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Award

Translation and Support Services

Development Bank of Wales

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004295

Procurement identifier (OCID): ocds-h6vhtk-05a142 ([view related notices](#))

Published 19 January 2026, 12:09pm

Scope

Reference

DBW00189.00

Description

The Development Bank of Wales are looking for experienced Translators to provide ad hoc services for our English language content to be translated into Welsh. We are looking to appoint a minimum of 2 suppliers on a call off basis. The Development Bank of Wales (DBW) is a wholly owned subsidiary of the Welsh Government. We therefore have a duty to comply with the Welsh language standards, meaning that Welsh is treated no less favourably than English. All of our English language content requires translation. Services include: Translation: The conversion of written documents into another language as text via human, computer assisted and machine translation solutions. Support Services: Additional services which include documentation formatting and file recreation. The Suppliers shall provide comprehensive Translation and Support services to enable DBW to translate and create supporting materials in Welsh. The Suppliers shall be able to facilitate a broad spectrum of requirements, for each the Suppliers shall utilise experienced individuals who can apply their skills appropriately to the specific requirements of DBW. This will include, but not be limited to: Advisory and instruction

documents
 Correspondence, information leaflets
 Press releases and briefing documents
 Corporate publications including our annual report, documents and briefing papers
 Marketing collateral, subtitles and captions
 Technical, scientific, legal, financial or any other specialist category
 Proofreading
 The Suppliers shall ensure that all Visual Translations and Transcriptions shall be completed by accredited Individuals. The Suppliers must fulfil 98% of all translation within the accepted turnaround target set by the buyer. The Suppliers is permitted to use Machine Translation (MT) with the explicit permission from DBW. The Suppliers must ensure that these services are only utilised when clear efficiencies and cost savings can be demonstrated, or at the express request of DBW. Consideration should include:
 Type of Content
 Language Pairing
 Buyer's accuracy requirements
 Volume of content
 Turnaround Times
 Any use of a technological solution shall be implemented securely, ensuring that all software complies with the security standards, Data Security. The Suppliers must also ensure that all data is maintained in accordance with the Data Protection Act 2018 and the General Data Protection Act 2016. The Suppliers agrees to retain any template documents, Translation Memories, or Language Databases and will not charge for duplicate translations during the contract period. The template/Translation Memory will remain the property of the DBW and will be returned at the conclusion of the contract. Any documents and/or data stored within the Supplier's database related to the Services provided will remain the property of DBW. The service may be required at any location within Wales, including instances where Translation must be conducted at DBW's premises for security reasons. In such cases, travel costs will be reimbursed according to DBW's travel policy. The supplier shall ensure that it has a robust quality management process for all translation projects. This process must include checks to ensure that all translations are accurate and consistent with the original source material, and where necessary corrections of any errors in the translated content, such as spelling or grammar errors, formatting, punctuation, or syntax should be made at no additional cost. The Suppliers shall also ensure it has sufficient resources and capabilities to provide proofing services. This service shall be undertaken by an independent, but equally qualified translator, to undertake a final check for any errors to ensure the highest level of quality and accuracy. The Suppliers must ensure that all translators translate only into their native language. In cases where this is not possible, translations must be thoroughly revised by a native English speaker with the necessary subject matter expertise, at no additional cost to DBW. This process ensures the quality and accuracy of the translated content. The Suppliers should have dedicated project management personnel who will provide oversight of DBW's translation project(s), provide updates on the project(s) and serve as a conduit for answering any queries or requests from DBW. Translation:
 The range of Translator qualifications for this service include, but are not limited to, the below. The Suppliers must be able to provide all of the below upon request within the pricing submitted.
 Honours degree in the relevant language and/or a degree in Communications or Translation.
 Membership and/or professional training with Cymdeithas Cyfieithwyr Cymru / Society of Welsh Translators.
 Mandatory Service Requirements
 The Suppliers must deliver an end-to-end service with a seamless process for the end user, utilising its own Individuals, contracted Individuals, and, if necessary, Sub Contractors. The Suppliers must embed added value and saving benefits into the service delivery for

Buyers and more efficient and innovative ways of working must be shared with the Buyer, with any added value or savings passed onto the Buyer. The Suppliers must maintain a strong focus on continuous improvement by regularly seeking feedback on their service and using this feedback to develop strategies that drive and improve future service delivery. The Suppliers may explore the use of robotic process automation or artificial intelligence (AI) in delivering Services to the Buyer on a case-by-case basis, where it demonstrates additional benefits. If considering any AI solution, the Suppliers must align with the following, including other relevant or updated guidance for the Public Sector throughout the duration of this agreement or Call Off: Data Ethics Framework Understanding Artificial Intelligence Ethics and Safety Generative AI Framework for HMGC Code of conduct: As an integral aspect of Framework delivery, Suppliers are required to establish a Code of Conduct that all Individuals engaged in the provision of Services under the Framework must agree to and comply with. Individuals registered with a Regulatory Organization may alternatively adhere to the respective Code of Conduct of that organisation. The Code of Conduct mandates that Individuals: Maintain strict confidentiality, refraining from seeking personal gain through information disclosed during their work. Accept assignments only within their competency, ensuring delivery to the standard required by the Buyer. Refrain from Individuals assigned by the Supplier to complete an assignment from passing on or subcontracting assignments to other Individuals, regardless of their ability to fulfil the requirements. Act impartially and professionally in all actions related to the provision of Language Services under this Framework Contract. Avoid discrimination for or against parties based on grounds such as race, colour, ethnic origin, age, nationality, religion, sex, sexuality, disability, or political allegiance. Disclose any information, including criminal records, that may render them unsuitable for a particular case. Immediately disclose any conflict of interest arising from the end user being known to the Individual, allowing the Buyer to determine whether to proceed with the booking. Disclose any business, financial, family, or other interest, personal or otherwise, relevant to the matter at hand. Reject payment for information about the Authority/Buyer or details of the Buyer's assignments or information shared as part of the assignment. Avoid engaging in behaviour likely to discredit the Authority/Buyer, including impairment through drugs or alcohol, sexual misconduct, violence, intimidation, or abusive behaviour. Report any areas of concern, poor practice, or potential safeguarding issues to the Supplier, who will bring these to the attention of DBW. Adhere to the Ethical Standards of their Professional Bodies, where membership is held. The Suppliers are required to implement a process for the annual renewal of agreement to the Code of Conduct. Additionally, a fair and transparent procedure must be in place for Individuals accused of breaching the Supplier's Code of Conduct, including: A fair and transparent investigation. A proportional outcome in case of a confirmed breach. If necessary, the removal of the individual from being utilised within the Framework. In the event of a breach involving an Individual who is a member of a Regulatory Body, the Supplier shall collaborate with the Body to achieve a resolution. Compliance: In the event that an Individual's quality, ability, or integrity is compromised, DBW retain the right to instruct the Supplier to cease deploying that individual on any Call-Off Contract under the Framework. Decisions in each case will be made on a case-by-case basis and supported

with appropriate evidence. The Supplier will not charge for any cancellations of Translation, Transcription or Support Services unless evidence can be provided that the assignment has already been started. If this can be evidenced by the Supplier then they can charge the full value of the assignment

Contract 1. Translation and Support Services

Suppliers (3)

- Atebol
- Bla Translation Ltd
- Catrin Williams Translation Service

Contract value

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

Award decision date

15 December 2025

Date assessment summaries were sent to tenderers

8 January 2026

Standstill period

- End: 28 January 2026
- 8 working days

Earliest date the contract will be signed

30 January 2026

Contract dates (estimated)

- 2 February 2026 to 26 January 2028
- Possible extension to 26 January 2032
- 5 years, 11 months, 25 days

Description of possible extension:

4 years in 12-month increments

Main procurement category

Services

CPV classifications

- 79530000 - Translation services

Contract locations

- UK - United Kingdom
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Information about tenders

- 7 tenders received
 - 7 tenders assessed in the final stage:
 - 7 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 3 suppliers awarded contracts
 - 4 suppliers unsuccessful (details included for contracts over £5 million)
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Procedure

Procedure type

Open procedure

Suppliers

Atebol

- Public Procurement Organisation Number: PRVQ-5739-ZYVM

Atebol, Adeiladau'r Fagwyr, Llandre,

Aberystwyth, Ceredigion,

SY24 5AQ

United Kingdom

Email: owain@atebol.com

Region: UKL14 - South West Wales

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: Yes

Public service mutual: No

Contract 1. Translation and Support Services

Bla Translation Ltd

- Public Procurement Organisation Number: PCMC-2279-WCMQ

Neuadd y Dref, Sgwâr Bulkeley,

Llangefni

LL77 7LR

United Kingdom

Email: anna@bla-translation.co.uk

Region: UKL11 - Isle of Anglesey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Translation and Support Services

Catrin Williams Translation Service

- Public Procurement Organisation Number: PTVP-3797-PMDN

Ty Stesion, Pantglas

Garndolbenmaen

LL51 9DX

United Kingdom

Email: catrin.sorayawilliams@hotmail.co.uk

Region: UKL12 - Gwynedd

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Translation and Support Services

Contracting authority

Development Bank of Wales

- Public Procurement Organisation Number: PCWM-6438-QYVP

Development Bank of Wales plc

Cardiff

CF10 4BZ

United Kingdom

Contact name: Leanne Millard

Telephone: 029 2080 1715

Email: leanne.millard@developmentbank.wales

Website: <http://www.developmentbank.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales