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Award

Northamptonshire Children's Trust Language Support Services

Northamptonshire Children's Trust

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

Notice identifier: 2025/S 000-062659

Procurement identifier (OCID): ocds-h6vhtk-052454 ([view related notices](#))

Published 6 October 2025, 7:23pm

Scope

Reference

NNC00000649

Description

Northamptonshire Children's Trust wishes to invite Tender responses for the supply of Language Support Services.

The objectives of this Framework Agreement is to have a range of Providers that are able to provide high quality Language Support Services to the Trust's clients - both the Children and Young People the Trust is supporting and their wider family network who

may also require the service. The service specification describes a requirement to establish a framework agreement with several Service Providers to supply Language Support Services to clients who speak, communicate or read languages other than English, or who need to communicate in English in non-standard ways e.g. via audio media, either individually or in groups.

The Children's Trust is setting up a Framework Agreement for the provision of Language Support Services for an initial period of 24 months, with the option to extend for two additional periods of 12 months each, for a maximum duration of 48 months (2+1+1 years).

The Services sought under this framework agreement will be split into the following five lots:

Lot 1a - Telephone Interpretation Services

Lot 1b - Video Remote Interpretation Services

Lot 2 - Face to Face Interpretation Services

Lot 3 - Translation Services (including hard copy and electronic translation services)

Lot 4 - Sensory Impairment Interpretation and Translation

The Contract has an estimated annual budget of £400,000 (exclusive of VAT) for the delivery of the requirement as set out in the Specification.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Lot 1a. Telephone Interpretation Services

Description

Lot 1a - Telephone Interpretation Services

Lot 1b. Video Remote Interpretation Services

Description

Lot 1b - Video Remote Interpretation Services

Lot 2. Face to Face Interpretation Services

Description

Lot 2 - Face to Face Interpretation Services

Lot 3. Translation Services

Description

Lot 3 - Translation Services (including hard copy and electronic translation services)

Lot 4. Sensory Impairment Interpretation and Translation Services

Description

Lot 4 - Sensory Impairment Interpretation and Translation Services (including but not limited to British sign language, lip speaking, speech-to-text operators, Braille transcription and audio transcription)

Contract 1

Lots

Lot 1a. Telephone Interpretation Services

Suppliers (12)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ACOLAD UK LIMITED
- GLOBAL LANGUAGE SERVICES LIMITED
- LANGUAGE IS EVERYTHING LIMITED
- LANGUAGE LINE LIMITED
- LANGUAGE PHONE LTD
- LANGUAGE SERVICES UK LIMITED
- LUTON INTERPRETING & TRANSLATION SERVICE (LITS) LTD
- MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE
- PRESTIGE NETWORK LIMITED
- SILENT SOUNDS COMMUNICATIONS LTD
- SUPREME LINGUISTIC SERVICES LTD

Contract value

- £1,600,000 excluding VAT
- £1,600,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

11 September 2025

Date assessment summaries were sent to tenderers

11 September 2025

Standstill period

- End: 15 October 2025
- 8 working days

Earliest date the contract will be signed

16 October 2025

Contract dates (estimated)

- 16 October 2025 to 30 September 2027
- Possible extension to 30 September 2029

- 3 years, 11 months, 16 days

Description of possible extension:

The Children's Trust is setting up a Framework Agreement for the provision of Language Support Services for an initial period of 24 months, with the option to extend for two additional periods of 12 months each, for a maximum duration of 48 months (2+1+1 years).

Main procurement category

Services

CPV classifications

- 79530000 - Translation services
 - 79540000 - Interpretation services
 - 85000000 - Health and social work services
-

Contract 2. Lot 1b - Video Remote Interpretation Services

Lots

Lot 1b. Video Remote Interpretation Services

Suppliers (12)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ACOLAD UK LIMITED

- GLOBAL LANGUAGE SERVICES LIMITED
- LANGUAGE IS EVERYTHING LIMITED
- LANGUAGE LINE LIMITED
- LANGUAGE PHONE LTD
- LANGUAGE SERVICES UK LIMITED
- LUTON INTERPRETING & TRANSLATION SERVICE (LITS) LTD
- MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE
- PRESTIGE NETWORK LIMITED
- SILENT SOUNDS COMMUNICATIONS LTD
- SUPREME LINGUISTIC SERVICES LTD

Contract value

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Main procurement category

Services

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

- 85000000 - Health and social work services
-

Contract 3. Lot 2. Face to Face Interpretation Services

Lots

Lot 2. Face to Face Interpretation Services

Suppliers (7)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ACOLAD UK LIMITED
- LANGUAGE IS EVERYTHING LIMITED
- LANGUAGE SERVICES UK LIMITED
- MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE
- PRESTIGE NETWORK LIMITED
- SUPREME LINGUISTIC SERVICES LTD

Contract value

- £1,600,000 excluding VAT
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Main procurement category

Services

CPV classifications

- 79530000 - Translation services
 - 79540000 - Interpretation services
 - 85000000 - Health and social work services
-

Contract 4

Lots

Lot 3. Translation Services

Suppliers (13)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ACOLAD UK LIMITED
- GLOBAL LANGUAGE SERVICES LIMITED
- LANGUAGE IS EVERYTHING LIMITED
- LANGUAGE LINE LIMITED
- LANGUAGE SERVICES UK LIMITED
- LINGVO HOUSE TRANSLATION SERVICES LIMITED
- LUTON INTERPRETING & TRANSLATION SERVICE (LITS) LTD
- MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE
- PRESTIGE NETWORK LIMITED

- SILENT SOUNDS COMMUNICATIONS LTD
- SIMPSON SOFT UK LIMITED
- SUPREME LINGUISTIC SERVICES LTD

Contract value

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Framework lot values may be shared with other lots

Above the relevant threshold

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Main procurement category

Services

CPV classifications

- 79530000 - Translation services
 - 79540000 - Interpretation services
 - 85000000 - Health and social work services
-

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

Lots

Lot 4. Sensory Impairment Interpretation and Translation Services

Suppliers (9)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- LANGUAGE IS EVERYTHING LIMITED
- LANGUAGE PHONE LTD
- LANGUAGE SERVICES UK LIMITED
- PRESTIGE NETWORK LIMITED
- SIGNALISE CO-OP LIMITED
- SILENT SOUNDS COMMUNICATIONS LTD
- SUPREME LINGUISTIC SERVICES LTD
- TOPP LANGUAGE SOLUTIONS LIMITED

Contract value

- £1,600,000 excluding VAT
- £1,600,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

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Earliest date the contract will be signed

16 October 2025

Contract dates (estimated)

- 16 October 2025 to 30 September 2027
- Possible extension to 30 September 2029
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The Children's Trust is setting up a Framework Agreement for the provision of Language Support Services for an initial period of 24 months, with the option to extend for two additional periods of 12 months each, for a maximum duration of 48 months (2+1+1 years).

Main procurement category

Services

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

- 85000000 - Health and social work services

Information about tenders

Lot 1a. Telephone Interpretation Services

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

Lot 1b. Video Remote Interpretation Services

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

Lot 2. Face to Face Interpretation Services

- 12 tenders received

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

Lot 3. Translation Services

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

Lot 4. Sensory Impairment Interpretation and Translation Services

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

Procedure

Procedure type

Open procedure

Suppliers

AA GLOBAL LANGUAGE SERVICES LIMITED

- Companies House: 04299764
- Public Procurement Organisation Number: PJWQ-9858-LVCP

Francis House

Hull

HU1 1UD

United Kingdom

Email: procurement@aaglobal.co.uk

Website: <https://www.aaglobal.co.uk/>

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

ACOLAD UK LIMITED

- Companies House: 03444614
- Public Procurement Organisation Number: PXWR-7695-WCZM

C/O The Martlet Partnership Llp Martlet House

Worthing

BN13 3QZ

United Kingdom

Email: infouk@acolad.com

Website: <http://www.acolad.com/>

Region: UKJ27 - West Sussex (South West)

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

GLOBAL LANGUAGE SERVICES LIMITED

- Companies House: SC218845
- Public Procurement Organisation Number: PPMB-3858-HMBT

40 Woodrow Road

Glasgow

G41 5PN

United Kingdom

Email: mail@globalglasgow.com

Website: <http://www.globallanguageservices.co.uk>

Region: UKM82 - Glasgow City

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 4

LANGUAGE IS EVERYTHING LIMITED

- Companies House: 03464388
- Public Procurement Organisation Number: PBYC-3161-RWJL

65 Castle Street

Hull

HU1 1SD

United Kingdom

Email: hello@languageiseverything.com

Website: <http://www.languageiseverything.com>

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

LANGUAGE LINE LIMITED

- Companies House: 04823110
- Public Procurement Organisation Number: PHWN-1399-TZHH

5th Floor Queen Elizabeth House

London

EC3R 8AD

United Kingdom

Email: Bids@Languageline.co.uk

Website: <https://www.languageline.com/en-gb/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 4

LANGUAGE PHONE LTD

- Companies House: 16301739
- Public Procurement Organisation Number: PZCJ-9392-XYWD

3rd Floor, 86-90 Paul Street

London

EC2A 4NE

United Kingdom

Email: admin@languagephone.org

Website: <http://www.languagephone.org>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

LANGUAGESERVICESUK LIMITED

- Companies House: 07760366

- Public Procurement Organisation Number: PNPX-1521-HJYQ

Suite 3 Davis House

Bristol

BS16 3JB

United Kingdom

Email: accounts@lsuk.org

Website: <http://www.lsuk.org>

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

LINGVO HOUSE TRANSLATION SERVICES LIMITED

- Companies House: 06737511

- Public Procurement Organisation Number: PDNQ-7522-YDRM

60 Cannon Street

London

EC4N 6NP

United Kingdom

Email: tenders@lingvohouse.com

Website: <https://www.lingvohouse.com>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4

LUTON INTERPRETING & TRANSLATION SERVICE (LITS) LTD

- Companies House: 07975388
- Public Procurement Organisation Number: PTBC-3761-WWHN

20-22 Wenlock Road

London

N1 7GU

United Kingdom

Email: jashpal@btinternet.com

Website: <https://lutonits.org.uk/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 4

MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE

- Companies House: 05684239
- Public Procurement Organisation Number: PZGZ-5864-WNBY

128 City Road

London

EC1V 2NX

United Kingdom

Email: contracts@clearvoice.org.uk

Website: <https://clearvoice.org.uk/>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

PRESTIGE NETWORK LIMITED

- Companies House: 02440502
- Public Procurement Organisation Number: PBWR-8975-MNGX

Park View House

Newbury

RG14 1JN

United Kingdom

Email: tenders@prestigenetwork.com

Website: <http://www.prestigenetwork.com>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

SIGNALISE CO-OP LIMITED

- Companies House: RS004634
- Public Procurement Organisation Number: PLZV-8695-RTBX

54 St James Street

Liverpool

L1 0AB

United Kingdom

Email: hello@signalise.coop

Website: <https://signalise.coop>

Region: UKD72 - Liverpool

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

SILENT SOUNDS COMMUNICATIONS LTD

- Companies House: 08043043
- Public Procurement Organisation Number: PZYX-2969-DCHR

9 - 10 Manor Courtyard Hughenden Avenue

High Wycombe

HP13 5RE

United Kingdom

Email: matthew.winn@silent-sounds.co.uk

Website: <https://silent-sounds.co.uk/>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

SIMPSON SOFT UK LIMITED

- Companies House: 05571839
- Public Procurement Organisation Number: PQWB-5189-CRRM

Vjh Accountancy The Zinc Building

Carterton

OX18 1AD

United Kingdom

Email: navin@simpsonsoft.co.uk

Website: <http://www.simpsonsoft.co.uk>

Region: UKJ14 - Oxfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4

SUPREME LINGUISTIC SERVICES LTD

- Companies House: 09340464
- Public Procurement Organisation Number: PYVM-6327-DZJV

Station House, Suite D, Great Barr Business Park, Baltimore Road

Birmingham

B42 1DY

United Kingdom

Email: info@premiumlinguisticservices.com

Website: <http://www.premiumlinguisticservices.com>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2. Lot 1b - Video Remote Interpretation Services

Contract 3. Lot 2. Face to Face Interpretation Services

Contract 4

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

TOPP LANGUAGE SOLUTIONS LIMITED

- Companies House: 08473338
- Public Procurement Organisation Number: PCNN-3745-VNMG

7 St Petersgate

Stockport

SK1 1EB

United Kingdom

Email: info@topplanguagesolutions.co.uk

Website: <http://www.ToppLanguageSolutions.co.uk>

Region: UKD35 - Greater Manchester South East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 4 - Sensory Impairment Interpretation and Translation

Contracting authority

Northamptonshire Children's Trust

- Companies House: 12430084
- Public Procurement Organisation Number: PZTM-3799-GGDR

1 Angel Square

Northampton

NN1 1ED

United Kingdom

Email: procurement@northnorthants.gov.uk

Region: UKF24 - West Northamptonshire

Organisation type: Public authority - sub-central government