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Award

Interpretation and Translation Services

Lancashire County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044841

Procurement identifier (OCID): ocds-h6vhtk-050668 ([view related notices](#))

Published 31 July 2025, 3:27pm

Scope

Reference

JS/CORP/LCC/24/104

Description

The contract is to provide language services including spoken and non-spoken Interpretation and Translation services to the Authority.

The contract will be tendered in two (2) Lots;

Lot 1 - Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for spoken languages, telephone interpretation and document translation services. Video interpretation will only be accepted as a substitute in instances when Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority. Of the language services provided in the financial year 2024-25, Polish, Urdu, Arabic and Bengali have been the most requested. However, the Authority provided services to 68 different languages during this period, including reasonably high numbers for Punjabi, Romanian and Kurdish / Kurdish Sorani.

Lot 2 - Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for non-spoken communication including British Sign Language, lipspeaking and Palantypist. Video interpretation will only be accepted as a substitute in instances where Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority.

The Authority provides a wide range of services across the county; therefore, the interpretation and translation requirements will cover a wide range of services. Currently, the service is predominately provided for Social Care; however, it is expected that any service within the Authority should be able to access the agreement as and when required.

Lot 1. Spoken Interpretation and Translation

Description

Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for spoken languages, telephone interpretation and document translation services. Video interpretation will only be accepted as a substitute in instances when Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority. The Authority provided services to 68 different languages during 2024-25. The 2023-24 cost of procuring the required language interpretation services was circa £260,000. Of this spend, most requests for spoken interpretation were related to Children's Services, with the remainder related to Adult Services. Circa £82,000 of this cost was for document translation.

Lot 2. Non Spoken Services

Description

Face to Face interpreting for Social Service requirements, interviews, meetings, consultation, for non-spoken communication including British Sign Language, lipspeaking and Palantypist. Video interpretation will only be accepted as a substitute in instances where Face to Face fulfilment cannot be fulfilled; this must be agreed in advance with a relevant representative from the Authority. The 2023-24 annual cost of procuring non spoken services was circa £29,000. The Authority provides a wide range of services across the county; therefore, the interpretation and translation requirements will cover a wide range of services. Currently, the service is predominately provided for Social Care; however, it is expected that any service within the Authority should be able to access the agreement as and when required. There are approximately 270 requests made per year with the majority being for British Sign Language services; however, other services may be requested throughout the duration of the contract as required. The service is also inclusive of document translation services, translating into an appropriate format, such as video.

Contract 1

Lots

Lot 1. Spoken Interpretation and Translation

Supplier

- D A LANGUAGES LIMITED

Contract value

- £1,040,000 excluding VAT
- £1,248,000 including VAT

Above the relevant threshold

Award decision date

30 July 2025

Date assessment summaries were sent to tenderers

31 July 2025

Standstill period

- End: 12 August 2025
- 8 working days

Earliest date the contract will be signed

13 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2029
- 4 years

Description of possible extension:

The Authority has the option to extend this agreement beyond the Initial Term by a further period up to a maximum of 12 months in addition to the Initial Term.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The right to additional purchases while the contract is valid.

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

Contract locations

- UKD4 - Lancashire
-

Contract 2

Lots

Lot 2. Non Spoken Services

Supplier

- SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD

Contract value

- £116,000 excluding VAT
- £139,200 including VAT

Above the relevant threshold

Award decision date

30 July 2025

Date assessment summaries were sent to tenderers

31 July 2025

Standstill period

- End: 12 August 2025
- 8 working days

Earliest date the contract will be signed

13 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
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Main procurement category

Services

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The right to additional purchases while the contract is valid.

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

Contract locations

- UKD4 - Lancashire

Information about tenders

Lot 1. Spoken Interpretation and Translation

- 6 tenders received
 - 5 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 4 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot 2. Non Spoken Services

- 4 tenders received
 - 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 3 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Open procedure

Suppliers

D A LANGUAGES LIMITED

- Companies House: 06207784
- Public Procurement Organisation Number: PHLH-7424-WMWT

Suite 4a Statham House Talbot Road

Manchester

M32 0FP

United Kingdom

Email: tenders@dals.co.uk

Website: <https://dals.co.uk/>

Region: UKD34 - Greater Manchester South West

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD

- Companies House: 04802772
- Public Procurement Organisation Number: PNYL-9683-ZHQD

First Floor, Ipsley Barn Berrington Close

Redditch

B98 0TJ

United Kingdom

Email: tenders@signsolutions.uk.com

Website: <https://www.signsolutions.uk.com/>

Region: UKG12 - Worcestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

Contracting authority

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Email: contractscorporate@lancashire.gov.uk

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

SOCIAL VALUE PORTAL LTD

Summary of their role in this procurement: Evaluation and ongoing contract management support for the social value deliverables under the future contract.

- Companies House: 09197997
- Public Procurement Organisation Number: PQHH-4489-TLZM

Tintagel House

London

SE1 7TY

United Kingdom

Email: sales@socialvalueportal.com

Region: UKI45 - Lambeth

Contact organisation

Contact Lancashire County Council for any enquiries.