

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008316-2026>

Contract

## **Translation and Interpreting Services Framework**

East Sussex County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008316

Procurement identifier (OCID): ocds-h6vhtk-04eceb ([view related notices](#))

Published 30 January 2026, 10:01am

### **Scope**

#### **Description**

East Sussex County Council has let this Translation and Interpreting Services Framework on behalf of the following organisations:

East Sussex County Council

Surrey County Council

Brighton & Hove City Council

West Sussex County Council

All District and Borough Councils and Maintained Schools covered by the International Territorial Level TLJ2 All Health Authorities

National Health Service Trusts

Integrated Care Boards, social care organisations,

and any other person(s) or body established or financed under the National Health

Service Act 1977 as amended and future bodies (e.g. Foundation Trusts) associated with the delivery of healthcare, within East Sussex, Surrey, Brighton & Hove and West Sussex

Sussex Police Authority

Surrey Police Authority

East Sussex Fire and Rescue Service

West Sussex Fire and Rescue Service

Surrey Fire and Rescue Service

South East Coast Ambulance Service

Voluntary and Community Organisations (including 3rd Sector Organisations) and Housing Associations with a presence in East Sussex, Surrey, Brighton & Hove and West Sussex.

The Framework will commence on 1st January 2026 for a term of 4 years.

This is a multi-supplier and multi Lot Framework.

The Lot structure is:

- Lot 1. Spoken Language - remote (telephone/video) and face-to-face.
- Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)
- Lot 3. Translation, Transcription and Ancillary Services

The Framework values are shared across all three Lots, with no guarantee of value or volume of Framework Call-Offs.

## **Commercial tool**

Establishes a framework

---

## **Lot 1. Face to face and Telephone/Video Interpreting Services for Spoken Language**

### **Description**

Spoken Face-to-Face and Telephone or Video Interpreting Services for Spoken Language

As described in the Stage 2 procurement documents.

---

## **Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)**

### **Description**

Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)

As detailed in the Stage 2 procurement documents.

---

## **Lot 3. Translation, Transcription and Ancillary Services**

### **Description**

Translation, Transcription and Ancillary Services

As described in the Stage 2 procurement documents

---

## Framework

### Maximum percentage fee charged to suppliers

0%

### Further information about fees

For Shortlisted Bidders that are successfully appointed to the Framework, if the total annual spend from all Participating Authorities is £5,000 or more (excluding VAT), those Shortlisted Bidders will be required to pay a Framework Fee (calculated as 2% of the total annual spend) to the Council to support and facilitate the administration of the Framework. The Framework Fee will be collected annually in arrears.

### Framework operation description

#### CALL-OFF ORDER PROCEDURE

If a Participating Authority decides to source the Services through the Framework then it may do so without re-opening competition by following the procedure set out below.

Any Other Participating Authority shall be entitled to issue an Order for Services and enter into a Call-off Contract with the Service Provider following completion of an Access Agreement with the Council.

#### Identifying a Framework Provider for a Call-off Contract

Any Participating Authority calling off Services under this Framework Agreement shall:

Identify the relevant Lot that its Service Requirements fall into;

Send an Order to the Top Ranked Provider;

If the Top Ranked Provider is not able to provide the Services (either within the required timescales or at all), send an Order to the Framework Provider ranked next highest (as set out in the framework agreement (Framework Rankings));

repeat the process set out above until the Order is fulfilled or there are no further Framework Providers qualified to fulfil it.

The Framework Prices are fixed for the duration of the Framework Term and shall not be subject to indexation.

Any request by the Service Provider for an increase to the Framework Prices will be rejected unless exceptional evidence can be advanced by the Service Provider, which the Council may review at its sole discretion. Any increase to the Framework Prices agreed by the Council in accordance with this clause must be formalised in accordance with the Framework Agreement Variation Procedure. For the avoidance of doubt, it shall be open to the Council to agree an increase to the Framework Prices applicable to a specific Lot and the Council shall be under no obligation to apply an equivalent uplift to any or all other Lots.

The prices are detailed in Rate cards included within the framework agreement.

## **Award method when using the framework**

Without competition

## **Contracting authorities that may use the framework**

SCC, WSCC, BH&CC , All D&BC's in the regions covered by the International Territorial Level (ITL) TLJ2

Maintained Schools in the regions covered by ITL TLJ2; All Health Authorities, National Health Service Trusts, Integrated Care Boards, social care organisations, CCG's and any other person(s) or body established or financed under the National Health Service Act 1977 as amended and future bodies associated with the delivery of healthcare, within East Sussex, Surrey, Brighton and Hove and West Sussex;

Sussex Police Authority Surrey Police Authority

East Sussex Fire and Rescue Service West Sussex Fire and Rescue Service Surrey Fire and Rescue Service

Ambulance Services SECAMB

Voluntary and Community Organisations (including Third Sector Organisations) with a presence in East Sussex, Surrey, Brighton and Hove and West Sussex

Housing Associations with a presence in East Sussex, Surrey, Brighton & Hove and West Sussex. Any combined mayoral authority or strategic authority

### **Contracting authority location restrictions**

- UKJ2 - Surrey, East and West Sussex
  - UKJ3 - Hampshire and Isle of Wight
  - UKJ4 - Kent
- 

## **Contract 1. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language**

### **Lots**

Lot 1. Face to face and Telephone/Video Interpreting Services for Spoken Language

### **Suppliers (5)**

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ABSOLUTE INTERPRETING & TRANSLATIONS LIMITED
- LANGUAGE EMPIRE LIMITED
- THEBIGWORD INTERPRETING SERVICES LIMITED

- VANDU LANGUAGES

### **Contract value**

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

1 January 2026

### **Contract dates**

- 1 January 2026 to 31 December 2029
- 4 years

### **Main procurement category**

Services

### **CPV classifications**

- 79530000 - Translation services
- 79540000 - Interpretation services

### **Contract locations**

- UKJ2 - Surrey, East and West Sussex
  - UKJ3 - Hampshire and Isle of Wight
  - UKJ4 - Kent
- 

## **Contract 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)**

### **Lots**

Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)

### **Suppliers (5)**

- ACTION DEAFNESS
- SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD
- SUPREME LINGUISTIC SERVICES LTD
- THE ROYAL ASSOCIATION FOR DEAF PEOPLE
- THEBIGWORD INTERPRETING SERVICES LIMITED

### **Contract value**

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

## **Date signed**

1 January 2026

## **Contract dates**

- 1 January 2026 to 31 December 2029
- 4 years

## **Main procurement category**

Services

## **CPV classifications**

- 79530000 - Translation services
- 79540000 - Interpretation services

## **Contract locations**

- UKJ2 - Surrey, East and West Sussex
  - UKJ3 - Hampshire and Isle of Wight
  - UKJ4 - Kent
- 

## **Contract 3. Lot 3 - Translation, Transcription and Ancillary Services**

### **Lots**

## Lot 3. Translation, Transcription and Ancillary Services

### **Suppliers (3)**

- D A LANGUAGES LIMITED
- THEBIGWORD INTERPRETING SERVICES LIMITED
- VANDU LANGUAGES

### **Contract value**

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

1 January 2026

### **Contract dates**

- 1 January 2026 to 31 December 2029
- 4 years

### **Main procurement category**

Services

## **CPV classifications**

- 79530000 - Translation services

## **Contract locations**

- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight
- UKJ4 - Kent

---

## **Submission**

### **Submission type**

Requests to participate

---

## **Other information**

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)

### **Conflicts assessment prepared/revised**

Yes

---

## Procedure

### Procedure type

Competitive flexible procedure

---

## Suppliers

### AA GLOBAL LANGUAGE SERVICES LIMITED

- Companies House: 04299764
- Public Procurement Organisation Number: PJWQ-9858-LVCP

Francis House

Hull

HU1 1UD

United Kingdom

Email: [procurement@aaglobal.co.uk](mailto:procurement@aaglobal.co.uk)

Website: <https://www.aaglobal.co.uk/>

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

## **ABSOLUTE INTERPRETING & TRANSLATIONS LIMITED**

- Companies House: 06044167
- Public Procurement Organisation Number: PQRB-3464-VZYN

34-35 Ludgate Hill

Birmingham

B3 1EH

United Kingdom

Email: [amal.haidari@absolute-interpreting.co.uk](mailto:amal.haidari@absolute-interpreting.co.uk)

Website: <http://absolute-interpreting.co.uk/>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

## **ACTION DEAFNESS**

- Companies House: 06706042
- Public Procurement Organisation Number: PTBZ-5663-ZVYN

The Peepul Centre

Leicester

LE4 6DP

United Kingdom

Email: [Contracts@actiondeafness.org.uk](mailto:Contracts@actiondeafness.org.uk)

Website: <http://www.actiondeafness.org.uk>

Region: UKF21 - Leicester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

## **D A LANGUAGES LIMITED**

- Companies House: 06207784
- Public Procurement Organisation Number: PHLH-7424-WMWT

Suite 4a Statham House Talbot Road

Manchester

M32 0FP

United Kingdom

Email: [tenders@dals.co.uk](mailto:tenders@dals.co.uk)

Website: <https://dals.co.uk/>

Region: UKD34 - Greater Manchester South West

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3

## **LANGUAGE EMPIRE LIMITED**

- Companies House: 05535464
- Public Procurement Organisation Number: PTGB-8974-PTTW

Empire House

Rochdale

OL12 6AE

United Kingdom

Email: [tenders@empire-groupuk.com](mailto:tenders@empire-groupuk.com)

Website: <http://www.language-empire.co.uk>

Region: UKD37 - Greater Manchester North East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

## **SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD**

- Companies House: 04802772
- Public Procurement Organisation Number: PNYL-9683-ZHQD

First Floor, Ipsley Barn Berrington Close

Redditch

B98 0TJ

United Kingdom

Email: [tenders@signsolutions.uk.com](mailto:tenders@signsolutions.uk.com)

Website: <https://www.signsolutions.uk.com/>

Region: UKG12 - Worcestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

## **SUPREME LINGUISTIC SERVICES LTD**

- Companies House: 09340464
- Public Procurement Organisation Number: PYVM-6327-DZJV

Station House, Suite D, Great Barr Business Park, Baltimore Road

Birmingham

B42 1DY

United Kingdom

Email: [info@premiumlinguisticservices.com](mailto:info@premiumlinguisticservices.com)

Website: <http://www.premiumlinguisticservices.com>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

## **THE ROYAL ASSOCIATION FOR DEAF PEOPLE**

- Companies House: 03973353
- Public Procurement Organisation Number: PYLX-6522-JNHN

Crystal Wharf, 36 Graham Street

London

N1 8GJ

United Kingdom

Email: [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)

Website: <http://www.royaldeaf.org.uk>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2

## **THEBIGWORD INTERPRETING SERVICES LIMITED**

- Companies House: 06232449
- Public Procurement Organisation Number: PVYR-5722-JQHJ

Brainworks, Unit 4

Leeds

LS12 6LL

United Kingdom

Email: [tenders@thebigword.com](mailto:tenders@thebigword.com)

Website: <https://en-gb.thebigword.com/>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2

Contract 3

## **VANDU LANGUAGES**

- Companies House: 04545688
- Public Procurement Organisation Number: PXY-4468-XRDQ

36 St. Nicholas Lane

Lewes

BN7 2JZ

United Kingdom

Email: [aaron@vandu.co.uk](mailto:aaron@vandu.co.uk)

Website: <http://www.vandu.co.uk>

Region: UKJ22 - East Sussex CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 3

---

## **Contracting authority**

### **East Sussex County Council**

- Public Procurement Organisation Number: PXGX-2145-PRQJ

County Hall, St Anne's Crescent

Lewes

BN7 1UE

United Kingdom

Email: [ProcurementPMO@eastsussex.gov.uk](mailto:ProcurementPMO@eastsussex.gov.uk)

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government