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Contract

## **Interpretation Services Framework**

The Highland Council  
NHS Highland  
High Life Highland

F03: Contract award notice

Notice identifier: 2021/S 000-030630

Procurement identifier (OCID): ocids-h6vhtk-02b8c3

Published 9 December 2021, 10:25am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

The Highland Council

Council Headquarters, Glenurquhart Road

Inverness

IV3 5NX

#### **Email**

[CPSSprocurement@aberdeencity.gov.uk](mailto:CPSSprocurement@aberdeencity.gov.uk)

#### **Telephone**

+44 1463702670

#### **Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.highland.gov.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00045](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045)

**I.1) Name and addresses**

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

**Email**

[nhs.highland@nhs.scot](mailto:nhs.highland@nhs.scot)

**Telephone**

+44 1463704054

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00302](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302)

**I.1) Name and addresses**

High Life Highland

12-13 Ardross Street

Inverness

IV3 5NS

**Email**

[hlh.business.support@highlifehighland.com](mailto:hlh.business.support@highlifehighland.com)

**Telephone**

+44 1349781700

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.highlifehighland.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA23042](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA23042)

## **I.2) Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

- NHS Highland
- Advice Agency Network – example Citizens Advice Bureau (CAB)
- High Life Highland

## **I.4) Type of the contracting authority**

Regional or local 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**

Interpretation Services Framework

Reference number

HC/CEO/INTER/2021

#### **II.1.2) Main CPV code**

- 79540000 - Interpretation services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Highland Council, acting for itself and on behalf of the Participating Organisations, is intending to put in place a Framework Agreement with one or more providers for the provision of face to face & Digital interpretation services, on an as and when required basis.

The Participating Organisations who reserve the right to use this Framework Agreement within their operating areas are:

- The Highland Council
- NHS Highland
- Advice Agency Network – example Citizens Advice Bureau (CAB); where contracted to The Highland Council to provide Advice and Information Services on behalf of The Highland Council and the Interpretation Services are being paid for by The Highland Council)
- High Life Highland

The Framework shall be for a 3 year period from 02/08/2021 to 01/08/2024, with the option for the Authority and or Participating Organisations to extend by a period of up to twelve 12 months, subject to mutual agreement.

### **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: £850,000

## **II.2) Description**

### **II.2.1) Title**

Face to Face Interpretation Services

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

## **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Main site or place of performance:

The Highlands and Argyll and Bute area

## **II.2.4) Description of the procurement**

The Highland Council (hereinafter referred to as “the Authority”) acting for itself and on behalf of the Participating Organisations is intending to put in place a Framework Agreement with one provider per Lot for the provision of face to face and digital interpretation services, on an as and when required basis.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

## **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**

Framework Agreement Value:

The estimated annual value of expenditure by each Participating Organisation against this Framework is shown below for information and guidance purposes only. The Participating Organisations are not bound to any value/volume of expenditure under this Framework.

The Highland Council GBP 100,000

NHS Highland GBP 100,000

HLH GBP 100

Advice Agency Network GBP 9,000

## **II.2) Description**

### **II.2.1) Title**

Digital Interpretation

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Main site or place of performance:

The Highlands and Argyll and Bute area

### **II.2.4) Description of the procurement**

The Highland Council (hereinafter referred to as “the Authority”) acting for itself and on behalf of the Participating Organisations is intending to put in place a Framework Agreement with one single provider per Lot for the provision of face to face and digital interpretation

services, on an as and when required basis.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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**

The estimated annual value of expenditure by each Participating Organisation against this Framework is shown below for information and guidance purposes only. The Participating Organisations are not bound to any value/volume of expenditure under this Framework.

The Highland Council GBP 100,000

NHS Highland GBP 100,000

HLH GBP 100

Advice Agency Network GBP 9,000



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## **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: [2021/S 000-012626](#)

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## **Section V. Award of contract**

### **Lot No**

2

### **Title**

Digital Interpretation

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

30 September 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

#### **V.2.3) Name and address of the contractor**

Global Language Services Ltd

Craig House, 64 Darnley Street

Glasgow

G41 2SE

Telephone

+44 1414293429

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.globallanguageservices.co.uk/>

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

DA Languages Limited

Statham House, Talbot Road, Stretford

Manchester

M32 0FP

Telephone

+44 1619282533

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Global Connections (Scotland) Ltd

180 Hope Street, 3rd Floor

Glasgow

G2 2UE

Telephone

+44 1413328889

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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: £2

Total value of the contract/lot: £400,000

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Face to Face Interpretation Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

30 September 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

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Telephone

+44 1413328889

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

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: £1

Total value of the contract/lot: £450,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:676562)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Inverness Sherriff Court

Inverness

Country

United Kingdom