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Contract

Translation With Artificial Intelligence

Middlesbrough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-017330

Procurement identifier (OCID): ocids-h6vhtk-05086e

Published 28 April 2025, 2:25pm

Scope

Description

Procurement Overview: AI-Powered Translation Solution

Purpose:

We are seeking a qualified supplier to provide an Artificial Intelligence (AI) solution for accurate, efficient, and scalable translation services. This solution will primarily be used for translating documents and mandatory signage to support our organization's multilingual communication requirements.

Scope of Requirement:

The AI translation solution must be capable of:

Translating written documents (e.g., reports, manuals, instructions) across multiple languages.

Translating and localizing mandatory signage to meet regulatory and cultural standards.

Ensuring high levels of accuracy and contextual understanding in translations, particularly

for technical, legal, and safety-related content.

Supporting commonly used file formats (e.g., PDF, DOCX, JPG for scanned documents).

Integrating into our existing document management systems, if applicable.

Mandatory Features:

AI-driven translation engine with support for at least 10 major global languages.

OCR (Optical Character Recognition) functionality to translate scanned or photographed documents.

Customizable glossaries or translation memory features to maintain consistency across translations.

Data privacy and compliance with relevant regulations (e.g., GDPR).

User-friendly interface or API for internal team access.

Evaluation Criteria:

Translation accuracy and contextual relevance.

Ease of integration and user interface quality.

Service scalability and turnaround times.

Pricing model and total cost of ownership.

Supplier experience and customer support capabilities.

Contract 1. Provision Of A Translation Software utilising Artificial Intelligence

Supplier

- City Trax Limited

Contract value

- £2,880 excluding VAT
- £3,600 including VAT

Below the relevant threshold

Date signed

28 April 2025

Contract dates

- 1 May 2025 to 28 April 2030
- 4 years, 11 months, 28 days

Main procurement category

Services

CPV classifications

- 72212740 - Foreign language translation software development services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Signed contract documents

[City Trax Draft Terms Conditions_Final 2025 CTX Signature.doc](#)

Procedure

Procedure type

Below threshold - without competition

Special regime

Light touch

Supplier

City Trax Limited

100 Downhouse Road

Waterlooville

PO8 0TY

United Kingdom

Email: nigel.matthews@citytrax.co.uk

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision Of A Translation Software utilising Artificial Intelligence

Contracting authority

Middlesbrough Council

- Public Procurement Organisation Number: PLJH-5252-HJDM

PO Box 500

Middlesbrough

TS1 9FT

United Kingdom

Email: procurement@middlesbrough.gov.uk

Region: UKC12 - South Teesside

Organisation type: Public authority - sub-central government