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Tender

## Provision of Translation Services

Glasgow City Council

F02: Contract notice

Notice identifier: 2024/S 000-034733

Procurement identifier (OCID): ocds-h6vhtk-04b18a

Published 25 October 2024, 4:00pm

The closing date and time has been changed to:

**19 December 2024, 12:00pm**

See the [change notice](#).

## Section I: Contracting authority

### I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

### Contact

James Cook

### Email

[james.cook@glasgow.gov.uk](mailto:james.cook@glasgow.gov.uk)

**Telephone**

+44 1412876429

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

**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.publictenderscotland.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.publictenderscotland.publiccontractsscotland.gov.uk>

**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**

Provision of Translation Services

Reference number

GCC006168CPU

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

- 79530000 - Translation services

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

Services

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

The council is seeking to outsource for the first time the translation services provision which is currently being provided in-house. The council require

a service provided to provide in person face to face translation from both non English language or dialect to English language and vice versa, within

the council's properties or at other nominated locations as well as telephone, video conference services and document translation from both non

English language or dialect to English language and vice versa. As this is an in-house service currently there will be a TUPE implication which will

include 70 sessional interpreters, 2 Admin staff and sessional accessor.

#### **II.1.5) Estimated total value**

Value excluding VAT: £6,500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 79530000 - Translation services

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

The council is seeking to outsource for the first time the translation services provision which is currently being provided in-house. The council require

a service provided to provide in person face to face translation from both non English language or dialect to English language and vice versa, within

the council's properties or at other nominated locations as well as telephone, video conference services and document translation from both non

English language or dialect to English language and vice versa. As this is an in-house service currently there will be a TUPE implication which will

include 70 sessional interpreters, 2 Admin staff and sessional accessor.

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

Quality criterion - Name: Service Delivery / Weighting: 40

Quality criterion - Name: Business Continuity / Weighting: 3

Quality criterion - Name: Human Resources / Weighting: 5

Quality criterion - Name: innovation / Weighting: 10

Quality criterion - Name: Sustainability / Weighting: 2

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

Price - Weighting: 35

**II.2.6) Estimated value**

Value excluding VAT: £6,500,000

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

Duration in months

63

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for 27 months which included a 3 month mobilisation/demobilisation period at the end of this contract.

**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**

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.

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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

Not applicable to this procurement exercise

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Bidders will be required to state the values for the following financial ratios: -

Ratio 1: Trading Performance - Description: An overall positive outcome on Pre Tax Profits over a 3 year period with exceptional items occurring in the normal course of business can be excluded from the calculation. Expressed in the ratio Pre-Tax Profit/Turnover. Minimum Requirement: Overall positive outcome on Pre-Tax Profits to Turnover over a 3 year period.

Ratio 2: Balance Sheet Strength - Description: Net worth of the organisation must be positive at the time of evaluation and organisation must not be subject to an insolvency process. Intangibles can be included for purposes of the Total Assets figure, Expressed in the ratio Total Assets/Total Liabilities Minimum Requirement: Net worth of the organisation must be positive at the time of evaluation and organisation must not be subject to an insolvency process. Companies that are only required to file abbreviated accounts, must submit full sets of accounts for the last 2 individual years filed, in order for the 3 year profitability requirement to be verified.

It is a requirement of this contract that bidders hold or can commit to obtain prior to the commencement of any subsequent awarded contract, the type and level of insurance indicate below:

Employer's (Compulsory) Liability Insurance = 10000000 GBP

Public Liability Insurance = 5000000 GBP

professional Indemnity Insurance = 1000000 GBP

The Council reserves the right at its own discretion to seek such other information from the Applicant in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to prove the Applicant's economic and financial

standing.

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

#### **SPD 4C.1.2 Statement [GOODS AND SERVICES ONLY]**

Please provide evidence and examples of services carried out during the last five years as specified in the contract notice:

Please provide two examples that demonstrate your business and or relied upon sub-contractor (If applicable) experience in delivering similar services (Examples from both public and or private sector customers and clients may be provided).

Your examples MUST be from the last five years and provide detail information on the following areas included but not limited to:-

- Detailed description on the services delivered
- Contract value
- Date and duration of service

Minimum level(s) of standards possibly required

Bidders must score a minimum of 60% in total for question 4C.1.2 question. Any Bidder who fails to achieve the minimum points score will be disqualified.

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

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

- 1.Call Response Timescales-1st year-95%-Calls must be answered within 10 minutes.  
After 1st year-98%- Calls must be answered within 10 minutes.
- 2.Call Response Timescales-1st year-95%-Calls must be answered within 10 minutes  
After 1st year-98%- Calls must be answered within 10 minutes.
- 3.Complaints/Non-Conformance -1st year-96%-Output of Non-Conformance to be advised to council within 2 Days. After 1st year-99%- Output of Non Conformance to be advised to council within 2 Days 4.Accuracy of invoices-1st year-98%-Accurate summary sheet with statement bill-After 1st Year 99%-Accurate summary sheet statement bill.

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

Originally published as:

Date

25 November 2024

Local time

12:00pm

Changed to:

Date

19 December 2024

Local time

12:00pm

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: 25 March 2025

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

Date

25 November 2024

Local time

12:00pm

Place

Glasgow City Council 40 John Street

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### **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**

ESPD Questions 4D.1 4D1.1 4D1.2 4D2 4D2.1 and 4D2.2 bidders must hold the certificates for Quality Control and Environmental Management Standards or comply with all the questions noted in SPD Section 4D. Please refer to the 'SPD Statements' within the Tender document. FOI Act is contained in Appendix A of the ITT. Applicants must note the implications of this legislation and ensure that any information they wish the council to consider withholding is specifically indicated on the FOI Certificate contained within Technical Envelope within tender portal (NB the council does not bind itself to withhold this information). Certificate. Amendments-Applicants must enter any clause, condition, amendment to specification or any other qualification they may wish to make conditional to this offer. Applicants will be required to complete the tenderers amendment certificate contained in the technical Envelope within tender portal (at ITT stage). Prompt Payment- The successful tenderer shall, as a condition of being awarded the tender, be required to demonstrate to the council's satisfaction that all funds due to the tenderer's permitted sub-

contractors in respect of these works are paid timeously and that as a minimum invoices rendered by subcontractors shall (unless formally disputed by the tenderer) be paid within 30 days of receipt. The successful tenderer shall also impose this condition on its subcontractors in respect of payments due to any sub-sub-contractors, if any. Applicants will be required to complete the prompt payment certificate contained in the Technical Envelope area within tender portal. Non-Collusion-Applicants will be required to complete the Non-Collusion certificate contained in the Technical Envelope area within the tender portal. Insurance Mandate-All successful suppliers will be required to sign an Insurance Mandate, which will be issued in conjunction with the award letter authorising the Council to request copies of insurance documents from the supplier's insurance provider. If the mandate is not signed and returned the Council reserves the right to request copies of insurance certificates from bidders at any point during the contract period. Terms and Conditions are located within the Buyers Attachments area of the tender portal. Request for Documentation: Once the Evaluation of Price and Quality has been completed, the recommended Bidder will be expected to provide all documentation as specified in the SPD. Bidders must supply the relevant information within 5 working days. Failure to provide this information within the specified time may result in your bid being rejected and the Council proceeding with the procurement exercise to the next appropriate bidder. Additional information pertaining to this contract notice is contained within the ITT documents.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 27583. For more information see:

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

A sub-contract clause has been included in this contract. For more information see:  
<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:  
<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

A summary of the expected community benefits has been provided as follows:

Minimum Community Benefits Points for this contract - 110

Bidders must confirm that they will meet these obligations in full by completing the relevant areas within the Community Benefits Menu.

Bidders are also required to provide a supporting Methodology for each of the Themes they are offering from the Menu, detailing how the

Community Benefit outcomes will be delivered.

The Community Benefits Menu and Methodology template can be found within the Community Benefits section on Public Contracts Scotland –

Tender (PCS-T).

(SC Ref:781510)

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

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

Glasgow Sheriff Court & Justice of the Peace Court

PO BOX 23, 1 Carlton Place

Glasgow

G5 9DA

Email

[glasgow@scotcourts.gov.uk](mailto:glasgow@scotcourts.gov.uk)

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/courts-and-tribunals/courts-tribunals-and-office-locations/find-us/glasgow-sheriff-court-and-justice-of-the-peace-court/>

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

Precise information on deadline(s) for review procedures

Glasgow City Council (“the Council”) must, by notice in writing as soon as possible after the decision has been made, inform all bidders and

candidates concerned of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on

which the last notice is sent, when sent by other means the period is 15 days) to elapse between the

date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 ("the Regulations"). The Council is

obliged to comply with the Regulations and any eligible economic operator can bring an action in the Sheriff Court or the Court of Session where as a

consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period

means that the Council must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the

proceedings are determined, discontinued or disposed of; or the court, by interim order, brings to an end the prohibition. The bringing of court

proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic

Operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators

should be mindful to seek their own independent legal advice when they consider appropriate to do so.