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Contract

CWC22149 - The Provision of Interpretation and Translation Services

Wolverhampton City Council

F03: Contract award notice

Notice identifier: 2024/S 000-009451

Procurement identifier (OCID): ocids-h6vhtk-03c586

Published 22 March 2024, 3:40pm

Section I: Contracting authority

I.1) Name and addresses

Wolverhampton City Council

Civic Centre, St Peters Square

Wolverhampton

WV1 1RL

Contact

Mrs Sheena Douglas

Email

Sheena.Douglas@wolverhampton.gov.uk

Telephone

+44 1902556556

Country

United Kingdom

Region code

UKG - West Midlands (England)

Internet address(es)

Main address

<http://www.wolverhampton.gov.uk>

Buyer's address

<http://www.wolverhampton.gov.uk>

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

CWC22149 - The Provision of Interpretation and Translation Services

Reference number

DN667229

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

City of Wolverhampton Council has a responsibility to meet the communication support needs of all service users and employees and to provide appropriate access to interpretation, translation and transcription services when needed. The Council is now looking to commission the Interpretation, Translation and Transcript services required.

The service will cover a wide range of community languages, taking account of the diversity that exists within the City of Wolverhampton. Census data has identified that there is an increased level of ethnic minority communities living in Wolverhampton (45%). Data is also available through 'Wolverhampton on Profile' Census 2021. We believe there are approximately 80 spoken languages in Wolverhampton.

The service will support client departments across the council, including Adult Social Care and Children's Services where sensitive /complex interpretation and translations will be required for service users with support requirements/communication needs.

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: £320,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

City of Wolverhampton Council has a responsibility to meet the communication support needs of all service users and employees and to provide appropriate access to interpretation, translation and transcription services when needed. The Council is now looking to commission the Interpretation, Translation and Transcript services required.

The service will cover a wide range of community languages, taking account of the diversity that exists within the City of Wolverhampton. Census data has identified that there is an increased level of ethnic minority communities living in Wolverhampton (45%). Data is also available through 'Wolverhampton on Profile' Census 2021. We believe there are approximately 80 spoken languages in Wolverhampton.

The service will support client departments across the council, including Adult Social Care and Children's Services where sensitive /complex interpretation and translations will be required for service users with support requirements/communication needs.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-012480](#)

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

3 March 2024

V.2.2) Information about tenders

Number of tenders received: 17

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

V.2.3) Name and address of the contractor

Word360

6 The Cloisters

12 George Road

B15 1NP

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

The contractor is an SME

Yes

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

Total value of the contract/lot: £320,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Wolverhampton City Council

Wolverhampton

Country

United Kingdom