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www.secamb.nhs.uk

31st July 2026
Internal Reference: 260651
Email:

Dear ,

Thank you for your request for information, which we received on **29/06/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

Your Request and our Formal Response

1. **When the organisation last ran a procurement or tender process for language services**, including (but not limited to) translation, interpretation, or transcription services.

The most recent procurement for language services was conducted through a collaborative procurement led by South Western Ambulance Service (SWAST) with SECamb participating. The contract was awarded in June 2026.

2. **The evaluation weighting used in that tender**, specifically the percentage weighting allocated to quality and the percentage weighting allocated to price (e.g., 70% quality / 30% price).

50% technical 10% social value / 40% commercial.

3. **The quality and price scores awarded to each bidder** in that tender, including:

- The name of each bidder
- The quality score for each bidder.

Bidder	Technical (Out of 50%)	Social Value (Out of 10%)
Absolute Interpreting and Translations Limited	39.50%	8.50%
DA Languages Ltd	34.50%	7.00%
Language Empire Ltd	35.00%	8.50%
LanguageLine Solutions	36.50%	8.50%

- The price score for each bidder.

Bidder	Commercial (Out of 40%)
Absolute Interpreting and Translations Limited	37.38%
DA Languages Ltd	38.86%
Language Empire Ltd	37.93%
LanguageLine Solutions	40.00%

- The total score for each bidder

Bidder	Total (Out of 100%)
Absolute Interpreting and Translations Limited	85.38%
DA Languages Ltd	80.36%
Language Empire Ltd	81.43%





LanguageLine Solutions	85.00%
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If any part of the information is exempt, please provide the non-exempt portions and cite the specific exemption(s) being relied upon.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Colin Dennis, Interim CEO: Jen Allan