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Contract

EIHR-Contact Scotland BSL

Scottish Government

F03: Contract award notice

Notice identifier: 2025/S 000-058414

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

Published 22 September 2025, 11:19am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

Contact

Freya Boyes

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.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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

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.2.11) 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 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 000-031063](#)

Section V. Award of contract

Contract No

Case 764539

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 September 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sign Solutions

First Floor, Ipsley Barn,, Berrington Close

Redditch

B98 0TJ

Telephone

+44 1214479620

Fax

+44 8431780782

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000

Section VI. Complementary information

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.

(SC Ref:810808)

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