

FOI 0236 2024 Response

I am writing to formally request information under the Freedom of Information Act 2000, regarding previous tenders and prices for interpretation services awarded by the Trust. As part of our market research and analysis, we are keen to understand the historical pricing and tendering processes for these services within your organisation. Specifically, I would like to request the following information:

1. **When was the last tender issued by your Trust related to interpretation services?**

Word 360: Calander year 2019

BID: Financial Year 2018/19

2. **What are the names of the companies or service providers who were awarded these tenders?**

The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

3. **What are the contract values or spend details associated with each awarded tender (this includes booking volumes and price per booking type)**

Word 360: the contract value is approx. £600,000.

BID: Cost is variable month to month, the approx. spend is £25k per month

The Trust do not capture the volume and price per booking at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

4. **When does the contract/s end and is there any option to extend? If so, when is the Trust planning for the next tender**

Word 360:

- End Date Sept 2025.
- Please note that Procurement is in the process of planning a tender for a new contract to commence from 01.10.25.

BID:

- Contract end date is 31 March 2025 subject to further extension