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Tender

Cheshire and Mersey - Accessible Solutions

Wirral University Teaching Hospitals NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078389

Procurement identifier (OCID): ocids-h6vhtk-05606c ([view related notices](#))

Published 1 December 2025, 10:46am

Scope

Description

Translation of spoken and non-spoken language including associated services and solutions for the Cheshire & Merseyside ICB Group with Wirral as the lead Trust for the procurement notices.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Extension will be agreed with the Authority in alignment to their requirements. Open framework proposed with 2+2+1 (subject to Trust discretion)

Main procurement category

Services

CPV classifications

- 79530000 - Translation services

Lot constraints

Description of how multiple lots may be awarded:

All Lots will be evaluated independently of one another. Where a bidder is recommended for award to multiple Lots a single Framework Agreement shall be issued covering all awarded Lots

Lot 1. Lot 1 - Lot 1: Spoken Interpretation, Translation and Transcription Services (On-site and/or Remote)

Description

Enabling access to on-site Face-to-Face Interpreting for spoken languages, the provision of Remote Interpreting Solutions for spoken and non-spoken languages, and 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 provision of Services under this Lot cover the following offerings:

Face-to-Face Interpreting

Applicable to on-site and sessional work, this Service provision shall include but is not limited to Face-to-Face Interpreting Services for spoken languages which entail direct oral communication between the principal parties through the use of an Interpreter or sessional/class based interactive sessions to facilitate education, awareness and understand requirements between the principal parties.

This includes the following services, and any other areas which can be properly described as Face-to Face Interpreting:

- Consecutive Interpreting
- On-site Interpreting
- 24 Hour Service, 365 days a year
- Emergency bookings and out-of- hours bookings
- Booking Management/Subscription Services

Remote Interpreting Solutions including telephone, video and app-based services

Translation and/or Transcription Services

This service includes the provision of Translation Services which requires the interpretation of written text in a source language to be accurately translated into a specified language by a suitably qualified person or through the use of technology. This also includes the provision of transcription services which converts or transcribes speech (either live or recorded) into a written or electronic text document by a suitably qualified person or through the use of technology, including proof reading services.

Applicable to remote interpreting solutions including telephone, video and app-based services, this service includes the provision of remote interpreting solutions for 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.

This includes the following services, and any other areas which can be properly described as Telephone Interpreting Services:

- On-demand and Scheduled Availability
- 24 Hour Service, 365 days a year
- Provision of Hardware and Software (where required)
- Emergency bookings and out-of- hours bookings
- Booking Management/Subscription Services

There is also scope for alternative remote mediums that represent an innovative and robust route to market.

Lot value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are

the same for all lots.

Lot 2. Lot 2 - Non-Spoken Interpretation and Translation Services (On-site and/or Remote)

Description

Enabling access to on-site and/or remote interpretation and translation solutions for non-spoken languages, this Lot encompasses services including Sign Language variations depending on the requirements of the Participating Authority and includes the provision of communication professionals specialising in interpretation and translation work with non-spoken, deaf, and deafblind people either on-site, or remotely via written, online, video and/or app-based solutions.

This includes the provision of British Sign Language (BSL) Interpreters as well as the following associated services and any other that can be properly described as a Non-Spoken Interpretation or Translation Service:

- Interpreters for Deafblind People
- Lip speakers
- Notetakers
- Sign Supported English (SSE)
- Sign Language Translators
- Deaf Relay Interpreting
- American Sign Language (ASL)
- Irish Sign Language (ISL)
- Speech to Text Reporters
- Cued Speech/Makaton and Sign Language in other Foreign Languages as examples.

The core services outlined above, shall be offered in addition to the below:

- On-demand and Scheduled Availability
- 24 Hour Service, 365 days a year
- Provision of Hardware and Software (where required)
- Emergency bookings and out-of- hours bookings
- Minimum call-out parameters
- Booking Management/Subscription Services

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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

Description

Enabling the provision of interpreters/translators through deployment of a managed service, or subscription based model, the permissible scope of Lot 3 requires Suppliers to:

Offer the scope of interpretation, translation, and transcription services that they are awarded to across Lot 1 and Lot 2 as a supplementary/optional service option either in part or in full.

Offer the option to outsource all internal elements of the service within the scope of the agreement that is managed by the Participating Authority to the Supplier to deliver an on-site (resourced solution) or an off-site (shared service centre) solution. The Supplier will act as a prime contractor on a master vendor basis (sub-contracting with other suppliers) with a dedicated resource/headcount allocated to the contract to deliver the agreed scope of services to the agreed contract terms, key performance indicators and budget/savings targets.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Framework**Open framework scheme end date (estimated)**

31 March 2031

Maximum number of suppliers

999

Maximum percentage fee charged to suppliers

1%

Framework operation description

Any Contract(s) awarded as a result of this procurement will be awarded on the basis of the offer that is the most advantageous tender. The Award Criteria (Award Criteria) are:

- 55.00% technical or quality.
- 35.00% cost.
- 10.00% social value

Scores are arrived at following the application of the Evaluation Criteria (Evaluation Criteria) set out in the scoring methodology for each Lot.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Alder Hey

Bridgewater Community Healthcare NHS Foundation Trust

Clatterbridge Cancer Centre

Countess of Chester NHS Foundation Trust

East Cheshire NHS Trust

Halton

Liverpool Heart and Chest

Liverpool University Hospitals NHS Foundation Trust

Liverpool Women NHS Foundation Trust

Mersey and West Lancashire Teaching Hospitals NHS Trust

Mersey Care

Mid Cheshire Hospital NHS Foundation Trust

Primary Care (Liverpool Place)

The Walton Centre

Warrington & Halton Teaching Hospitals NHS FT

Wirral Community Health and Care NHS Foundation Trust

Wirral University Teaching Hospital NHS Foundation Trust

NHS Cheshire & Merseyside ICB

Participation

Legal and financial capacity conditions of participation

Lot 1. Lot 1 - Lot 1: Spoken Interpretation, Translation and Transcription Services (On-site and/or Remote)

Lot 2. Lot 2 - Non-Spoken Interpretation and Translation Services (On-site and/or Remote)

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

Financial and economic good standing assessment to be undertaken as part of the qualification process

Technical ability conditions of participation

Lot 1. Lot 1 - Lot 1: Spoken Interpretation, Translation and Transcription Services (On-site and/or Remote)

Lot 2. Lot 2 - Non-Spoken Interpretation and Translation Services (On-site and/or Remote)

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

Technical ability will be evaluated according to the scoring methodology in the tender documents

Particular suitability

Lot 1. Lot 1 - Lot 1: Spoken Interpretation, Translation and Transcription Services (On-site and/or Remote)

Lot 2. Lot 2 - Non-Spoken Interpretation and Translation Services (On-site and/or Remote)

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

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

Submission

Enquiry deadline

5 December 2025, 3:00pm

Tender submission deadline

12 January 2026, 2:00pm

Submission address and any special instructions

Via the Bravo Portal <https://healthtrusteurope.bravosolution.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 5 January 2028

Award criteria

Name	Type	Weighting
Technical Evaluation	Quality	55%
Price Evaluation	Price	35%
Social Value (Mandatory 10%)	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Wirral University Teaching Hospitals NHS Foundation Trust

- NHS Organisation Data Service: RBL

Arrowe Park Road, Upton

Wirral

CH49 5PE

United Kingdom

Contact name: Customer Care

Telephone: 01516785111

Email: customercare@hstepg.com

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

Region: UKD74 - Wirral

Organisation type: Public authority - central government

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.

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B15 1NU

United Kingdom

Contact name: Customer Care

Telephone: 08458875000

Email: customercare@htepg.com

Region: UKG31 - Birmingham

Contact organisation

Contact HealthTrust Europe LLP for any enquiries.