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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@csitd.org.uk](mailto:csgprocurement@csitd.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

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## **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 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.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:

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- 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

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## 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](#)

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## 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

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

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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: 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

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### **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](mailto: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](mailto:csgprocurement@csltd.org.uk)

Telephone

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