

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/084460-2025>

Contract

Interpreter Services

West Midlands Ambulance Service University NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2025/S 000-084460

Procurement identifier (OCID): ocds-h6vhtk-040db0

Published 18 December 2025, 2:27pm

Section I: Contracting authority

I.1) Name and addresses

West Midlands Ambulance Service University NHS Foundation Trust

Waterfront Business Park, Waterfront Way

Brierley Hill

DY5 1LX

Contact

Sharon Wilson

Email

mb-purchasingandcontractshelpdeskmailbox@wmas.nhs.uk

Country

United Kingdom

Region code

UKG3 - West Midlands

Internet address(es)

Main address

<https://www.wmas.nhs.uk/>

Buyer's address

<https://www.wmas.nhs.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Interpreter Services

Reference number

0748-25-W

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

Telephone Interpreter Services for 999 call takers and/or paramedic attending a patient.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £107,542.35

II.2) Description

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Telephone Interpreter Services for 999 call takers and/or paramedic attending a patient.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Award of a contract without prior publication of a call off competition in the cases listed below

The procurement falls outside scope of the regulations

Explanation:

Awarded via ESPO Language Services Framework 402_24 Lot 4a Remote Interpretation Services Telephone

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-031021](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2025

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Language Line Limited T/A Language Line Solutions

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

40 Bank Street

EC3R 8AD

Country

United Kingdom

NUTS code

- UKK - South West (England)

National registration number

04823110

Internet address

<http://www.languageline.co.uk>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £172,000

Lowest offer: £107,542.35 / Highest offer: £174,393 taken into consideration

Section VI. Complementary information

VI.3) Additional information

ESPO Language Services Framework 402_24 Lot 4a Remote Interpretation Services
Telephone

VI.4) Procedures for review

VI.4.1) Review body

West Midlands Ambulance Service University NHS Foundation Trust

Waterfront Business Park, Waterfront Way

Brierley Hill

DY5 1LX

Country

United Kingdom

Internet address

<https://www.wmas.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

West Midlands Ambulance Service University NHS Foundation Trust

Waterfront Business Park, Waterfront Way

Brierley Hill

DY5 1LX

Country

United Kingdom

Internet address

<https://www.wmas.nhs.uk/>

