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Contract

DoJ Face to Face Interpretation Service (for non-English speakers)

Department of Justice
Police Service of Northern Ireland
Police Ombudsman Northern Ireland

F03: Contract award notice
Notice identifier: 2025/S 000-018019
Procurement identifier (OCID): ocds-h6vhtk-04cd39
Published 30 April 2025, 2:03pm

Section I: Contracting authority

I.1) Name and addresses

Department of Justice

c/o Construction and Procurement Delivery, 303 Airport Road West

BELFAST

BT3 9ED

Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.justice-ni.gov.uk/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement>

I.1) Name and addresses

Police Service of Northern Ireland

c/o Construction Procurement Delivery, Clare House, 303 Airport Road West

Belfast

BT3 9ED

Email

Justice.CPD@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.psni.police.uk/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement>

I.1) Name and addresses

Police Ombudsman Northern Ireland

c/o Construction Procurement Delivery, Clare House, 303 Airport Road West

Belfast

BT3 9ED

Email

Justice.CPD@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.policeombudsman.org/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement>

I.2) Information about joint procurement

The contract involves joint procurement

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DoJ Face to Face Interpretation Service (for non-English speakers)

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department of Justice (DOJ) seeks to establish a Contract for the provision of Face to Face Interpreting at locations throughout Northern Ireland. The provision of these services is essential to ensuring that the Criminal Justice Organisations (CJOs) can deliver a professional and progressive service to all those who enter the criminal justice system - including those who come before the civil, family or coroners' courts, or who use tribunal proceedings administered by the Northern Ireland Courts and Tribunals Service (NICTS). The main users of the contract will be: • Police Service of Northern Ireland (PSNI) • Northern Ireland Courts and Tribunals Service (NICTS) • Public Prosecution Service (PPS) • Probation Service of Northern Ireland (PBNI) • Legal Services Agency (LSANI) In addition to the five main users listed above, this contract may also be used by the following CJOs in Northern Ireland who are associated with and party to this contract: • The Northern Ireland Prison Service (NIPS) • The Youth Justice Agency • Police Ombudsman for Northern Ireland • Northern Ireland Prisoner Ombudsman • The Department of Justice • Compensation Services Agency • Victim Support • Police Rehabilitation and Retraining Trust • Northern Ireland Policing Board The DOJ requires Contractors to provide comprehensive spoken language interpreting services to fulfil the current and evolving needs of the CJOs signed up to this contract. The Contractors must be able to provide interpreting services through qualified and experienced personnel for a wide range of languages. The Contractors must provide face to face interpreting services 24 hours a day, 365 days a year. The Contractors must be able to provide interpreting services at premises located across Northern Ireland.

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: £6,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The Department of Justice (DOJ) seeks to establish a Contract for the provision of Face to Face Interpreting at locations throughout Northern Ireland. The provision of these services is essential to ensuring that the Criminal Justice Organisations (CJOs) can deliver a professional and progressive service to all those who enter the criminal justice system - including those who come before the civil, family or coroners' courts, or who use tribunal proceedings administered by the Northern Ireland Courts and Tribunals Service (NICTS). The main users of the contract will be: • Police Service of Northern Ireland (PSNI) • Northern Ireland Courts and Tribunals Service (NICTS) • Public Prosecution Service (PPS) • Probation Service of Northern Ireland (PBNI) • Legal Services Agency (LSANI) In addition to the five main users listed above, this contract may also be used by the following CJOs in Northern Ireland who are associated with and party to this contract: • The Northern Ireland Prison Service (NIPS) • The Youth Justice Agency • Police Ombudsman for Northern Ireland • Northern Ireland Prisoner Ombudsman • The Department of Justice • Compensation Services Agency • Victim Support • Police Rehabilitation and Retraining Trust • Northern Ireland Policing Board The DOJ requires Contractors to provide comprehensive spoken language interpreting services to fulfil the current and evolving needs of the CJOs signed up to this contract. The Contractors must be able to provide interpreting services through qualified and experienced personnel for a wide range of languages. The Contractors must provide face to face interpreting services 24 hours a day, 365 days a year. The Contractors must be able to provide interpreting services at premises located across Northern Ireland.

II.2.5) Award criteria

Quality criterion - Name: AC1 Recruitment, Selection, Monitoring, Vetting and Training / Weighting: 21

Quality criterion - Name: AC2 Service Delivery / Weighting: 21

Quality criterion - Name: AC3 Contract Management / Weighting: 18

Quality criterion - Name: AC4 Social Value - Indication 4.2 / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The contract is for an initial period of 3 years with one option to extend for a further period of up to 2 years.

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: [2025/S 000-000017](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 April 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Information withheld for security reasons

Information withheld for security reasons

BT13 2JF

Email

justice.CPD@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Information withheld for security reasons

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Email

justice.cpd@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £6,500,000

Total value of the contract/lot: £6,500,000

Section VI. Complementary information

VI.3) Additional information

Please note that information relating to contractors engaged by the Northern Ireland Department of Justice, and associated bodies, is not published in any publicly accessible forum or publication. This is to protect such contractors, whose security and safety could be threatened by dissident terrorist organisations still active in Northern Ireland if their details became known. This is consistent with Regulation 50(6)(a). The contract value listed is a broad estimate only and includes additional quantum for unforeseen demand and to future proof for additional potential. There is no guarantee of any level of business under this contract. The estimate is not deemed to be a condition of contract nor a guarantee of minimum demand or uptake. No compensation will be payable to a contractor should the actual demand be less than that stated. Contract Monitoring: The successful contractor's performance on this contract will be managed as per specification and regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in Construction and Procurement Delivery for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a notice of written warning and notice of unsatisfactory performance and this contract may be terminated. The issue of a notice of written warning and notice of unsatisfactory performance will result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a period of up to 3 years from the date of issue of the notice.

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

N/A

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD complied with the Public Contracts Regulations 2015 (as amended), and incorporated a standstill period at the point information on the awards of the contracts was communicated to tenderers. Those notifications provided full information on the award decision. This provided time for unsuccessful tenderers to challenge the award decision before the contracts were entered into.