

# Language Services

**Contract Start:**

28 September 2015

5 years. **Extended to:**

26 August 2023

**OJEU Reference:**

2015/S 149-275624

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## Background

The NHS is a large, complex organisation that frequently deals with patients and stakeholders from varied backgrounds; trusts often require specialist linguistic services to ensure that a high standard of care is provided.

The Language Services Dynamic Purchasing System provides trusts face-to-face interpretation (spoken and non-spoken), telephone and video interpretation, written transcription and translation and the option of a fully managed service.

Market research has indicated that many NHS organisations prefer to use local providers for their provision of language services, whom are often unable to bid for large national frameworks at the necessary time.

A DPS was chosen for as the most suitable method to deliver these services, as it provides flexibility for both trusts and suppliers, particularly as suppliers may join at any time during its period of validity, meaning that they are not locked out as they are with traditional frameworks.

## Contract Benefits

Benefits of this DPS include:

- A formal procurement service can be provided by The East of England NHS Collaborative Procurement Hub (the Hub)
- Shortened procurement time as the advertisement in OJEU and PQQ stage has already been done
- The DPS encourages competition as local providers can apply to get on the DPS at any time during its period of validity
- Contracting authorities can undertake a further competition with a group of pre-qualified bidders
- Award of individual tenders can be quicker than under some other procedures - the minimum time limit for return of tenders is 10 days

***The Hub is a collaborative NHS organisation that works with customers by using procurement and commercial expertise to drive value and efficiencies across the NHS.***

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## Contract Benefits - continued

- Awarding criteria can be formulated more precisely for specific local contracts with contracting authorities having the freedom to choose between local and regional suppliers
- Using the framework ensures legal compliance

## Scope of Services

The framework has been split into lots which gives contracting authorities a choice of how best to approach the market. Contracts can either be awarded on a per lot basis or as a managed service by using lot 1.

### Lot 1 - (Multidisciplinary)

Lot 1 covers any or all the services in lots 2-5 below. It allows organisations to procure one or more professional services from a single supplier. For example, a contracting authority may procure all professional services required to deliver their language solutions as part of a managed service.

Only suppliers which qualified under all of lots 2 to 5 have been awarded to lot 1. This lot is further sub-divided into 7 regional sub-lots.

The scope covers all language service solutions including spoken and non-spoken face-to-face interpreting, telephone & video interpreting and other technology solutions, translation, transcription and ancillary services.

**Lot 2** - Face to face spoken

**Lot 3** - Face to face non-spoken

**Lot 4a** - Telephone interpreting

**Lot 4b** - Video interpreting

**Lot 5** - Written translation, transcription and ancillary services

## Suppliers

As the list of qualified suppliers for each lot can change, please contact the Hub for an up-to-date approved supplier list.

For further information, please contact:

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