

United Kingdom-Edgbaston: Interpretation services
OJ S 92/2021 12/05/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust ('UHCW')

National registration number: OC358224

Postal address: 19 George Road

Town: Edgbaston, Birmingham

NUTS code: UK United Kingdom

Postal code: B15 1NU

Country: United Kingdom

Contact person: Matthew Bradley

E-mail: customercare@htepg.com

Telephone: +44 8458875000

Internet address(es):

Main address: www.healthtrusteurope.com

Address of the buyer profile: <https://healthtrusteurope.bravosolution.co.uk/web/login.shtml>

I.2. Information about joint procurement

The contract is awarded by a central purchasing body

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

Total Language Solutions ('TLS'): Interpretation, Translation and Transcription Services

Reference number: SF052628

II.1.2. Main CPV code

79540000 Interpretation services

II.1.3. Type of contract

Services

II.1.4. Short description

HealthTrust Europe has established a framework agreement for the supply of interpretation, translation and transcription services that includes scope for face to face Interpreting, telephone interpreting, video/remote interpreting, non-spoken language services, translation, transcription and managed service options on a scheduled and on demand basis, divided into two (2) lots.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 250 000 000,00 GBP

II.2. Description

II.2.1. Title

On-site and Remote Interpretation, Translation and Transcription

Lot No: 1

II.2.2. Additional CPV code(s)

32232000 Video-conferencing equipment, 48740000 Foreign language translation software package, 75230000 Justice services, 79510000 Telephone-answering services, 79530000 Translation services, 79540000 Interpretation services, 79821100 Proofreading services, 79822300 Typesetting services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Under this lot the supplier will provide access to on-site Face-to-Face Interpreting for spoken languages, the provision of remote Interpreting services for spoken and non-spoken languages. The services shall include immediate connection to an interpreter via telephone or video, immediate connection to an interpreter for video conferencing and/or connection to an interpreter via a secure app-based service, all alongside the provision of wider translation and transcription services. The supplier may also offer 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.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

The initial period of the framework agreement is three (3) years, and may be extended by HTE at its sole discretion for 12 months thereafter (3 + 1).

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

Non-Spoken Interpretation and Translation Services
Lot No: 2

II.2.2. Additional CPV code(s)

32232000 Video-conferencing equipment, 48740000 Foreign language translation software package, 75230000 Justice services, 79530000 Translation services, 79540000 Interpretation services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The supplier will provide communication professionals, services and solutions specialising in interpretation and translation work with non-spoken, deaf and deafblind people on-site or remotely via written, online, video and/or secure app-based solutions, including British Sign Language.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 65
Price - Weighting: 35

II.2.11. Information about options

Options: yes

Description of options:

The initial period of the framework agreement will be three (3) years, this may be extended by HTE at its sole discretion for 12 months thereafter (3 + 1).

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**

Restricted procedure

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

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information**IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 159-389149](#)

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

Contract No: HTE-TLS-1

Lot No: 1

Title:

On-site and Remote Interpretation, Translation and Transcription

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

12/04/2021

V.2.2. Information about tenders

Number of tenders received: 19

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 19

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: AA Global Language Services Ltd

Town: Hull

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Absolute Interpreting and Translations Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Chase Madison Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: DA Languages Ltd

Town: Manchester

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Global Translation Services Ltd
Town: Birmingham
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Language Connect International Ltd
Town: Manchester
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Language Empire Ltd
Town: Rochdale
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Language Line Ltd t/a LanguageLine Solutions
Town: London
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Matter Stream Ltd t/a Advanta Healthcare
Town: Birmingham
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Migrant Help Trading Ltd t/a Clear Voice Interpreting Services
Town: London
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Oncall Interpreters Ltd
Town: London
NUTS code: UK United Kingdom
Country: United Kingdom
The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Prestige Network Ltd
Town: Newbury

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Supreme Linguistic Services Ltd t/a Premium Linguistic Services

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: The Language Shop Ltd

Town: London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Word360 Ltd

Town: Birmingham

NUTS code: UK United Kingdom

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: 200 000 000,00 GBP

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: HTE-TLS-2

Lot No: 2

Title:

Non Spoken Interpretation and Translation Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

12/04/2021

V.2.2. Information about tenders

Number of tenders received: 20

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 20

The contract has been awarded to a group of economic operators: yes

V.2.3.

Name and address of the contractor

Official name: AA Global Language Services Ltd

Town: Hull

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Absolute Interpreting and Translations Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Chase Madison Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Concept Care Solutions Ltd

Town: Edgware, London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: DA Languages Ltd

Town: Manchester

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Faircomplus Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Global Translation Services Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Language Empire Ltd

Town: Rochdale

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Language Line Ltd t/a LanguageLine Solutions

Town: London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Matter Stream Ltd t/a Advanta Healthcare

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Oncall Interpreters Ltd

Town: London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Prestige Network Ltd

Town: Newbury

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

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Official name: Supreme Linguistic Services Ltd t/a Premium Linguistic Services

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: The Language Shop Ltd

Town: Birmingham

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Word360 Ltd

Town: Birmingham

NUTS code: UK United Kingdom

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: 50 000 000,00 GBP

Total value of the contract/lot: 50 000 000,00 GBP

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust ('UHCW')

Postal address: 19 George Road

Town: Edgbaston, Birmingham

Postal code: B15 1NU

Country: United Kingdom

E-mail: customercare@htepg.com

Telephone: +44 8458875000

Internet address: www.healthtrusteurope.com

VI.4.2. Body responsible for mediation procedures

Official name: HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust ('UHCW')

Postal address: 19 George Road

Town: Edgbaston, Birmingham

Postal code: B15 1NU

Country: United Kingdom

E-mail: customercare@htepg.com

Telephone: +44 8458875000

Internet address: www.healthtrusteurope.com

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Submissions via the Bravo Tendering Portal.

VI.5. Date of dispatch of this notice

07/05/2021