Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10735

21 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

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 current contract for interpretation services for Torbay and South Devon NHS Foundation Trust was a direct award via the Crown Commercial Services framework Ref: Lot 4 CCS RM6302 - Visual Interpreting Services.

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).**
   Not applicable

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.**
   - **The price score for each bidder.**
   - **The total score for each bidder**

   Not applicable

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Freedom of Information Team