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Award

Translation and Interpreting Services Framework

East Sussex County Council

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

Notice identifier: 2025/S 000-073853

Procurement identifier (OCID): ocds-h6vhtk-04eceb ([view related notices](#))

Published 14 November 2025, 10:42am

Scope

Reference

4783

Description

East Sussex County Council is letting this Translation and Interpreting Services Framework on behalf of the following organisations:

East Sussex County Council

Surrey County Council

Brighton & Hove City Council

West Sussex County Council

All District and Borough Councils and Maintained Schools covered by the International Territorial Level TLJ2 All Health Authorities

National Health Service Trusts

Integrated Care Boards, social care organisations,

and any other person(s) or body established or financed under the National Health Service Act 1977 as amended and future bodies (e.g. Foundation Trusts) associated with the delivery of healthcare, within East Sussex, Surrey, Brighton & Hove and West Sussex

Sussex Police Authority

Surrey Police Authority

East Sussex Fire and Rescue Service

West Sussex Fire and Rescue Service

Surrey Fire and Rescue Service

South East Coast Ambulance Service

Voluntary and Community Organisations (including 3rd Sector Organisations) and Housing Associations with a presence in East Sussex, Surrey, Brighton & Hove and West Sussex.

The Framework will commence on 1st January 2026 for a term of 4 years.

This is a multi-supplier and multi Lot Framework.

The Lot structure is:

- Lot 1. Spoken Language - remote (telephone/video) and face-to-face.
- Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)
- Lot 3. Translation, Transcription and Ancillary Services

The Framework values are shared across all three Lots, with no guarantee of value or volume of Framework Call-Offs.

Commercial tool

Establishes a framework

Lot 1. Face to face and Telephone/Video Interpreting Services for Spoken Language

Description

Spoken Face-to-Face and Telephone or Video Interpreting Services for Spoken LanguageAs described in the Stage 2 procurement documents.

Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)

Description

Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)As detailed in the Stage 2 procurement documents.

Lot 3. Translation, Transcription and Ancillary Services

Description

Translation, Transcription and Ancillary ServicesAs described in the Stage 2 procurement documents

Contract 1. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

Lots

Lot 1. Face to face and Telephone/Video Interpreting Services for Spoken Language

Suppliers (5)

- AA GLOBAL LANGUAGE SERVICES LIMITED
- ABSOLUTE INTERPRETING & TRANSLATIONS LIMITED
- LANGUAGE EMPIRE LIMITED
- THEBIGWORD INTERPRETING SERVICES LIMITED
- VANDU LANGUAGES

Contract value

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

13 November 2025

Date assessment summaries were sent to tenderers

13 November 2025

Standstill period

- End: 25 November 2025
- 8 working days

Earliest date the contract will be signed

1 December 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2029
- 4 years

Main procurement category

Services

CPV classifications

- 79540000 - Interpretation services

Contract locations

- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight
- UKJ4 - Kent

Contract 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

Lots

Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)

Suppliers (5)

- ACTION DEAFNESS
- SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD
- SUPREME LINGUISTIC SERVICES LTD
- THE ROYAL ASSOCIATION FOR DEAF PEOPLE
- THEBIGWORD INTERPRETING SERVICES LIMITED

Contract value

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

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- 4 years

Main procurement category

Services

CPV classifications

- 79530000 - Translation services

- 79540000 - Interpretation services

Contract locations

- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight
- UKJ4 - Kent

Contract 3. Lot 3 - Translation, Transcription and Ancillary Services

Lots

Lot 3. Translation, Transcription and Ancillary Services

Suppliers (3)

- D A LANGUAGES LIMITED
- THEBIGWORD INTERPRETING SERVICES LIMITED
- VANDU LANGUAGES

Contract value

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

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Main procurement category

Services

CPV classifications

- 79530000 - Translation services

Contract locations

- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight
- UKJ4 - Kent

Information about tenders

Lot 1. Face to face and Telephone/Video Interpreting Services for Spoken Language

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

Unsuccessful suppliers

- [SUPREME LINGUISTIC SERVICES LTD](#)
- [D A LANGUAGES LIMITED](#)
- [MIGRANT HELP TRADING LIMITED trading as CLEAR VOICE](#)
- [SUSSEX INTERPRETING SERVICES](#)

Lot 2. Face-to-Face and Video Interpreting Services for Non-spoken Languages (eg: BSL)

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

Unsuccessful suppliers

- [LANGUAGE EMPIRE LIMITED](#)
- [LANGUAGESERVICESUK LIMITED](#)

Lot 3. Translation, Transcription and Ancillary Services

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

Unsuccessful suppliers

- [AA GLOBAL LANGUAGE SERVICES LIMITED](#)
- [LANGUAGE EMPIRE LIMITED](#)

- [THE LANGUAGE ROOM LIMITED](#)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible 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. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

ABSOLUTE INTERPRETING & TRANSLATIONS LIMITED

- Companies House: 06044167
- Public Procurement Organisation Number: PQRB-3464-VZYN

34-35 Ludgate Hill

Birmingham

B3 1EH

United Kingdom

Email: emal.haidari@absolute-interpreting.co.uk

Website: <http://absolute-interpreting.co.uk/>

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. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

ACTION DEAFNESS

- Companies House: 06706042
- Public Procurement Organisation Number: PTBZ-5663-ZVYN

The Peepul Centre

Leicester

LE4 6DP

United Kingdom

Email: Contracts@actiondeafness.org.uk

Website: <http://www.actiondeafness.org.uk>

Region: UKF21 - Leicester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

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 3. Lot 3 - Translation, Transcription and Ancillary Services

LANGUAGE EMPIRE LIMITED

- Companies House: 05535464
- Public Procurement Organisation Number: PTGB-8974-PTTW

Empire House

Rochdale

OL12 6AE

United Kingdom

Email: tenders@empire-groupuk.com

Website: <http://www.language-empire.co.uk>

Region: UKD37 - Greater Manchester North East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

LANGUAGESERVICESUK LIMITED

- Companies House: 07760366
- Public Procurement Organisation Number: PNPX-1521-HJYQ

Suite 3 Davis House

Bristol

BS16 3JB

United Kingdom

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

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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

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

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

SIGN SOLUTIONS (SIGN LANGUAGE INTERPRETING AGENCY) LTD

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

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. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

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 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

SUSSEX INTERPRETING SERVICES

- Companies House: 03893084
- Public Procurement Organisation Number: PPNC-9926-CDVY

Community Base

Brighton

BN1 3XG

United Kingdom

Website: <http://www.sussexinterpreting.org.uk>

Region: UKJ21 - Brighton and Hove

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

THE LANGUAGE ROOM LIMITED

- Companies House: SC303047
- Public Procurement Organisation Number: PNBR-3782-DPDL

30/2 Hardengreen Industrial Estate

Dalkeith

EH22 3NX

United Kingdom

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

Region: UKM73 - East Lothian and Midlothian

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

THE ROYAL ASSOCIATION FOR DEAF PEOPLE

- Companies House: 03973353
- Public Procurement Organisation Number: PYLX-6522-JNHN

Crystal Wharf, 36 Graham Street

London

N1 8GJ

United Kingdom

Email: info@royaldeaf.org.uk

Website: <http://www.royaldeaf.org.uk>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

THEBIGWORD INTERPRETING SERVICES LIMITED

- Companies House: 06232449
- Public Procurement Organisation Number: PVYR-5722-JQHJ

Brainworks, Unit 4

Leeds

LS12 6LL

United Kingdom

Email: tenders@thebigword.com

Website: <https://en-gb.thebigword.com/>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

Contract 2. Lot 2 Face to Face and Video Interpreting Services for Nonspoken Languages (eg: BSL)

Contract 3. Lot 3 - Translation, Transcription and Ancillary Services

VANDU LANGUAGES

- Companies House: 04545688
- Public Procurement Organisation Number: PXYY-4468-XRDQ

36 St. Nicholas Lane

Lewes

BN7 2JZ

United Kingdom

Email: aaron@vandu.co.uk

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

Region: UKJ22 - East Sussex 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. Lot 1 - Face-to-face and -Telephone/Video Interpreting Services for Spoken Language

Contract 3. Lot 3 - Translation, Transcription and Ancillary Services

Contracting authority

East Sussex County Council

- Public Procurement Organisation Number: PXGX-2145-PRQJ

County Hall, St Anne's Crescent

Lewes

BN7 1UE

United Kingdom

Email: ProcurementPMO@eastsussex.gov.uk

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government