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Tender

Language Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2024/S 000-026674

Procurement identifier (OCID): ocids-h6vhtk-040ace

Published 21 August 2024, 2:11pm

The closing date and time has been changed to:

27 September 2024, 3:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

Tenders or requests to participate must be submitted to 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

Language Services

Reference number

RM6302

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Crown Commercial Service (the Authority) aims to establish a comprehensive Framework Contract for Language Services, encompassing the following key components:

Translation Services

Transcription, Stenography and Recording Services

Telephone Interpreting

Spoken and Visual Video Interpreting Services

Spoken and Visual Face-to-Face Interpreting Services

The Framework Contract is structured into 5 Lots, with Lot 5 requiring overseas requirements to be met.

II.1.5) Estimated total value

Value excluding VAT: £250,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

National Managed Service

Lot No

1

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32353000 - Sound recordings
- 48521000 - Music or sound editing software package
- 48740000 - Foreign language translation software package
- 64211000 - Public-telephone services
- 72212740 - Foreign language translation software development services
- 75230000 - Justice services
- 79510000 - Telephone-answering services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79551000 - Typing services
- 79552000 - Word-processing services
- 79821100 - Proofreading services
- 79822300 - Typesetting services

- 79822500 - Graphic design services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This lot encompasses the provision of a comprehensive Managed Service across the United Kingdom.

Suppliers selected for Lot 1 must deliver a flexible solution, allowing the Buyer to call off one, some, or all services. The services, provided by Suppliers awarded to Lot 1, shall cover advisory services, administrative support, and efficient business processes, tailored to meet the diverse language service requirements of the Buyer.

Spoken and Visual Translation, Transcription, Stenography, Recording and Support Services

Spoken Telephone and Spoken and Visual Video Interpreting

Spoken and Visual Face to Face Interpreting

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £101,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for a further period of twelve (12) months.

CCS reserve the right to extend lots by varying durations

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Lot 1 – National Managed Service = 8 places

II.2) Description

II.2.1) Title

Translation and Supporting Services

Lot No

2

II.2.2) Additional CPV code(s)

- 48740000 - Foreign language translation software package
- 72212740 - Foreign language translation software development services
- 79530000 - Translation services
- 79552000 - Word-processing services

- 79821100 - Proofreading services
- 79822300 - Typesetting services
- 79822500 - Graphic design services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The provision of Translation and Support Services throughout the United Kingdom.

Translation: The conversion of written documents into another language as text.

Support Services: Additional services which include documentation formatting and file recreation.

Please note that this Lot will not support any visual or tactile requirements such as Braille or In-vision BSL, refer to Lot 4 for these services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £7,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for a further period of twelve (12) months.

CCS reserve the right to extend lots by varying durations

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Lot 2 – Translation and Supporting Services = 6 places

II.2) Description

II.2.1) Title

Transcription, Stenography and Recording Services

Lot No

3

II.2.2) Additional CPV code(s)

- 48740000 - Foreign language translation software package
- 72212740 - Foreign language translation software development services
- 79551000 - Typing services
- 79552000 - Word-processing services

- 79821100 - Proofreading services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This lot entails the provision of Transcription, Stenography and Recording Services throughout the United Kingdom.

These include:

Transcription Services: The conversion of recorded speech into a written format, delivered remotely or onsite.

Recording Services: In person or remote recording and logging servicing.

Stenography Services: The provision of Stenographers to take dictation using either shorthand notation or a stenotype machine, then later transcribe their notes into formal documents/records either remotely or onsite.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £7,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for a further period of twelve (12) months.

CCS reserve the right to extend lots by varying durations

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Lot 3 – Transcription, Stenography and Recording Services = 9 places

II.2) Description

II.2.1) Title

Visual Interpreting Services

Lot No

4

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32353000 - Sound recordings
- 48521000 - Music or sound editing software package
- 48740000 - Foreign language translation software package

- 72212740 - Foreign language translation software development services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79821100 - Proofreading services
- 79822300 - Typesetting services
- 79822500 - Graphic design services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot facilitates communication for the Deaf, Deafblind, and others requiring support through the following services:

Interpreting Services: The provision of face to face and remote (VRS/VRI) interpreting services.

Translation Services: The provision of visual translation services, including BSL inversion, braille and other visual/tactile translation services.

Transcription Services: The provision of subtitling and or captioning services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £10,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for us to extend for a further period of twelve (12) months.

CCS reserve the right to extend lots by varying durations

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Lot 4 – Visual Interpreting Services = 6 places

II.2) Description

II.2.1) Title

Overseas and UK Interpreting Services

Lot No

5

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32353000 - Sound recordings
- 48521000 - Music or sound editing software package
- 48740000 - Foreign language translation software package
- 64211000 - Public-telephone services
- 72212740 - Foreign language translation software development services
- 75230000 - Justice services
- 79510000 - Telephone-answering services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79551000 - Typing services
- 79552000 - Word-processing services
- 79821100 - Proofreading services
- 79822300 - Typesetting services
- 79822500 - Graphic design services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot facilitates the provision of Spoken Face to Face Interpreting Services throughout the United Kingdom and Overseas. Suppliers awarded to this Lot are expected to deliver tailored solutions covering advisory services, administrative support, and efficient business processes to ensure effective delivery of services within the UK and Overseas.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £125,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for a further period of twelve (12) months.

CCS reserve the right to extend lots by varying durations

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Lot 5 – Overseas and UK Interpreting Services = 5 places

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Lot 1 – National Managed Service = 8 places

Lot 2 – Translation and Supporting Services = 6 places

Lot 3 - Transcription, Stenography and Recording Services = 9 places

Lot 4 - Visual Interpreting Services = 6 places

Lot 5 - Overseas and UK Interpreting Services = 5 places

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: [2023/S 000-029869](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

20 September 2024

Local time

3:00pm

Changed to:

Date

27 September 2024

Local time

3:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 8 April 2025

IV.2.7) Conditions for opening of tenders

Date

20 September 2024

Local time

3:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/b5fc1643-0841-4b23-ba17-23a668fed241>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

The Government Security Classifications (GSC) Policy came into force on 2 April 2014 and describes how HM Government classifies information assets to ensure they are appropriately protected. It applies to all information that Government collects, stores, processes, generates or shares to deliver services and conduct business.

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-fags> for more information.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

CCS reserves the right to award a framework to any bidder whose final score is within 1% of the last position.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at eEnablement@crownccommercial.gov.uk or call 0345 410 2222.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

<https://www.crownccommercial.gov.uk/>