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Tender

## **402\_24 Language Services**

ESPO

F02: Contract notice

Notice identifier: 2023/S 000-031021

Procurement identifier (OCID): ocds-h6vhtk-040db0

Published 20 October 2023, 12:10pm

### **Section I: Contracting authority**

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

ESPO

Barnsdale Way, Grove Park, Enderby

LEICESTER

LE19 1ES

#### **Contact**

Corporate Solutions Procurement Team

#### **Email**

[tenders@espo.org](mailto:tenders@espo.org)

#### **Country**

United Kingdom

**Region code**

UKF22 - Leicestershire CC and Rutland

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**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://www.eastmidstenders.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

Regional or local authority

**I.5) Main activity**

Other activity

Local Authority Services

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

402\_24 Language Services

Reference number

402\_24

#### II.1.2) Main CPV code

- 79530000 - Translation services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

ESPO (in partnership with YPO) is seeking to establish a framework agreement with a number of service providers for the provision of Language services. The key aim of the framework will be to promote cost savings and create efficiencies by providing customers with access to pre-approved service providers whom they may appoint using a simple and streamlined procurement process.

To tender:

(a) Go to <https://www.eastmidtenders.org/>; (b) Register (if not already registered on ProContract); (c) Search for tender opportunity '402\_24' (via "View Opportunities" from the 'EastMidsTenders' Portal); (d) Express an interest; (e) Download the tender documents (from the ProContract Activity summary screen, once an Expression of interest has been completed).

#### II.1.5) Estimated total value

Value excluding VAT: £30,000,000

#### 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**

Lot 1 - Managed Service for all Interpretation, Translation and Transcription Services

Lot No

1

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

A fully managed service encompassing a number of customer needs in relation to language service support, generally based upon a combination or all of the remaining framework lots.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £8,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

## **II.2) Description**

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

Lot 2 - Face to Face Interpretation Services (Verbal)

Lot No

2

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where a spoken language is converted from one to another via the use of a linguist in physical attendance, either consecutively, or simultaneously, between individuals or in groups.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £5,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total

estimated value stated in Section II.1.5 includes the option period.

### **II.2.14) Additional information**

Services delivered under this lot will be dependent on the location of customers and their respective assignments, therefore this lot will be further divided into 12 geographical sub-lots (please see ITT for further details).

## **II.2) Description**

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

Lot 3 - Face to Face Interpretation Services (Non-Verbal)

Lot No

3

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where the communication of non-spoken language is facilitated via the use of a linguist in physical attendance, either consecutively, or simultaneously, between individuals or in groups.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £5,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

### **II.2.14) Additional information**

Services delivered under this lot will be dependent on the location of customers and their respective assignments, therefore this lot will be further divided into 12 geographical sub-lots (please see ITT for further details).

## **II.2) Description**

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

Lot 4a - Telephone Interpretation Services

Lot No



4a

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where a spoken language is converted from one to another via the use of a linguist over the telephone, either consecutively, or simultaneously, between individuals or in groups.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £4,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

## **II.2) Description**

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

Lot 4b - Video Interpretation Services - (Spoken)

Lot No

4b

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where a spoken language is converted from one to another via the use of a linguist over the video or audio technology, either consecutively, or simultaneously, between individuals or in groups.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £3,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

## **II.2) Description**

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

Lot 4c - Video Interpretation Services - (Non-Spoken)

Lot No

4c

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where the communication of non-spoken language is facilitated via the use of a linguist over video or audio technology, either consecutively or simultaneously, between individuals or in groups.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £3,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

## **II.2) Description**

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

Lot 5 - Translation, Transcription and Additional Services

Lot No

5

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

- 79530000 - Translation services
- 79540000 - Interpretation services

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

NUTS codes

- UK - United Kingdom

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

Services where written media can be translated from one language to another. Audio files or other media can be transcribed, or written media can be transcribed into non-verbal language.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £2,000,000

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

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The framework agreement has the option to extend for up to a further 24 months. The total estimated value stated in Section II.1.5 includes the option period.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

The minimum financial requirement for the purposes of the current tender exercise is stated in the procurement documents.

Throughout the Term ESPO shall monitor the Service Providers financial standing against the Service Providers financial position taken on the Commencement Date. In the event that the Service Providers financial position falls below the position recorded on the Commencement Date, ESPO shall discuss the Service Providers circumstances with the Service Provider. ESPO reserves the right to terminate the Framework Agreement by serving a notice on the Service Provider in writing with effect from the date specified in such notice where (in the reasonable opinion of ESPO) there is a material detrimental change in the financial standing of the Service Provider which:

- Adversely impacts on the Service Providers ability to provide the Services under this Agreement; or
- Could reasonably be expected to have an adverse impact on the Services Providers ability to provide the Services under this Agreement.

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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

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

Date

20 November 2023

Local time

12:00pm

#### **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**

Duration in months: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

20 November 2023

Local time

12:01pm



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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

As a Central Purchasing Body as defined in the Public Contracts Regulations 2015, the Framework Agreement is open for use by Public Bodies (defined at <https://www.espo.org/amfile/file/download/file/9608/>) that also fall into one of the following classifications of user throughout all administrative regions of the UK: Local Authorities; Educational Establishments (including Academies); Central Government Departments and Agencies; Police, Fire & Rescue and Coastguard Emergency Services; NHS and HSC Bodies, including Ambulance Services; Registered Charities; Registered Social Landlords; The Corporate Office of the House of Lords, The Corporate Officer of the House of Commons; or any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament. Details of the classification of end user establishments and geographical areas are available at: <https://www.espo.org/legal>.

ESPO has established a commercial trading company, ESPO Trading Limited, whose target clients are third sector organisations such as national and local charities, public sector mutual organisations and other organisations involved in the delivery of services to or for the public sector. The successful Supplier may be asked to enter into an additional separate framework agreement (the Second Framework) with ESPO Trading Limited on materially similar terms to that found in the tender pack to be entered into by ESPO itself.

Any Second Framework agreement will be a purely commercial agreement and will, for the avoidance of doubt, not be governed by the Public Contract Regulations 2015 or other public procurement legislation. ESPO Trading Limited may enter into the second framework agreement with the successful supplier and make it available to third sector clients who themselves are not required to follow the Public Contracts Regulations 2015 or other public procurement legislation. Accordingly, this is provided for bidders information only.

An eAuction process may be used to award subsequent call off contracts following the reopening of competition among the parties to the Framework Agreement.

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

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

The Royal Court of Justice

The Strand

LONDON

WC2A 2LL

Country

United Kingdom

Internet address

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

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

ESPO will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. Applicants who are unsuccessful shall be informed by ESPO as soon as possible after the decision has been made as to the reasons why the applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, The Public Contracts Regulations 2015 (SI 2105 No. 102) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order for any document to be amended and may award damages, make a declaration of ineffectiveness, order for a fine to be paid, and/or order the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.