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Contract

Language Services Lot 1

Ministry of Justice

F03: Contract award notice

Notice identifier: 2026/S 000-004047

Procurement identifier (OCID): ocds-h6vhtk-04a54f

Published 16 January 2026, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

Elise.Ballantyne@justice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/ministry-of-justice>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Language Services Lot 1

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of spoken language interpreting including face to face, telephone and video interpreting services. The interpreter in all cases must convert the spoken language from one language to another enabling listeners and speakers to understand each other.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £208,700,000

II.2) Description

II.2.1) Title

Primary Spoken Interpreting

Lot No

1

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Ministry of Justice (MoJ) has entered into contracts for the delivery of Language Services. The contracts are split into 4 Lots, the scope of services includes face to face, telephone and video interpreting services for spoken languages, BSL, visual and tactile communication and quality and assurance of all language services.

II.2.5) Award criteria

Quality criterion - Name: Mobilisation and Transition / Weighting: 7.5%

Quality criterion - Name: Booking Service – Development, Implementation and Maintenance / Weighting: 15%

Quality criterion - Name: Delivery of Bookings / Weighting: 15%

Quality criterion - Name: Staff recruitment, retention and performance / Weighting: 3.75%

Quality criterion - Name: Supplier Telephone Helpdesk / Weighting: 7.5%

Quality criterion - Name: Complaints and Feedback / Weighting: 7.5%

Quality criterion - Name: Stakeholder engagement and Continuous Improvement / Weighting: 3.75%

Quality criterion - Name: Interpreter Recruitment / Weighting: 15%

Quality criterion - Name: Training and Quality Management / Weighting: 7.5%

Quality criterion - Name: Fraud, Corruption and Bribery / Weighting: 3.75%

Price - Weighting: Price Per Quality Point

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

Additional Quality Criteria;

Information Security - 3.75%

Social Value - 10%

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2024/S 000-031661](#)

Section V. Award of contract

Lot No

1

Title

Primary Spoken Interpreting

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 December 2025

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

thebigword Group Holdings Limited

Leeds

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £208,700,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom