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Tender

EIHR-Contact Scotland BSL

Scottish Government

F02: Contract notice

Notice identifier: 2025/S 000-031063

Procurement identifier (OCID): ocds-h6vhtk-04f91d

Published 9 June 2025, 4:35pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

Email

freya.boyes@gov.scot

Telephone

+44 412425466

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

EIHR-Contact Scotland BSL

Reference number

Case 764539

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government is seeking to establish a BSL/English Video Relay Service which enables BSL users to make short video calls using a BSL/English interpreter and emerging services on offer that complement a Video Relay Service. The Scottish Government requires a service that provides quality in terms of BSL/English interpreter translation and by reliable technical infrastructure. Suppliers should be able to demonstrate a high degree of cultural and linguistic awareness of Deaf and Deafblind BSL users who will use the service.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The existing service, Contact Scotland BSL, has been in operation since 2016 and has been expanded to provide a 24 hour a day, 365 days a year national service. BSL users are able to call any public service, third sector organisation, private service or friends and family and can also receive calls. The service also handles calls using a Braille display for deafblind people. It should be noted it is not an emergency service.

The objectives of the Contract are to:

- Ensure that, through the Contact Scotland BSL service, public services, third sector organisations, as well as private sector services and personal calls to family and friends in Scotland are made accessible to Deaf BSL users who need to interact with them;
- Ensure that the Contact Scotland BSL service is delivered to the highest possible standard, with optimal reliability, integrity and fitness-for-purpose; is future-proofed, continuously improved and able to be developed and scaled-up; is protected from inappropriate use or abuse;
- Provide value-for-money to the public purse through delivery of an effective, efficient, competitive and comprehensive service.

The service comprises four main elements:

- Comprehensive management of the service;
- software;
- hardware;
- BSL/English interpreting and interpreting personnel.

The service will go live on 1 December 2025 following an implementation period.

II.2.5) Award criteria

Quality criterion - Name: Ability to provide the requirement / Weighting: 15

Quality criterion - Name: Service Delivery / Weighting: 30

Quality criterion - Name: Technical Proposal / Weighting: 25

Quality criterion - Name: Staffing, Knowledge and Expertise / Weighting: 20

Quality criterion - Name: Business Continuity and Disaster Recovery (BCDR) / Weighting: 2.5

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Community Benefits / Weighting: 2.5

Price - Weighting: 30

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

Start date

1 September 2025

End date

30 November 2027

This contract is subject to renewal

Yes

Description of renewals

The contract may be extended, at the sole discretion of Scottish Ministers by up to 24 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract may be extended, at the sole discretion of Scottish Ministers by up to 24 months.

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

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Financial Ratios - Bidders must demonstrate a Current Ratio of 0.8 or more.

The current ratio shall be calculated as current assets/current liabilities and shall be based on the previous financial year. There must be no qualification or contra-indication from any evidence provided in support of the bidders economic and financial standing

Minimum level(s) of standards possibly required

- Public Liability Insurance (In the sum not less) - 5,000,000 GBP;
- Professional Indemnity Insurance (In the sum not less) - 2,000,000 GBP;
- Employer's Liability Insurance - employer's liability insurance in accordance with any legal obligation for the time being in force.

Such insurance must be maintained for the duration of the Contract and for a minimum of 5 years following the expiry or termination of the Contract.

III.1.3) Technical and professional ability

List and brief description of selection criteria

- Relevant examples of previous experience
- Supply Chain Management/Tracking Systems Used
- Environmental Management Measures

Minimum level(s) of standards possibly required

- Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the services/supplies as described in part II.2.4 of the Contract Notice or the relevant section of the Site Notice.

- If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

- a) their standard payment terms

- b) $\geq 95\%$ of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

- Bidders will be required to provide evidence that their organisation has taken steps to build their awareness of the climate change emergency and how they will respond. Accepted evidence includes but is not limited to:

- a completed copy of the Bidder 'relevant contract' Climate Change Plan Template, including planned projects and actions to reduce the bidder's carbon emissions. This does not need to contain calculated carbon emissions.

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: [2025/S 000-011395](#)

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

Date

11 July 2025

Local time

11:00am

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 July 2025

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Question Scoring Methodology for Award Criteria outlined in invitation to tender

0 Unacceptable. Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

1 Poor. Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 Acceptable. Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 Excellent. Response is completely relevant and excellent overall.

Please note there are minimum requirements concerning Cyber Security for this contract.

Tenderers are also asked to confirm:

that they will pay staff that are involved in the delivery of services under the contract, at least the real Living Wage.

they will meet standards on payment of subcontractors

Tenderers who do not pass these questions will not be subject to Commercial Analysis. As a result the tender will not be considered further.

Bidders must complete the SPD (Scotland) to demonstrate adherence to the Exclusion and Selection Criteria for this procurement.

If there are named subcontractors/technicians upon which the bidder will rely to meet the selection criteria, these named parties must complete and reattach the SPD Supplier Response Form attached to SPD.

The contract value is estimated to be no less than 700,000 – 750,000 GBP per annum for each financial year. Subject to Ministerial commitments, Scottish Ministers reserve the right to increase the budget. Scottish Ministers reserves the right to purchase additional services on an annual basis. The volume of additional minutes should not exceed 50% the Bundled Monthly Package amounts per year. In the event of exceeding the normal annual amounts, the cost per minute value will be used to purchase additional services. If the extension option is applied a CPI uplift may apply as outlined in the Pricing Schedule.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29421. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:801063)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom