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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](mailto: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

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## **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

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## **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](#)

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## **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.language-line.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

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## **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/>

