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Award

## Total Language Solutions II

Mid South Essex NHS Foundation Trust

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-052817

Procurement identifier (OCID): ocds-h6vhtk-055da6 ([view related notices](#))

Published 1 September 2025, 1:57pm

## Scope

## Reference

PR-1006

## Description

The framework will include a range of Services including on-site face-to-face interpreting for spoken languages, the provision of remote interpreting solutions for spoken and non-spoken languages, enabling the immediate connection to an interpreter on the telephone, by video, by video conferencing and/or via a secure app-based service alongside the provision of wider translation and transcription services. The Services will also encompass a range of solutions for on-site and/or remote interpretation and translation solutions for non-spoken languages, including the provision of a managed or subscription-based service with technology to cover on-site (non-spoken) and/or remote (non-spoken) interpretation and translation services including British Sign Language (BSL).

This includes the deployment of a managed or subscription-based service with technology to cover on-site (spoken) and/or remote (spoken and non-spoken) interpretation, translation, and transcription services

## **Commercial tool**

Establishes a framework

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## **Lot 2. Non-Spoken Interpretation and Translation Services**

### **Description**

Interpretation and Translation Services (On-site and/or Remote) enables Participating Authorities to access Suppliers who are capable of providing Non-Spoken Translators and Interpreters which includes but is not limited to British Sign Language (BSL).

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## **Lot 1. Spoken Interpretation, Translation and Transcription Services**

### **Description**

Interpretation, Translation and Transcription Services (On-site and/or Remote) facilitating access to Suppliers providing Spoken translation services, including rare languages and those that are deemed to be more frequently provided.

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## **Lot 3. Interpretation, Translation and Transcription Managed Services**

### **Description**

will allow provision of multiple Lots under a single contract under a managed service and the added utilisation of technology software.

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## **Contract 1. Contract 1**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Axis Recruitment Limited

### **Contract value**

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further for upto 2 year extension available

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 2. Contract 2**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- Migrant Help Trading Limited

### **Contract value**

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further for upto 2 year extension available

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 3. Contract 3**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 3. Interpretation, Translation and Transcription Managed Services

### **Supplier**

- D A Languages Limited

### **Contract value**

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further for upto 2 year extension available

## **Main procurement category**

Services



## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 4. Contract 4**

### **Lots**

Lot 3. Interpretation, Translation and Transcription Managed Services

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Word360 Limited

### **Contract value**

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

**Date assessment summaries were sent to tenderers**

28 August 2025

**Standstill period**

- End: 10 September 2025
- 8 working days

**Earliest date the contract will be signed**

11 September 2025

**Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

**Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 5. Contract 5**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Language Connect International Ltd

### **Contract value**

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 29 September 2029
- 4 years, 1 day

Description of possible extension:

Further extension of 2 years available

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 6. Contract 6**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- Language Empire Ltd.

### **Contract value**

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 7. Contract 7**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 3. Interpretation, Translation and Transcription Managed Services

### **Supplier**

- Language Line Limited

### **Contract value**

- £30,000,000 excluding VAT
- £36,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

## **Main procurement category**

Services



## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 8. Contract 8**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Sign Solutions (SLIA) Ltd

### **Contract value**

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

## **Date assessment summaries were sent to tenderers**

28 August 2025

## **Standstill period**

- End: 10 September 2025
- 8 working days

## **Earliest date the contract will be signed**

11 September 2025

## **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 9. Contract 9**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Signalise Co-op Limited

### **Contract value**

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

### **Date assessment summaries were sent to tenderers**

28 August 2025

### **Standstill period**

- End: 10 September 2025
- 8 working days

### **Earliest date the contract will be signed**

11 September 2025

### **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further Extension of 2 years available

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 10. Contract 10**

### **Lots**

Lot 3. Interpretation, Translation and Transcription Managed Services

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- thebigword Interpreting Services Limited

### **Contract value**

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

### **Date assessment summaries were sent to tenderers**

28 August 2025

### **Standstill period**

- End: 10 September 2025
- 8 working days

### **Earliest date the contract will be signed**

11 September 2025

### **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom
- 

## **Contract 11. Contract 11**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- The Language Shop Ltd

### **Contract value**

- £35,000,000 excluding VAT
- £42,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

### **Date assessment summaries were sent to tenderers**

28 August 2025

### **Standstill period**

- End: 10 September 2025
- 8 working days

### **Earliest date the contract will be signed**

11 September 2025

### **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**



- UK - United Kingdom
- 

## **Contract 12. Contract 12**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- Enable2 Translate Limited

### **Contract value**

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

### **Date assessment summaries were sent to tenderers**

28 August 2025

### **Standstill period**

- End: 10 September 2025
- 8 working days

### **Earliest date the contract will be signed**

11 September 2025

### **Contract dates (estimated)**

- 29 September 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**

- UK - United Kingdom
-

## **Contract 13. Contract 13**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Translate UK Limited

### **Contract value**

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Award decision date**

27 August 2025

### **Date assessment summaries were sent to tenderers**

28 August 2025

### **Standstill period**

- End: 10 September 2025
- 8 working days

### **Earliest date the contract will be signed**

11 September 2025

### **Contract dates (estimated)**

- 29 September 2025 to 8 September 2027
- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Further extension of 2 years available

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**

- UK - United Kingdom
-

## Information about tenders

### Lot 2. Non-Spoken Interpretation and Translation Services

- 14 tenders received
  - 13 tenders assessed in the final stage:
    - 10 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 10 suppliers awarded contracts
  - 3 suppliers unsuccessful (details included for contracts over £5 million)
- 

#### Unsuccessful suppliers

- [Global Voices Ltd](#)
  - [Language Phone Ltd](#)
  - [RHC 360 SOLUTIONS LTD](#)
- 

### Lot 1. Spoken Interpretation, Translation and Transcription Services

- 14 tenders received
  - 13 tenders assessed in the final stage:
    - 9 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 10 suppliers awarded contracts
  - 3 suppliers unsuccessful (details included for contracts over £5 million)
- 

#### Unsuccessful suppliers

- [Global Voices Ltd](#)
  - [Language Phone Ltd](#)
  - [RHC 360 SOLUTIONS LTD](#)
- 

### **Lot 3. Interpretation, Translation and Transcription Managed Services**

- 12 tenders received
  - 7 tenders assessed in the final stage:
    - 4 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 4 suppliers awarded contracts
  - 3 suppliers unsuccessful (details included for contracts over £5 million)
- 

#### **Unsuccessful suppliers**

- [Global Voices Ltd](#)
  - [Language Phone Ltd](#)
  - [RHC 360 SOLUTIONS LTD](#)
- 

### **Procedure**

#### **Procedure type**

Open procedure

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## Suppliers

### Axis Recruitment Limited

- Companies House: 04827750

331 Hadyn Road

Nottingham

NG5 1DG

United Kingdom

Email: [michaelc@axisrec.com](mailto:michaelc@axisrec.com)

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Contract 1

### D A Languages Limited

- Companies House: 06207784

Suite 4a, Statham House, Talbot Road

Stretford, Manchester

M32 0FP

United Kingdom

Email: [Matt.Gallacher@dals.co.uk](mailto:Matt.Gallacher@dals.co.uk)

Region: UKD34 - Greater Manchester South West

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Contract 3

## **Enable2 Translate Limited**

- Companies House: 15443239

Carlton House, Grammar School Street,

Bradford

BD1 4NS

United Kingdom

Email: [liz.weatherill@translate.one](mailto:liz.weatherill@translate.one)

Region: UKE41 - Bradford

Small or medium-sized enterprise (SME): Yes



Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 12. Contract 12

### **Global Voices Ltd**

- Companies House: SC270103

Unit A Logie Court, Stirling University Innovation Park

Stirling

FK9 4NF

United Kingdom

Region: UKM77 - Perth & Kinross and Stirling

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

### **Language Connect International Ltd**

- Companies House: 07364250

Icon 1. 7-9 Sunbank Lane

Manchester

WA15 0AF

United Kingdom

Email: [david.brett@thgfluently.com](mailto:david.brett@thgfluently.com)

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Contract 5

### **Language Empire Ltd.**

- Companies House: 05535464

Empire House, College Road

Rochdale

OL12 6AE

United Kingdom

Email: [Tenders@empire-groupuk.com](mailto:Tenders@empire-groupuk.com)

Region: UKD37 - Greater Manchester North East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 6. Contract 6

## **Language Line Limited**

- Companies House: 04823110

5th Floor, Queen Elizabeth House, 4 St Dunstan's Hill,

London

EC3R 8AD

United Kingdom

Email: [lloyd.farrow@languageline.co.uk](mailto:lloyd.farrow@languageline.co.uk)

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 7. Contract 7

## **Language Phone Ltd**

- Companies House: 16301739

3rd Floor, 86-90 Paul Street

London

EC2A 4NE

United Kingdom

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **Migrant Help Trading Limited**

- Companies House: 05684239

128 City Road

London

EC1V 2NX

United Kingdom

Email: [Dawn.Wall@clearvoice.org.uk](mailto:Dawn.Wall@clearvoice.org.uk)

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Contract 2

## **RHC 360 SOLUTIONS LTD**

- Companies House: 13533780

422 HIGH STREET NORTH

London

E12 6RH

United Kingdom

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

## **Sign Solutions (SLIA) Ltd**

- Companies House: 04802772

First Floor, Ipsley Barn, Berrington Close,

Redditch, Worcestershire

B98 0TJ

United Kingdom

Email: [clare.vale@signsolutions.uk.com](mailto:clare.vale@signsolutions.uk.com)

Region: UKG12 - Worcestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 8. Contract 8

## **Signalise Co-op Limited**

- Companies House: RS004634

54 St James St

Liverpool

L1 0AB

United Kingdom

Email: [jen@signalise.coop](mailto:jen@signalise.coop)

Region: UKD72 - Liverpool

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: Yes

Public service mutual: Yes

Contract 9. Contract 9

## **The Language Shop Ltd**

- Companies House: 08882661

Newham Dockside,1000 Dockside Road

London,

E16 2QU

United Kingdom

Email: [jaimin.patel@newham.gov.uk](mailto:jaimin.patel@newham.gov.uk)

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 11. Contract 11

## **thebigword Interpreting Services Limited**

- Companies House: 06232449

The Brainworks,Unit 4 Royds Close

Leeds

LS12 6LL

United Kingdom

Email: [mark.rice@thebigword.com](mailto:mark.rice@thebigword.com)

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 10. Contract 10

### **Translate UK Limited**

- Companies House: 05705452

15 Harrison Road,

Halifax

HX1 2AF

United Kingdom

Email: [mahmed@translateuk.net](mailto:mahmed@translateuk.net)

Region: UKE44 - Calderdale and Kirklees

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No



Contract 13. Contract 13

## **Word360 Limited**

- Companies House: 05498277

Unit 6 The Cloisters, 11-12 George Road

Birmingham

B15 1NP

United Kingdom

Email: [kavita@word360.co.uk](mailto:kavita@word360.co.uk)

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Contract 4

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## **Contracting authority**

**Mid South Essex NHS Foundation Trust**

- NHS Organisation Data Service: RAJ

Nether Mayne

Basildon

SS16 5NL

United Kingdom

Contact name: Customer Care

Telephone: 01268524900

Email: [customercare@htepg.com](mailto:customercare@htepg.com)

Website: <https://www.mse.nhs.uk/>

Region: UKH37 - Essex Thames Gateway

Organisation type: Public authority - central government

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### HealthTrust Europe LLP

Summary of their role in this procurement: On 11th August 2021, Mid and South Essex NHS Foundation Trust (MSE) published a contract notice for procurement partner services. HealthTrust Europe LLP (HTE) was selected to provide these services under the MSE Framework, including access to HTE's public sector frameworks. HTE is now conducting this procurement exercise as part of its services to the Customers under the

MSE Framework.

- Companies House: OC358224

19 George Road

Birmingham

B15 1NU

United Kingdom

Contact name: Customer Care

Telephone: 08458875000

Email: [customercare@htepg.com](mailto:customercare@htepg.com)

Region: UKG31 - Birmingham

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## Contact organisation

Contact HealthTrust Europe LLP for any enquiries.