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Contract

Translation and interpretation (Spoken) & (Unspoken) services

The North Yorkshire Council

F03: Contract award notice

Notice identifier: 2024/S 000-008982

Procurement identifier (OCID): ocds-h6vhtk-040b2f

Published 20 March 2024, 11:48am

Section I: Contracting authority

I.1) Name and addresses

The North Yorkshire Council

County Hall, Racecourse Lane,

Northallerton

DL7 8AD

Email

procurement@northyorks.gov.uk

Telephone

+44 1609533450

Country

United Kingdom

Region code

UKE2 - North Yorkshire

National registration number

8867655

Internet address(es)

Main address

<https://www.northyorks.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104117>

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

Translation and interpretation (Spoken) & (Unspoken) services

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for translation and interpretation (spoken) and (unspoken) services for North Yorkshire Council, the purpose of the services is to support and facilitate communication between the authority and clients or customers who require communication support through interpretation or translation.

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: £845,000

II.2) Description

II.2.1) Title

Spoken Interpretation and Translation

Lot No

1

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services
- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber
- UKD - North West (England)
- UKC - North East (England)

Main site or place of performance

North Yorkshire

II.2.4) Description of the procurement

Lot 1 is specific to spoken interpretation and translation. Services include; face to face interpretation, telephone and video interpretation and written translation. There is a requirement to provide the services across the geographic area of North Yorkshire, however there may be an occasional need to provide services outside of the county. Further information can be found in Volume 1 The Specification

II.2.5) Award criteria

Quality criterion - Name: Prior Experience / Weighting: 10%

Quality criterion - Name: Confidentiality and Data Protection / Weighting: 5%

Quality criterion - Name: Implementation / Weighting: 5%

Quality criterion - Name: Qualifications and Training / Weighting: 5%

Quality criterion - Name: Urgent Requirments / Weighting: 15%

Quality criterion - Name: High Quality / Weighting: 10%

Quality criterion - Name: Flexibility / Weighting: 5%

Quality criterion - Name: Booking Process / Weighting: 15%

Price - Weighting: 30%

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) Description

II.2.1) Title

Unspoken Interpretation and Translation

Lot No

2

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber
- UKD - North West (England)
- UKC - North East (England)

Main site or place of performance

North Yorkshire

II.2.4) Description of the procurement

Lot 2 is specific to unspoken interpretation and translation. Services include; BSL face to face interpretation and BSL video interpretation. There is a requirement to provide the

services across the geographic area of North Yorkshire, however there may be an occasional need to provide services outside of the county. Further information can be found in Volume 1 The Specification'

II.2.5) Award criteria

Quality criterion - Name: Prior Experience / Weighting: 10%

Quality criterion - Name: Confidentiality and Data Protection / Weighting: 10%

Quality criterion - Name: Qualifications and Training / Weighting: 15%

Quality criterion - Name: Implementation / Weighting: 10%

Quality criterion - Name: Responsive Service / Weighting: 10%

Quality criterion - Name: Booking Process / Weighting: 7.5%

Quality criterion - Name: Video Interpretation / Weighting: 7.5%

Price - Weighting: 30%

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) Description

II.2.1) Title

Braille transcription and audio

Lot No

3

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber
- UKD - North West (England)
- UKC - North East (England)

II.2.4) Description of the procurement

Lot 3 is specific to braille transcription and audio. Further information can be found in Volume 1 The Specification

II.2.5) Award criteria

Quality criterion - Name: Prior Experience / Weighting: 10%

Quality criterion - Name: Quality / Weighting: 20%

Quality criterion - Name: Accuracy / Weighting: 15%

Quality criterion - Name: Audio Formats / Weighting: 12.5%

Quality criterion - Name: Confidentiality and Data Protection / Weighting: 12.5%

Price - Weighting: 30%

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.1.8) 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: [2023/S 000-030029](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

1

Lot No

1

Title

Translation and interpretation (Spoken) & (Unspoken) services - Spoken Interpretation and Translation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2024

V.2.2) Information about tenders

Number of tenders received: 19

Number of tenders received by electronic means: 19

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

V.2.3) Name and address of the contractor

Aa Global Language Services Ltd.

Stonefield House, 16-20 King Edward Street

Kingston Upon Hull

HU1 3SS

Email

carol@aaqglobal.co.uk

Telephone

+44 1482308777

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

781252236

Internet address

<http://www.aaqglobal.co.uk>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £790,000

Total value of the contract/lot: £790,000

Section V. Award of contract

Contract No

2

Lot No

2

Title

Translation and interpretation (Spoken) & (Unspoken) services - Unspoken Interpretation and Translation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 February 2024

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Bid Services

Deaf Cultural Centre, Ladywood Road

Birmingham

B16 8SZ

Email

sunita.shirt@bid.org

Telephone

+44 01212466100

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

884103624

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £35,000

Total value of the contract/lot: £35,000

Section V. Award of contract

Contract No

1

Lot No

3

Title

Translation and interpretation (Spoken) & (Unspoken) services - Unspoken Interpretation and Translation - Braille transcription and audio

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

AaGlobal Language Services

Stonefield House, 16-20 King Edward Street

Kingston Upon Hull

HU1 3SS

Email

carol@aaqglobal.co.uk

Telephone

+44 1482308777

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

781 2522 36

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £20,000

Total value of the contract/lot: £20,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

The Strand

London

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

North Yorkshire Council shall in accordance with the Public Contracts (Amendment) Regulations 2015, incorporate a minimum 10 day standstill period commencing at the point that information on the intention to award the contract is sent to tenderers.

The Council shall, as soon as possible after the decision has been made, inform the tenderers and candidates of its decision, and shall do so by notice in writing by the most rapid means of communication practicable.

Should additional information be required, please contact the person cited in paragraph I.1) of this form. If an appeal regarding the award of a contract has not been successfully resolved, Public Contracts Regulations 2015 (SI 2015 No 6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen. Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. Following the 10 day standstill period, if no further debriefing has been requested, the Court

may only award damages once the contract has been entered into.’

VI.4.4) Service from which information about the review procedure may be obtained

The Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>