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**United Kingdom-Salford: Interpretation services  
2017/S 017-027875**

**Contract award notice**

**Results of the procurement procedure**

**Services**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

NHS Shared Business Services  
05280446  
Halyard Court, 31 Broadway, The Quays, Salford Quays  
Salford  
M50 2UW  
United Kingdom  
Contact person: Jack Steele  
Telephone: +44 1612123735  
E-mail: [jack\\_steele@nhs.net](mailto:jack_steele@nhs.net)  
NUTS code: UK

**Internet address(es):**

Main address: <https://www.sbs.nhs.uk/>  
Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/39>

**I.2) Joint procurement**

**I.4) Type of the contracting authority**

Other type: NHS SBS (acting as an agent on behalf of its clients) is a Joint venture between the Department of Health and Sopra Steria

**I.5) Main activity**

Health

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Interpretation and Translation Services 2016.

**II.1.2) Main CPV code**

79540000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

Invitation to tender for the supply of Interpretation and Translation Services to the NHS and wider UK public sector.

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: 100 000 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

79530000

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

M50 2UW.

II.2.4) **Description of the procurement:**

NHS Shared Business Services (NHS SBS) wishes to establish a framework agreement for the provision of Interpretation and Translation Services.

The Framework is split into 5 lots; Lot 1 (spoken word), Lot 2 (BSL), Lot 3 (Telephone), Lot 4 (Document), Lot 5 (One Stop Shop) and also allows for video interpretation.

NHS Shared Business Services (NHS SBS) wishes to establish a framework agreement for use by or on behalf of current and future NHS SBS clients, including without limitation (I) any national health service (NHS) trust, (II) other persons and bodies exercising NHS functions or otherwise providing NHS services (including, but not limited to primary care trusts, strategic health authorities and foundation trusts) (being other NHS entities), (III) other UK public sector bodies providing non-health services, (IV) private sector entities in the UK and Isle of Man public services sector (see section VI.3), Additional Information).

II.2.5) **Award criteria**

Quality criterion - Name: Quality / Weighting: 60 %

Price - Weighting: 40 %

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**

Any public sector organisation within the UK and its dependencies may access this agreement. This may include but is not limited to; the healthcare sector in its entirety, central and regional government, councils, the education sector in its entirety. Police forces, fire services and other emergency services, Prisons, Housing associations, charities, the third sector and the MOD.

**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**

The procurement involves the establishment of a framework agreement

IV.1.6) **Information about electronic auction**

**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: [2016/S 133-239408](#)

**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:** 1

**Lot No:** 1

**Title:**

Interpretation and Translation Services

A contract/lot is awarded: yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract:**

01/11/2016

**V.2.2) Information about tenders**

Number of tenders received: 49

Number of tenders received from SMEs: 40

Number of tenders received from tenderers from other EU Member States: 49

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 49

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

**V.2.3) Name and address of the contractor**

Papillon Translations Ltd

Newcastle upon Tyne

United Kingdom

NUTS code: UK

The contractor is an SME: yes

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

Total value of the contract/lot: 100 000 000.00 GBP

**V.2.5) Information about subcontracting**

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Number of tenders received by electronic means: 49  
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Pearl Linguistics Ltd  
London  
United Kingdom  
NUTS code: UK  
The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

V.2.5) **Information about subcontracting**

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Number of tenders received by electronic means: 49  
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

AA Global Language Services Ltd  
Hull  
United Kingdom  
NUTS code: UK  
The contractor is an SME: yes

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

Total value of the contract/lot: 100 000 000.00 GBP

V.2.5) **Information about subcontracting**

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Number of tenders received by electronic means: 49

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

V.2.3) **Name and address of the contractor**

Capita Translation and Interpreting

Delph

United Kingdom

NUTS code: UK

The contractor is an SME: no

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

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Number of tenders received by electronic means: 49

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

V.2.3) **Name and address of the contractor**

DA Languages

Altrincham

United Kingdom  
NUTS code: UK  
The contractor is an SME: yes

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

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Number of tenders received by electronic means: 49

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

V.2.3) **Name and address of the contractor**

Global Translation Services

Birmingham

United Kingdom

NUTS code: UK

The contractor is an SME: yes

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

Total value of the contract/lot: 100 000 000.00 GBP

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Number of tenders received by electronic means: 49  
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

ITL (North East) Limited  
Newcastle  
United Kingdom  
NUTS code: UK  
The contractor is an SME: yes

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

Total value of the contract/lot: 100 000 000.00 GBP

V.2.5) **Information about subcontracting**

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Number of tenders received by electronic means: 49  
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

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

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

Total value of the contract/lot: 100 000 000.00 GBP

V.2.5) **Information about subcontracting**

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Number of tenders received by electronic means: 49

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

V.2.3) **Name and address of the contractor**

Language Line Services

London

United Kingdom

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

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

V.2.3) **Name and address of the contractor**

ONCALL Interpreters Ltd

London

United Kingdom



NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

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

V.2.3) **Name and address of the contractor**

Silent Sounds Communications Ltd

High Wycombe

United Kingdom

NUTS code: UK

The contractor is an SME: yes

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

Total value of the contract/lot: 100 000 000.00 GBP

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

V.2.3) **Name and address of the contractor**

Stockport Council  
Stockport  
United Kingdom  
NUTS code: UK  
The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

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Number of tenders received by electronic means: 49  
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

The Language Shop — London Borough of Newham  
London  
United Kingdom  
NUTS code: UK  
The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

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Number of tenders received by electronic means: 49

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

V.2.3) **Name and address of the contractor**

thebigword Interpreting Services Ltd

London

United Kingdom

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 100 000 000.00 GBP

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

The duration referenced in Section II 1.5) and II.2.6) is for the placing of orders.

The value provided in Section II.2.7) is only an estimate. We cannot guarantee to successful suppliers any business through this framework agreement. Spend and volumes may vary throughout the life of the framework agreement from the anticipated levels given in this notice.

Any public sector organisation within the UK and its dependencies may access this agreement. This may include but is not limited to: the healthcare sector in its entirety, central and regional government, councils, the education sector in its entirety, police forces, fire services and other emergency services, Prisons, Housing associations, charities, the third sector and the MOD.

VI.4) **Procedures for review**

VI.4.1) **Review body**

NHS Shared Business Services

Salford

United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

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

VI.5) **Date of dispatch of this notice:**

20/01/2017