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Tender

Interpretation and Translation Services

Lancashire County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016550

Procurement identifier (OCID): ocds-h6vhtk-050668 ([view related notices](#))

Published 23 April 2025, 2:25pm

Scope

Reference

JS/CORP/LCC/24/104

Description

The contract is to provide language services including spoken and non-spoken Interpretation and Translation services to the Authority.

The contract will be tendered in two (2) Lots;

Lot 1 - Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for spoken languages, telephone interpretation and document translation services. Video interpretation will only be accepted as a substitute in instances when Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority. Of the language services provided in the financial year 2024-25, Polish, Urdu, Arabic and Bengali have been the most requested. However, the Authority provided services to 68 different languages during this period, including reasonably high numbers for Punjabi, Romanian and Kurdish / Kurdish Sorani.

Lot 2 - Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for non-spoken communication including British Sign Language, lipspeaking and Palantypist. Video interpretation will only be accepted as a substitute in instances where Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority.

The Authority provides a wide range of services across the county; therefore, the interpretation and translation requirements will cover a wide range of services. Currently, the service is predominately provided for Social Care; however, it is expected that any service within the Authority should be able to access the agreement as and when required.

Total value (estimated)

- £1,156,000 excluding VAT
- £1,387,200 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2029
- 4 years

Description of possible extension:

The Authority may extend this agreement beyond the Initial Term by a further period up to a maximum of 12 months in addition to the Initial Term.

Options

The right to additional purchases while the contract is valid.

The Authority has the option to extend this agreement beyond the Initial Term by a further period up to a maximum of 12 months in addition to the Initial Term.

Main procurement category

Services

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

Contract locations

- UKD4 - Lancashire
-

Lot 1. Spoken Interpretation and Translation

Description

Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for spoken languages, telephone interpretation and document translation services. Video interpretation will only be accepted as a substitute in instances when Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority.

The Authority provided services to 68 different languages during 2024-25.

The 2023-24 cost of procuring the required language interpretation services was circa £260,000. Of this spend, most requests for spoken interpretation were related to Children's Services, with the remainder related to Adult Services. Circa £82,000 of this cost was for document translation.

Lot value (estimated)

- £1,040,000 excluding VAT
- £1,248,000 including VAT

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. Non Spoken Services

Description

Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for non-spoken communication including British Sign Language, lipspeaking and Palantypist. Video interpretation will only be accepted as a substitute in instances where Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority.

The 2023-24 annual cost of procuring non spoken services was circa £29,000.

The Authority provides a wide range of services across the county; therefore, the interpretation and translation requirements will cover a wide range of services. Currently, the service is predominately provided for Social Care; however, it is expected that any service within the Authority should be able to access the agreement as and when required.

There are approximately 270 requests made per year with the majority being for British Sign Language services; however, other services may be requested throughout the

duration of the contract as required.

The service is also inclusive of document translation services, translating into an appropriate format, such as video.

Lot value (estimated)

- £116,000 excluding VAT
- £139,200 including VAT

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Spoken Interpretation and Translation

Lot 2. Non Spoken Services

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

Submission

Enquiry deadline

7 May 2025, 11:59pm

Tender submission deadline

23 May 2025, 11:00am

Submission address and any special instructions

The tender documents are available on Lancashire County Council's electronic tendering site: www.lancashire.gov.uk/fusion-supplier-portal/

Use of this system does not require high specification IT equipment or connections, nor high-level personal IT skills/capabilities. Access to the system/software and advice is free of charge. Registration is necessary in order to view the tender details and obtain tender documentation. Tenderers are advised to allow plenty of time for registration and to do this as early as possible during the tender period.

Please see www.lancashire.gov.uk/business/tenders-and-procurement/tenders/ for further information.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

8 July 2025

Recurring procurement

Publication date of next tender notice (estimated): 22 April 2029

Award criteria

| Name | Type | Weighting |
|-------------------------------------|---------|-----------|
| Price | Price | 40% |
| Quality Management | Quality | 15% |
| Vetting and Reviewing Procedures | Quality | 10% |
| Booking Confirmation and Timescales | Quality | 10% |
| Social Value | Quality | 10% |
| Method Statement | Quality | 5% |
| Security Arrangements | Quality | 5% |
| Implementation Requirements | Quality | 5% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Contact name: James Shuttleworth

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Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government