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Contract

Y23031 - Language Services

Kent County Council (T/A Procurement Services)

F03: Contract award notice

Notice identifier: 2024/S 000-008041

Procurement identifier (OCID): ocds-h6vhtk-03ef3c

Published 13 March 2024, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (T/A Procurement Services)

Procurement Services Group, 1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Contact

Tamara Stevens

Email

csgprocurement@csltd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

https://www.commercialservices.org.uk/

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Y23031 - Language Services

II.1.2) Main CPV code

• 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Framework Agreement will enable Customers to facilitate communication between individuals, or groups of people, who either do not speak the same language, or have a degree of hearing loss, and also for Customers who wish to translate written material from one language to another or transcribe written material into an alternative format, Services may include, but are not limitedto: •Audio transcription •Braille transcription •Business translation •Conference interpretation •Document translation •Face to face interpretation (spoken and non-spoken, including BSL) •Legal translation •Medical interpretation •Medical translation •Telephone interpretation •Video interpretation (spoken and non-spoken) •Website translation

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £1 / Highest offer: £20,000,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

• 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The Framework Agreement will enable Customers to facilitate communication between individuals, or groups of people, who either do not speak the same language, or have a degree of hearing loss, and also for Customers who wish to translate written material from one language to another or transcribe written material into an alternative format, Services may include, but are not limited to: •Audio transcription •Braille transcription •Business translation •Conference interpretation •Document translation •Face to face interpretation (spoken and non-spoken, including BSL) •Legal translation •Medical interpretation •Medical translation •Telephone interpretation •Video interpretation (spoken and non-spoken) •Website translation

II.2.5) Award criteria

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 20

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 30

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Interpretation / Weighting: 15

Cost criterion - Name: Translation/Transcription / Weighting: 15

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2023/S 000-023623

Section V. Award of contract

Contract No

Y23031

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 March 2024

V.2.2) Information about tenders

Number of tenders received: 16

Number of tenders received from SMEs: 14

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 16

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

AA Global Language Services Ltd

Francis House, 4 Humber Place

Hull

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

04299764 The contractor is an SME Yes V.2.3) Name and address of the contractor Language Line Solutions Queen Elizabeth House, 5th Floor, 4 St Dunstan's Hill London Country **United Kingdom NUTS** code • UK - United Kingdom National registration number 04823110 The contractor is an SME No V.2.3) Name and address of the contractor Global Voices Limited Unit A, Logie Court, Innovation Park Stirling Country **United Kingdom NUTS** code

• UK - United Kingdom

National registration number
SC270103
The contractor is an SME
Yes
V.2.3) Name and address of the contractor
DCVS Trading Ltd (t/a Herts Interpreting & Translation Service)
48 High Street, Hemel Hempstead
Hertfordshire
Country
United Kingdom
NUTS code
UK - United Kingdom
National registration number
11127666
The contractor is an SME
Yes
V.2.3) Name and address of the contractor
Papillon Translations Ltd
60 Thornton Street
Newcastle upon Tyne
Country
United Kingdom
NUTS code

UK - United Kingdom
National registration number
08991181
The contractor is an SME
Yes
V.2.3) Name and address of the contractor
PAB Languages Centre Ltd
145 High Street
Colchester
Country
United Kingdom
NUTS code
UK - United Kingdom
National registration number
08951055
The contractor is an SME
Yes
V.2.3) Name and address of the contractor
ONCALL Interpreters Ltd
63-66 Hatton Garden
London
Country
United Kingdom

NUTS code

• UK - United Kingdom

National registration number

08848961

The contractor is an SME

No

V.2.3) Name and address of the contractor

Translate UK Limited

Croft Myl, 1 West Parade, Halifax

West Yorkshire

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

05705452

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Intertranslations SA

St Andrew's House, St Andrew's Road

Cambridge

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

07700513

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Migrant Help Trading Limited (t/a Clear Voice Interpreting Services)

128 City Road

London

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

05684239

The contractor is an SME

No

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

Lowest offer: £1 / Highest offer: £20,000,000 taken into consideration

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

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Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 16

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

V.2.3) Name and address of the contractor

Transcription City Ltd

34 St Annes Road, Whitstable

Kent

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

08502821

The contractor is an SME

Yes

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

Lowest offer: £1 / Highest offer: £20,000,000 taken into consideration

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

https://csg.delta-esourcing.com/delta/viewNotice.html?noticeId=841752884

GO Reference: GO-2024313-PRO-25489200

VI.4) Procedures for review

VI.4.1) Review body

Commercial Services Kent Limited

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csltd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Commercial Services

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csltd.org.uk

Telephone

+44 8081685808

Country

United Kingdom