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Contract

## Total Language Solutions II

Mid South Essex NHS Foundation Trust

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076944

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

Published 25 November 2025, 3:14pm

## 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 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 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 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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## **Framework**

### **Maximum percentage fee charged to suppliers**

1%

### **Framework operation description**

Tendered rates form ceiling fees for the duration of the framework and can be reduced to offer best value, but never exceeded, except where a price review has been undertaken and any uplift is identified as necessary. Contract awards may be via direct award or further competition.

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

Any public sector contracting authority recognized by the UK government

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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**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

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

- 4 years

Description of possible extension:

2 month extension in line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

[TLS II - Draft Framework Agreement 1.1.docx](#)

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## **Contract 2. Contract 2**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

## **Supplier**

- Migrant Help Trading Limited

## **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

## **Date signed**

29 September 2025

## **Contract dates**

- 20 October 2025 to 28 September 2027
- Possible extension to 28 September 2029
- 3 years, 11 months, 9 days

Description of possible extension:

Extension in line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

[TLS II - Draft Framework Agreement 1.1.docx](#)

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## **Contract 14**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 3. Interpretation, Translation and Transcription Managed Services

### **Supplier**

- D A Languages Limited

### **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

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

Description of possible extension:

Extension in line with framework terms

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**

- UK - United Kingdom

### **Signed contract documents**

## **Contract 4. Contract 4**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 3. Interpretation, Translation and Transcription Managed Services

### **Supplier**

- Word360 Limited

### **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

- 29 September 2025 to 28 September 2027

- Possible extension to 28 September 2029
- 4 years

Description of possible extension:

Extension in line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

[TLS II - Draft Framework Agreement 1.1.docx](#)

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## **Contract 5. Contract 5**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

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

### **Supplier**

- Language Connect International Ltd

### **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

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

Description of possible extension:

Extension in line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

[TLS II - Draft Framework Agreement 1.1.docx](#)

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## **Contract 6. Contract 6**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Language Empire Ltd.

### **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

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

Description of possible extension:

extended in line with framework term

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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## **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**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

## **Contract dates**

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

Description of possible extension:

In line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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## **Contract 8. Contract 8**

## **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

## **Supplier**

- Sign Solutions (SLIA) Ltd

## **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

## **Date signed**

29 September 2025

## **Contract dates**

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

Description of possible extension:

in line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

[TLS II - Draft Framework Agreement 1.1.docx](#)

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## **Contract 9. Contract 9**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Signalise Co-op Limited

### **Contract value**

- £4,000,000 excluding VAT

- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

### **Contract dates**

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

Description of possible extension:

In line with framework terms

### **Main procurement category**

Services

### **CPV classifications**

- 79540000 - Interpretation services

### **Contract locations**

- UK - United Kingdom

## Signed contract documents

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## Contract 10. Contract 10

### Lots

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 3. Interpretation, Translation and Transcription Managed Services

### Supplier

- thebigword Interpreting Services Limited

### Contract value

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### Date signed

29 September 2025

## **Contract dates**

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

Description of possible extension:

In line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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**Contract 11. Contract 11**

## **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

Lot 2. Non-Spoken Interpretation and Translation Services

Lot 3. Interpretation, Translation and Transcription Managed Services

## **Supplier**

- The Langauge Shop Ltd

## **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

## **Date signed**

29 September 2025

## **Contract dates**

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

Description of possible extension:

In line with Framework Terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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## **Contract 12. Contract 12**

### **Lots**

Lot 1. Spoken Interpretation, Translation and Transcription Services

### **Supplier**

- Enable2 Translate Limited

## **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

## **Date signed**

29 September 2025

## **Contract dates**

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

Description of possible extension:

In line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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## **Contract 13. Contract 13**

### **Lots**

Lot 2. Non-Spoken Interpretation and Translation Services

### **Supplier**

- Translate UK Limited

### **Contract value**

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Framework lot values may be shared with other lots

Below the relevant threshold

### **Date signed**

29 September 2025

## **Contract dates**

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

Description of possible extension:

In line with framework terms

## **Main procurement category**

Services

## **CPV classifications**

- 79540000 - Interpretation services

## **Contract locations**

- UK - United Kingdom

## **Signed contract documents**

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## **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)

Website: <http://www.axisrec.com>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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

Contract 14

## **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

Contract 12

### **Language Connect International Ltd**

- Companies House: 07364250

Icon 1 7-9 Sunbank Lane, Ringway

Altrincham

WA15 0AF

United Kingdom

Email: [omar.choudhry@thgfluently.com](mailto:omar.choudhry@thgfluently.com)

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

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

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

Contract 7

## **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

Contract 2

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

- Companies House: 04802772

First Floor, Ipsley Barn, Berrington Close,

Redditch

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

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): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 9

### **The Langauge 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

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

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

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

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: 01268 524900

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

Website: <https://www.healthtrusteurope.com>

Region: UKG31 - Birmingham

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## **Contact organisation**

Contact HealthTrust Europe LLP for any enquiries.