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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): ocds-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@crowncommercial.gov.uk](mailto:supplier@crowncommercial.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

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## **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 invision, 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

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## **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

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## **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



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## 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-faqs> 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@crowncommercial.gov.uk](mailto:eEnablement@crowncommercial.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@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

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+44 3454102222

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United Kingdom

Internet address

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