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Planning

Interpretation and Translation Services

Southend-on-Sea City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009431

Procurement identifier (OCID): ocds-h6vhtk-04ed49 ([view related notices](#))

Published 14 March 2025, 12:54pm

Scope

Description

The Council intends to appoint a single Provider to deliver a fully managed Translation, Interpretation and Transcription Service, together with all ancillary services required. The services sought under this contract are written translations and interpretation (including BSL) specifically:

- Face-to-face interpreting
- Telephone interpreting (pre-booked and on-demand)
- Video interpreting (pre-booked and on-demand)
- Written translations (audio transcripts including subtitles, proof-reading, certification, and notary)
- British Sign Language Interpreting
- British Sign Language Translation

The aims of this service are:

a) To assist the Council's staff to communicate with people with specific communication needs including:

people from all cultural and ethnic backgrounds

disabled people (including people with sensory impairments, people with learning disabilities and Deaf and Deaf Blind people)

families/children and young people working with social care

people with mental health issues.

b) To enable the Service User including members of the general public, carers, and their families to:

- have equal access to the local services and information

- have their needs identified and met

participate in and contribute to the services they receive.

The objectives of this service are:

- to ensure that front-line staff are able to access these services in a timely and efficient manner

- to provide assurance to the stakeholder about the quality and consistency of the interpretation services being provided

- to provide choice and flexibility that reflects the diverse needs of service users.

- to ensure that management reporting is included and monitored so that services are able to change depending on the services being used. Estimated annual contract value of £154,000 for a period of 3 years with an option to extend for a further 3 years. Estimated total contract value = £924,000

Contract dates (estimated)

- 1 August 2025 to 31 July 2028
- Possible extension to 31 July 2031

- 6 years

Main procurement category

Services

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

Contract locations

- UKH31 - Southend-on-Sea

Engagement

Engagement deadline

7 April 2025

Engagement process description

A survey will be issued to those to express an interest to be part of the market engagement for the Interpretation and Translation services. This will be issued via email using Microsoft Forms.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
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Submission

Publication date of tender notice (estimated)

5 May 2025

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

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United Kingdom

Email: procurementops@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government