online questionnaire by 17:00 12th September 2025.