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Tender

Interpreting, Translation and Transcription

Scottish Government

F02: Contract notice

Notice identifier: 2025/S 000-047271

Procurement identifier (OCID): ocds-h6vhtk-04c86a

Published 8 August 2025, 1:40pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

Contact

Paul Brydon

Email

paul.brydon@gov.scot

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

The procurement documents are available for unrestricted and full direct access, free of charge, 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>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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

Interpreting, Translation and Transcription

Reference number

SP-24-010

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

Scottish Ministers are seeking to establish a Framework Agreement for the provision of Interpreting, Translation and Transcription Services for Framework Public Bodies throughout the Scottish Public Sector. The Framework is a multi-lot/multi-supplier agreement and has 4 lots covering the provision of:

Lot 1 - Face to Face Interpreting Services

Lot 2 – Telephone and Video Conferencing Interpreting Services

Lot 3 – Translation and Transcription Services

Lot 4 – Sign Language Services – British and International

Under Lot 1 - Face to Face Interpreting Services, the Contractor will provide a comprehensive face to face interpreting service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages as requested by Framework Public Bodies

Under Lot 2 – Telephone and Video Conferencing Interpreting Services, the Contractor will provide a telephone and video interpreting service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages. This will include a scheduled video interpreting service for Framework

Public Body assignments booked in advance. This can be either via the Framework Public Body video portal or via the Contractor video portal.

Under Lot 3 - Translation and Transcription Services, the Contractor will provide a translation and transcription service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages as requested by Framework Public Bodies. The Contractor will also be required to provide an English-to-English service. The service required includes a highly accurate translation and transcription of style documentation, tapes and other forms of electronic media.

Under Lot 4 - Sign Language Services – British and International, the Contractor is required to provide both a comprehensive face to face sign language interpreting service and a Video Remote Interpreting (VRI) sign language service to fulfil the current and evolving needs of the Framework Public Bodies.

II.1.5) Estimated total value

Value excluding VAT: £20,000,000

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 2 – Telephone and Video Conferencing Interpreting Services

Lot No

2

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Under Lot 2 – Telephone and Video Conferencing Interpreting Services, the Contractor will provide a telephone and video interpreting service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages. This will include a scheduled video interpreting service for Framework Public Body assignments booked in advance. This can be either via the Framework Public Body video portal or via the Contractor video portal.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £4,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework will be in place for a 4 year period, after this the Framework may be subject to renewal.

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) Description

II.2.1) Title

Lot 4 – Sign Language Services – British and International

Lot No

4

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Under Lot 4 - Sign Language Services – British and International, the Contractor is required to provide both a comprehensive face to face sign language interpreting service and a Video Remote Interpreting (VRI) sign language service to fulfil the current and evolving needs of the Framework Public Bodies.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £4,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework will be in place for a 4 year period, after this the Framework may be subject to renewal.

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) Description

II.2.1) Title

Lot 3 – Translation and Transcription Services

Lot No

3

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Under Lot 3 - Translation and Transcription Services, the Contractor will provide a translation and transcription service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages as requested by Framework Public Bodies. The Contractor will also be required to provide an English-to-English service. The service required includes a highly accurate translation and transcription of style documentation, tapes and other forms of electronic media.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £3,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework will be in place for a 4 year period, after this the Framework may be subject to renewal.

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) Description

II.2.1) Title

Lot 1 - Face to Face Interpreting Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Under Lot 1 - Face to Face Interpreting Services, the Contractor will provide a comprehensive face to face interpreting service from English into a wide range of spoken languages and dialects and from those languages and dialects into English or other languages as requested by Framework Public Bodies

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £9,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework will be in place for a 4 year period, after this the Framework may be subject to renewal.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

It is a requirement of this framework that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

- Professional Risk Indemnity: in the sum of not less than 1,000,000 GBP per incident.
- Employer's (Compulsory) Liability: in accordance with any legal obligation for the time being in force.
- Public Liability: in the sum of not less than 1,000,000 GBP per incident.

Bidders must provide a separate SPD response from entities upon whose capability/capacity they rely on in order to meet any selection criteria including economic and financial standing.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Envisaged maximum number of participants to the framework agreement: 9

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: [2024/S 000-040476](#)

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

Date

11 September 2025

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

IV.2.7) Conditions for opening of tenders

Date

11 September 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: within 4 years.

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

The estimated total value of 20,000,000 GBP advised at II.1.5 is a genuine estimate, which may be exceeded for the services within scope, up to a value of 30,000,000 GBP

In partnership with the Supplier Development Programme, we are providing additional support for bidders by delivering training to help you understand the process to bid for this opportunity. An Aligned Tender Training session will be delivered on Thursday 28 August 2025, 2:00-3:30pm, please follow the attached link to register for the training (<https://www.sdpscotland.co.uk/events/scottish-government-translation-services-1935/>)

The Framework Agreement will be available for use by the Scottish Ministers (including Agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, The Office for the Secretary of State for Scotland, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, the Commissioner of Northern Lighthouse

operating as the Northern Lighthouse Board, Scottish Futures Trust, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations.

Information about agencies of the Scottish Ministers, Scottish Non-Departmental Public Bodies and offices in the Scottish Administration which are not ministerial offices are listed at

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29837. 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:

Community benefits are included in this requirement. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361> A summary of the expected community benefits has been provided as follows: The Contractor will be required, where practical to consider relevant opportunities for community benefits:

- Opportunities for the involvement of SMEs and /or third sector organisations in delivery of this Framework;
- Provide assurance regarding Workforce matters - this may include schemes such as:
- Providing training opportunities and support to achieve qualifications;

- Supporting local communities e.g. sponsorship of local clubs etc;
- Using social enterprises to support delivery of services.

(SC Ref:806722)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers or risks suffering loss or damage attributable to a breach of duty under Public Contracts (Scotland) Regulations 2015 may bring proceedings in the Sheriff Court or Court of Session.