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Planning

Quality and Assurance of Language Services

Ministry of Justice

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-009591

Procurement identifier (OCID): ocds-h6vhtk-03b80c

Published 3 April 2023, 9:45am

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

Elise.Ballantyne@justice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/ministry-of-justice>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Quality and Assurance of Language Services

II.1.2) Main CPV code

- 72225000 - System quality assurance assessment and review services

II.1.3) Type of contract

Services

II.1.4) Short description

The Ministry of Justice (MoJ) intends to run a procurement exercise for the delivery of Language Services. The scope of services includes Quality and Assurance of all language services on behalf of the MoJ. This would include providing independent assurance to the MoJ of the quality of interpreting across all services (face to face, telephone, video and Visual & Tactile communication) through conducting assessments of Language Professionals and investigating quality related complaints. Assurance of the language services provided by the Language Service Suppliers including all complaints, On-boarding of Language Professionals, and supporting professional development of Language Professionals.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72224200 - System quality assurance planning services
- 79212000 - Auditing services
- 79313000 - Performance review services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The MoJ is developing its commercial strategy for the provision of language services and is interested in understanding the market's capacity and capability to bid for, and provide, these services.

The purpose of this notice is to enable suppliers to express interest and register with us to receive further information on an upcoming event likely to be held on the 12th of April. We'd like to take this opportunity to discuss and understand the different possible approaches to meet our requirements for an independent and transparent Quality and Assurance contract. We would also like to explore how we could use a risk-based approach to effectively assure our services and understand what is available in the market and minimum standards. It would also be helpful to understand any potential opportunities and any challenges you foresee to the approach we are considering.

Interested parties are required to complete the following actions:

- 1) Register an account through the MoJ Sourcing Portal at <https://ministryofjusticecommercial.bravosolution.co.uk>
- 2) Navigate to the left side menu and click on 'PQQs Open to All Suppliers' > find and click on 'PQQ_323 – Language Services (Market Engagement Only)' - for the avoidance of doubt this is not an actual PQQ just a space on our sourcing system to coordinate market engagement activities. There are no mandatory actions to take.
- 3) You can express an interest by clicking 'Express interest'.

II.3) Estimated date of publication of contract notice

1 November 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes