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Planning

Translation and Support Services

Development Bank of Wales

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-059333

Procurement identifier (OCID): ocids-h6vhtk-05a142

Published 24 September 2025, 3:10pm

Scope

Reference

DBW00189.00

Description

The Development Bank of Wales (DBW) is a wholly owned subsidiary of the Welsh Government. We therefore have a duty to comply with the Welsh language standards, meaning that Welsh is treated no less favourably than English.

All of our English language content requires translation. We are looking to appoint at a minimum of 2 suppliers for the provision of Translation and Support Services. This will include:

Translation: The conversion of written documents into another language as text via human, computer assisted and machine translation solutions.

Support Services: Additional services which include documentation formatting and file recreation.

The Suppliers shall provide comprehensive Translation and Support services to enable DBW to translate and create supporting materials in Welsh.

The Suppliers shall be able to facilitate a broad spectrum of requirements, for each the Suppliers shall utilise experienced individuals who can apply their skills appropriately to the specific requirements of DBW. This will include, but not be limited to:

Advisory and instruction documents

Correspondence, information leaflets

Press releases and briefing documents

Corporate publications including our annual report, documents and briefing papers

Marketing collateral, subtitles and captions

Technical, scientific, legal, financial or any other specialist category

Proofreading

The Suppliers shall ensure that all Visual Translations and Transcriptions shall be completed by accredited Individuals.

The Suppliers must fulfil 98% of all translation within the accepted turnaround target set by the buyer.

The Suppliers is permitted to use Machine Translation (MT) with the explicit permission from DBW. The Suppliers must ensure that these services are only utilised when clear efficiencies and cost savings can be demonstrated, or at the express request of DBW. Consideration should include:

Type of Content

Language Pairing

Buyer's accuracy requirements

Volume of content

Turnaround Times

Any use of a technological solution shall be implemented securely, ensuring that all software complies with the security standards, Data Security. The Suppliers must also

ensure that all data is maintained in accordance with the Data Protection Act 2018 and the General Data Protection Act 2016.

The Suppliers agrees to retain any template documents, Translation Memories, or Language Databases and will not charge for duplicate translations during the contract period. The template/Translation Memory will remain the property of the DBW and will be returned at the conclusion of the contract. Any documents and/or data stored within the Supplier's database related to the Services provided will remain the property of DBW.

The service may be required at any location within Wales, including instances where Translation must be conducted at DBWs premises for security reasons. In such cases, travel costs will be reimbursed according to DBWs travel policy.

The supplier shall ensure that it has a robust quality management process for all translation projects. This process must include checks to ensure that all translations are accurate and consistent with the original source material, and where necessary corrections of any errors in the translated content, such as spelling or grammar errors, formatting, punctuation, or syntax should be made at no additional cost.

The Suppliers shall also ensure it has sufficient resources and capabilities to provide proofing services. This service shall be undertaken by an independent, but equally qualified translator, to undertake a final check for any errors to ensure the highest level of quality and accuracy.

The Suppliers must ensure that all translators translate only into their native language. In cases where this is not possible, translations must be thoroughly revised by a native English speaker with the necessary subject matter expertise, at no additional cost to DBW. This process ensures the quality and accuracy of the translated content.

The Suppliers should have dedicated project management personnel who will provide oversight of DBWs translation project(s), provide updates on the project(s) and serve as a conduit for answering any queries or requests from DBW.

Translation:

The range of Translator qualifications for this service include, but are not limited to, the below. The Suppliers must be able to provide all of the below upon request within the pricing submitted.

? Honours degree in the relevant language and/or a degree in Communications or Translation.

? Membership and/or professional training with Cymdeithas Cyfieithwyr Cymru / Society of Welsh Translators.

Mandatory Service Requirements

The Suppliers must deliver an end-to-end service with a seamless process for the end user, utilising its own Individuals, contracted Individuals, and, if necessary, Sub Contractors.

The Suppliers must embed added value and saving benefits into the service delivery for Buyers and more efficient and innovative ways of working must be shared with the Buyer, with any added value or savings passed onto the Buyer.

The Suppliers must maintain a strong focus on continuous improvement by regularly seeking feedback on their service and using this feedback to develop strategies that drive and improve future service delivery.

The Suppliers may explore the use of robotic process automation or artificial intelligence (AI) in delivering Services to the Buyer on a case-by-case basis, where it demonstrates additional benefits. If considering any AI solution, the Suppliers must align with the following, including other relevant or updated guidance for the Public Sector throughout the duration of this agreement or Call Off:

Data Ethics Framework

Understanding Artificial Intelligence Ethics and Safety

Generative AI Framework for HMG

Code of conduct:

As an integral aspect of Framework delivery, Suppliers are required to establish a Code of Conduct that all Individuals engaged in the provision of Services under the Framework must agree to and comply with. Individuals registered with a Regulatory Organization may alternatively adhere to the respective Code of Conduct of that organisation. The Code of Conduct mandates that Individuals:

Maintain strict confidentiality, refraining from seeking personal gain through information disclosed during their work.

Accept assignments only within their competency, ensuring delivery to the standard required by the Buyer.

Refrain from Individuals assigned by the Supplier to complete an assignment from passing on or subcontracting assignments to other Individuals, regardless of their ability to fulfil the requirements.

Act impartially and professionally in all actions related to the provision of Language Services under this Framework Contract.

Avoid discrimination for or against parties based on grounds such as race, colour, ethnic origin, age, nationality, religion, sex, sexuality, disability, or political allegiance.

Disclose any information, including criminal records, that may render them unsuitable for a particular case.

Immediately disclose any conflict of interest arising from the end user being known to the Individual, allowing the Buyer to determine whether to proceed with the booking.

Disclose any business, financial, family, or other interest, personal or otherwise, relevant to the matter at hand.

Reject payment for information about the Authority/Buyer or details of the Buyer's assignments or information shared as part of the assignment.

Avoid engaging in behaviour likely to discredit the Authority/Buyer, including impairment through drugs or alcohol, sexual misconduct, violence, intimidation, or abusive behaviour.

Report any areas of concern, poor practice, or potential safeguarding issues to the Supplier, who will bring these to the attention of DBW.

Adhere to the Ethical Standards of their Professional Bodies, where membership is held.

The Suppliers are required to implement a process for the annual renewal of agreement to the Code of Conduct. Additionally, a fair and transparent procedure must be in place for Individuals accused of breaching the Supplier's Code of Conduct, including:

A fair and transparent investigation.

A proportional outcome in case of a confirmed breach.

If necessary, the removal of the individual from being utilised within the Framework

In the event of a breach involving an Individual who is a member of a Regulatory Body, the Supplier shall collaborate with the Body to achieve a resolution.

Compliance

In the event that an Individual's quality, ability, or integrity is compromised, DBW retain the right to instruct the Supplier to cease deploying that individual on any Call-Off Contract under the Framework. Decisions in each case will be made on a case-by-case basis and

supported with appropriate evidence.

The Supplier will not charge for any cancellations of Translation, Transcription or Support Services unless evidence can be provided that the assignment has already been started. If this can be evidenced by the Supplier then they can charge the full value of the assignment.

Commercial tool

Establishes a framework

Total value (estimated)

- £180,000 excluding VAT
- £216,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2027
- Possible extension to 30 November 2031
- 6 years

Description of possible extension:

12 month increments

Main procurement category

Services

CPV classifications

- 79530000 - Translation services

Contract locations

- UK - United Kingdom

Framework

Maximum number of suppliers

2

Maximum percentage fee charged to suppliers

0%

Further information about fees

NA

Justification for framework term over 4 years

Bespoke services for financial sector - limited market

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Na

Participation

Legal and financial capacity conditions of participation

Please refer to tender documentation

Technical ability conditions of participation

Please refer to tender documentation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

25 September 2025

Tender submission deadline

6 November 2025, 12:00pm

Submission address and any special instructions

<http://etenderwales.bravosolution.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 24 September 2031

Award criteria

Name	Type	Weighting
Technical evaluation	Quality	60.00%
Commercial	Cost	40.00%

Other information

Payment terms

30 days from invoice

Description of risks to contract performance

NA

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<http://etenderwales.bravosolution.co.uk>

The tender documents will be made available week commencing 29th Sept 2025

Contracting authority

Development Bank of Wales

- Public Procurement Organisation Number: PCWM-6438-QYVP

Development Bank of Wales plc

Cardiff

CF10 4BZ

United Kingdom

Contact name: Leanne Millard

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Website: <http://www.developmentbank.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

