

United Kingdom-Newcastle Upon Tyne: Translation services
OJ S 51/2021 15/03/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS England and NHS Improvement North East and Yorkshire

Postal address: Waterfront 4, Newburn Riverside

Town: Newcastle Upon Tyne

NUTS code: UKC22 Tyneside

Postal code: NE15 8NY

Country: United Kingdom

E-mail: NECSU.neprocurement@nhs.net

Internet address(es):

Main address: <http://www.necsu.nhs.uk>

Address of the buyer profile: <https://in-tendhost.co.uk/nhsnecsu>

I.1. Name and addresses

Official name: NHS Newcastle Gateshead Clinical Commissioning Group

Postal address: Riverside House, Goldcrest Way

Town: Newcastle upon Tyne

NUTS code: UKC22 Tyneside

Postal code: NE15 8NY

Country: United Kingdom

E-mail: NECSU.neprocurement@nhs.net

Internet address(es):

Main address: <http://www.necsu.nhs.uk>

Address of the buyer profile: <https://in-tendhost.co.uk/nhsnecsu>

I.1. Name and addresses

Official name: NHS South Tyneside CCG

Postal address: Monkton Hall, Monkton Lane

Town: Jarrow

NUTS code: UKC22 Tyneside

Postal code: NE32 5NN

Country: United Kingdom

E-mail: NECSU.neprocurement@nhs.net

Internet address(es):

Main address: <http://www.necsu.nhs.uk>

Address of the buyer profile: <https://in-tendhost.co.uk/nhsnecsu>

I.1. Name and addresses

Official name: NHS Sunderland CCG

Postal address: Pemberton House, Sunderland Enterprise Park

Town: Sunderland

NUTS code: UKC23 Sunderland

Postal code: SR5 3XB

Country: United Kingdom

E-mail: NECSU.neprocurement@nhs.net

Internet address(es):

Main address: <http://www.necsu.nhs.uk>

Address of the buyer profile: <https://in-tendhost.co.uk/nhsnecsu>

I.2. Information about joint procurement

The contract involves joint procurement

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

NHSE619 — Regional Interpretation and Translation Services

Reference number: NHSE619

II.1.2. Main CPV code

79530000 Translation services

II.1.3. Type of contract

Services

II.1.4. Short description

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning Regional Interpretation and Translation Services for patients of primary care services across the North East region whose first language is not English.

The contract term will be for 3 years with the option to extend for a further 2 years, subject to satisfactory financial and contractual performance, with effect from 1 April 2021.

As this is a non-clinical service, the procurement of this service is subject to The European Public Contracts Directive (2014/24/EU) and the tendering process was conducted in accordance with the requirements of the Open Procedure, Regulation 27 of the Public Contracts Regulations 2015 (PCR2015) (as amended).

Bidders were tested on the capability, capacity and technical competence of their submission in accordance with The Public Contracts Regulations 2015.

Under the Public Services (Social Value) Act 2012 the Contracting Authorities must consider:

(a) how, what is proposed to be procured might improve the economic, social and environmental well-being of the area where it exercises its functions; and

(b) how, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract was scoped to take into account the priorities of the Contracting Authorities relating to economic, social and environmental well-being. The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) may apply. Bidders were advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

NECS utilised an electronic tendering tool to manage this procurement and communicate with potential bidders. Accordingly, no hard copy documents were issued to potential bidders and all communications with NECS, including bidder submissions, were conducted via the in-tend portal <https://in-tendhost.co.uk/nhsnecsu>

Tender documentation was available on the e-tendering portal from 7 December 2020. The closing date for submission of tenders was 12.00 noon 11 January 2021.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 12 503 015,00 GBP

II.2. Description

II.2.1. Title

Lot 1 — Face to Face Spoken Language Services, Telephone Interpreting, Video Interpreting and Written Translation

Lot No: 1

II.2.2. Additional CPV code(s)

79530000 Translation services, 85000000 Health and social work services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning Regional Interpretation and Translation Services for patients of primary care services across the North East region whose first language is not English.

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Tender documentation was available on the e-tendering portal from 7 December 2020.

The closing date for submission of tenders was 12.00 noon 11 January 2021.

II.2.5. Award criteria

Quality criterion - Name: Service delivery / Weighting: 35

Quality criterion - Name: Workforce / Weighting: 17.5

Quality criterion - Name: Communications / Weighting: 10

Quality criterion - Name: Governance / Weighting: 15

Quality criterion - Name: IM&T / Weighting: 10

Quality criterion - Name: Mobilisation / Weighting: 7.5

Price - Weighting: 5

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

II.2. Description

II.2.1. Title

Lot 2 — Face to Face Non-spoken Language Services and Non-spoken Video Interpreting
Lot No: 2

II.2.2. Additional CPV code(s)

85000000 Health and social work services, 79530000 Translation services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

North of England Commissioning Support (NECS) is working for and on behalf of NHS England and NHS Improvement North East, NHS Newcastle Gateshead Clinical Commissioning Group (CCG) NHS Sunderland CCG and NHS South Tyneside CCG (the Contracting Authorities) who are commissioning regional interpretation and translation services for patients of primary care services across the North East region whose first language is not English.

The contract term will be for 3 years with the option to extend for a further 2 years, subject to satisfactory financial and contractual performance, with effect from 01 April 2021.

As this is a non-clinical service, the procurement of this service was subject to The European Public Contracts Directive (2014/24/EU) and the tendering process was conducted in accordance with the requirements of the Open Procedure, Regulation 27 of the Public Contracts Regulations 2015 (PCR2015) (as amended).

Bidders were tested on the capability, capacity and technical competence of their submission in accordance with The Public Contracts Regulations 2015.

Under the Public Services (Social Value) Act 2012 the Contracting Authorities must consider:

(a) how, what is proposed to be procured might improve the economic, social and environmental well-being of the area where it exercises its functions; and

(b) how, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract was scoped to take into account the priorities of the Contracting Authorities relating to economic, social and environmental well-being.

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) may apply. Bidders were advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

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Tender documentation was be available on the e-tendering portal from 07 December 2020.

The closing date for submission of tenders was 12:00 noon 11 January 2021.

II.2.5. Award criteria

Quality criterion - Name: Service Delivery / Weighting: 35

Quality criterion - Name: Workforce / Weighting: 17.5

Quality criterion - Name: Communications / Weighting: 10

Quality criterion - Name: Governance / Weighting: 15

Quality criterion - Name: IM&T / Weighting: 10

Quality criterion - Name: Mobilisation / Weighting: 7.5

Price - Weighting: 5

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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 in the OJ S: [2020/S 240-594962](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Lot No: 1

Title:

Lot 1 - Face to face spoken language services, telephone interpreting, video interpreting and written translation

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/02/2021

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: Language Empire Ltd

Town: Rochdale

NUTS code: UKD North West (England)

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 10 741 625,00 GBP

V.2.5. Information about subcontracting

Section V: Award of contract

Lot No: 2

Title:

Lot 2 - Face to face non-spoken language services and non-spoken video interpreting

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/02/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Language Empire Ltd

Town: Rochdale

NUTS code: UKD North West (England)

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 761 390,00 GBP

Total value of the contract/lot: 1 761 390,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

(MT Ref:222191)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Public Procurement Review Service

Postal address: Cabinet Office

Town: London

Country: United Kingdom

E-mail: publicprocurementreview@cabinetoffice.gov.uk

Telephone: +44 3450103503

Internet address: <https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2. Body responsible for mediation procedures

Official name: North of England Commissioning Support Unit

Postal address: Teesdale House, Westpoint Road, Thornaby

Town: Stockton-on-Tees

Postal code: TS17 6BL

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The Commissioner will act in accordance with Part 3 Chapter 5 Regulation 85 to 87 and Part 3 Chapter 6 Regulation 88 to 104 of the Public Contract Regulations 2015 (SI 2015 No 102) (PCR 2015). Part 3 of the PCR 2015 provides for appeals to be made to the High Court subject to the time limitations and other required procedural steps. The rules relating to appeal are complex and a dissatisfied tenderer is advised to take their own prompt legal advice.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Royal Courts of Justice — The High Court

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Internet address: <https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>

VI.5. Date of dispatch of this notice

10/03/2021