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Planning

EIHR-Contact Scotland BSL

Scottish Government

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-011395

Procurement identifier (OCID): ocids-h6vhtk-04f91d

Published 26 March 2025, 4:24pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

Email

freya.boyes@gov.scot

Telephone

+44 412425466

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

EIHR-Contact Scotland BSL

Reference number

Case 764539

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government is seeking to establish market interest in the provision of a BSL/English Video Relay Service which enables BSL users to make short video calls using a BSL/English interpreter and emerging services on offer that complement a Video Relay Service. The Scottish Government is currently engaging with key stakeholders to inform the specifications for this contract. We require a service that provides quality in terms of BSL/English interpreter translation and by reliable technical infrastructure. Suppliers should be able to demonstrate a high degree of cultural and linguistic awareness of Deaf and Deafblind BSL users who will use the service.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The existing service, Contact Scotland BSL, has been in operation since 2016 and has

been expanded to provide a 24 hour a day, 365 days a year service. BSL users are able to call any public service, third sector organisation, private service or friends and family and can also receive calls. The service also handles calls using a Braille display for deafblind people. It should be noted it is not a video remote interpreting service, nor an emergency service.

The Scottish Government reserves the right to host a Supplier's Day.

Please complete the Microsoft Form Request for Information document below as fully as possible to inform this requirement and allow Scottish Government to review responses. Please copy and paste the link into your internet browser. Please submit your response by 17 April 2025.

<https://forms.office.com/e/61B1CE5m3t>

II.3) Estimated date of publication of contract notice

21 May 2025

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

Section VI. Complementary information

VI.3) Additional information

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NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=794378.

(SC Ref:794378)