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Planning

Interpreting Services and Digital Language Services - Market Engagement

Milton Keynes City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036930

Procurement identifier (OCID): ocds-h6vhtk-0557e0

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Scope

Reference

2025-062

Description

Milton Keynes City Council ('the Council') would like to engage in discussions with providers of Interpreter Service to develop collaborative approaches to increasing local sufficiency.

Milton Keynes City Council is seeking early engagement with the market to inform the development of a new contract model that reflects both traditional and digital approaches to language access. This will ensure continued support and improved service delivery; it is proposed that the Interpreter Service be recommissioned from 1 May 2026 under a new contract structure.

The contract will be looking to cover both traditional and digital approaches to language access.

The recommissioned service will be:

1. Traditional Interpreting Services: (Face-to-Face, Telephone, and Video Interpreting – Spoken and Non-Spoken)
2. Digital and AI-Supported Language Tools: (Translation, Transcription, and Communication Support Technologies)

We are keen to hear from providers on the questions given in the market engagement document. The responses to the questions will help the Council in developing the specification and the tender.

Please respond to the questions within the attached document by latest 5pm on 16th July 2025 via In-Tend Correspondence section/market engagement stage. A provider engagement event will be held w/c 28th July 2025, please indicate in the attached document if you would like to receive an invitation.

The Market Engagement document can be accessed on our e-tendering portal: <https://in-tendhost.co.uk/milton-keynes/asp/Home>

Total value (estimated)

- £260,000 excluding VAT
- £312,000 including VAT

Contract dates (estimated)

- 1 May 2026 to 1 May 2029
- Possible extension to 1 May 2030
- 4 years, 1 day

Main procurement category

Services

CPV classifications

- 48740000 - Foreign language translation software package
- 72212740 - Foreign language translation software development services
- 79530000 - Translation services
- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85321000 - Administrative social services

Contract locations

- UKJ12 - Milton Keynes

Engagement

Engagement deadline

17 July 2025

Engagement process description

Milton Keynes City Council ('the Council') would like to engage in discussions with providers of Interpreter Service to develop collaborative approaches to increasing local sufficiency.

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Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

7 October 2025

Procedure

Special regime

Light touch

Contracting authority

Milton Keynes City Council

- Public Procurement Organisation Number: PLDZ-6131-PWZH

Civic Offices, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

United Kingdom

Contact name: Procurement Team

Telephone: 01908691691

Email: corporateprocurement@milton-keynes.gov.uk

Website: <https://www.milton-keynes.gov.uk>

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government