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Contract

22 055 - Translation & Interpretation Services

Cheshire East Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-009885

Procurement identifier (OCID): ocids-h6vhtk-036825

Published 5 April 2023, 9:23am

Section I: Contracting authority

I.1) Name and addresses

Cheshire East Borough Council

Westfields, Middlewich Road

Sandbach

CW11 1HZ

Contact

Ms Tracy Roberts

Email

tracy.roberts@cheshireeast.gov.uk

Telephone

+44 1270686973

Country

United Kingdom

Region code

UKD62 - Cheshire East

Internet address(es)

Main address

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

Buyer's address

<http://www.cheshireeast.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

22 055 - Translation & Interpretation Services

Reference number

DN630261

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council intends to appoint a single Provider to deliver a fully managed Translation, Interpretation and Transcription Service. The service shall include provisions for: -

- Face to Face Interpretation Services (Verbal)
- Face to Face Interpretation Services (Non-Verbal)
- Telephone Interpretation Services Scheduled
- Telephone Interpretation Services on Demand
- Video Interpretation Services (Verbal)
- Video Interpretation Services (Non-Verbal)
- Document translation, including Braille, Large Print, Easy Read and Audio Transcriptions.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £950,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD62 - Cheshire East

II.2.4) Description of the procurement

The Council intends to appoint a single Provider to deliver a fully managed Translation, Interpretation and Transcription Service. The service shall include provisions for: -

- Face to Face Interpretation Services (Verbal)
- Face to Face Interpretation Services (Non-Verbal)
- Telephone Interpretation Services Scheduled
- Telephone Interpretation Services on Demand
- Video Interpretation Services (Verbal)
- Video Interpretation Services (Non-Verbal)
- Document translation, including Braille, Large Print, Easy Read and Audio Transcriptions.

Interpretation and translation services are required by a varied cross section of the Council

but predominantly Children's Services. The services are commissioned from all Council

office locations across Cheshire East and can take place in a variety of locations, including

but not limited to schools, courts, children's centres, clients homes and hospitals across the

borough.

Polish and Slovak continue to be the most popular languages requiring translation & interpretation services, occupying 68% of all Face to Face interpretations and 47% of all document translations.

Over 90% of all Face to Face interpretations concern the welfare of Children or young adults

and it is expected that the same interpreter be provided on an on-going basis where possible,

for this vulnerable group.

Details of volumes and languages are contained in the Appendices.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The initial contract period will be for 2 years from 01/02/23 to 31/01/25

There will be 2 optional extension periods. 1 x 24 months and 1 x 12 months to be exercised at

the discretion of the Council.

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: [2022/S 000-025701](#)

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

2 December 2022

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from non-EU Member States: 1

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

Supreme Linguistic Services T/A Premium Linguistic Services Ltd

Unit 4, Great Barr Business Park, Baltimore Road, ,

Birmingham

B42 1DY

Country

United Kingdom

NUTS code

- UKD62 - Cheshire East

The contractor is an SME

Yes

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

Total value of the contract/lot: £950,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom