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Contract

Language Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2025/S 000-027809

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

Published 27 May 2025, 3:21pm

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

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.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) has established 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 was structured into 5 Lots, with Lot 5 requiring overseas requirements to be met.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £250,000,000

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, should 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.2.11) 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 = 21 places

II.2) Description

II.2.1) Title

Translation and Supporting Services

Lot No

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 would 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.2.11) 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 = 22 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 included:

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.2.11) 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 = 14 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 facilitated 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.2.11) 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 = 12 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 facilitated 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.2.11) 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 = 11 places

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

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: [2024/S 000-026674](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 May 2025

V.2.2) Information about tenders

Number of tenders received: 37

Number of tenders received from SMEs: 32

Number of tenders received by electronic means: 37

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street. L3 9PP

Liverpool

L3 9PP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £250,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

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

<https://www.contractsfinder.service.gov.uk/Notice/e5ec2a2d-5b62-4a01-8ce7-49c3e58d5a93>

- 1) Redacted Commercial Agreement
- 2) List of Successful Suppliers
- 3) Approved Customer list
- 4) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

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 were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

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

Telephone

+44 3454102222

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

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

Telephone

+44 3454102222

Country

United Kingdom