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**United Kingdom-London: Interpretation services
2016/S 176-316166**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**

Ministry of Justice
102 Petty France
London
SW1H 9AJ
United Kingdom
Contact person: Simon Cadby
Telephone: +44 2033340850
E-mail: Language_Services_@Justice.gsi.gov.uk
NUTS code: UK

Internet address(es):

Main address: www.gov.uk/government/organisations/ministry-of-justice
Address of the buyer profile: <https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement#tendering-opportunities>

I.1) **Name and addresses**

HM Inspectorate of Probation
1st Floor, Manchester Civil Justice Centre, 1 Bridge Street West
Manchester
M3 3FX
United Kingdom
E-mail: hmip.enquiries@hmiprobation.gsi.gov.uk
NUTS code: UK

Internet address(es):

Main address: <https://www.justiceinspectorates.gov.uk/hmiprobation/>

I.1) **Name and addresses**

Legal Ombudsman for England and Wales
PO Box 6806
Wolverhampton
WV1 9WJ
United Kingdom
E-mail: enquiries@legalombudsman.org.uk
NUTS code: UK

Internet address(es):

Main address: <http://www.legalombudsman.org.uk>

Address of the buyer profile: <http://www.legalombudsman.org.uk/about-us/#ourtenders>

I.1) **Name and addresses**

HM Inspectorate of Prisons

Victory House, 6th Floor, 30-34 Kingsway

London

WC2B 6EX

United Kingdom

E-mail: hmiprisons.enquiries@hmiprisons.gsi.gov.uk

NUTS code: UK

Internet address(es):

Main address: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

I.1) **Name and addresses**

Victims' Commissioner

Victims' Commissioner's Office, 102 Petty France

London

SW1H 9AJ

United Kingdom

E-mail: victims.commissioner@victimscommissioner.gsi.gov.uk

NUTS code: UK

Internet address(es):

Main address: <http://victimscommissioner.org.uk/>

I.1) **Name and addresses**

Crown Prosecution Service

Rose Court, 2 Southwark Bridge

London

SE1 9HS

United Kingdom

E-mail: enquiries@cps.gsi.gov.uk

NUTS code: UK

Internet address(es):

Main address: <http://www.cps.gov.uk/>

I.1) **Name and addresses**

The National Archives

Kew

Richmond

TW9 4DU

United Kingdom

E-mail: yourviews@nationalarchives.gsi.gov.uk

NUTS code: UK

Internet address(es):

Main address: <http://www.nationalarchives.gov.uk/>

I.1) **Name and addresses**

Official Solicitor and Public Trustee
Victory House, 30-34 Kingsway
London
WC2B 6EX
United Kingdom
E-mail: enquiries@offsol.gsi.gov.uk
NUTS code: UK

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/official-solicitor-and-public-trustee>

I.2) **Joint procurement**

The contract involves joint procurement

I.4) **Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5) **Main activity**

General public services

Section II: Object

II.1) **Scope of the procurement**

II.1.1) **Title:**

Contracts for Language Services.

II.1.2) **Main CPV code**

79540000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The services have been procured in 4 Lots. The required services are face to face, telephone and video interpreting services for spoken languages (Lot 1), translation and transcription services (Lot 2), non-spoken language services (Lot 3) and quality assurance of language services (Lot 4).

The services are required across the justice sector, including for all Courts and tribunals in England and Wales and some tribunals in Scotland, as well as for other justice sector bodies.

The services are available to the Ministry of Justice, executive agencies and its arm's length bodies, other public sector bodies and non-public sector bodies who provide services to the justice sector.

II.1.6) **Information about lots**

This contract is divided into lots: yes

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

Value excluding VAT: 232 400 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

Face to face, telephone and video interpreting services for spoken languages

Lot No: 1

II.2.2) **Additional CPV code(s)**

79540000

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:
England, Wales and Scotland.

II.2.4) **Description of the procurement:**

Face to face, telephone and video interpretation services, including providing for attendance of an appropriately qualified interpreter at a requested Court, tribunal or other venues across England, Wales and Scotland whereby the meaning of what is said in 1 language is transferred in spoken form into a 2nd language (simultaneously and consecutively).

II.2.5) **Award criteria**

Quality criterion - Name: Service delivery / Weighting: 40 %

Quality criterion - Name: Portal / Weighting: 20 %

Quality criterion - Name: Qualifications and complexity / Weighting: 18 %

Quality criterion - Name: Mobilisation, transition and contract management / Weighting: 12 %

Quality criterion - Name: Legal, commercial and financial / Weighting: 10 %

Cost criterion - Name: Price per quality point methodology as described in the itpd / Weighting: 100 %

II.2.11) **Information about options**

Options: yes

Description of options:

The anticipated term of the contracts will be 4 years with options to extend for 2 further periods of up to 1 year each and a further exceptional extension option for up to 1 further year which can be exercised irrespective of whether the other extension options have been exercised.

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**

II.2) **Description**

II.2.1) **Title:**

Translation and Transcription Services

Lot No: 2

II.2.2) **Additional CPV code(s)**

79530000

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

England, Wales and Scotland.

II.2.4) **Description of the procurement:**

Translation of written material and transcription of oral material as requested by Court, tribunal or other venues across England, Wales and Scotland into a 2nd language or an accessible format, such as large type.

II.2.5) **Award criteria**

Quality criterion - Name: Service delivery / Weighting: 35 %

Quality criterion - Name: Booking service and data security / Weighting: 25 %

Quality criterion - Name: People and resources / Weighting: 20 %

Quality criterion - Name: Mobilisation, transition and contract management / Weighting: 10 %

Quality criterion - Name: Legal, commercial and financial / Weighting: 10 %

Cost criterion - Name: Price per quality point methodology as described in the itpd / Weighting: 100 %

II.2.11) **Information about options**

Options: yes

Description of options:

The anticipated term of the contracts will be 4 years with options to extend for 2 further periods of up to 1 year each and a further exceptional extension option for up to 1 further year which can be exercised irrespective of whether the other extension options have been exercised.

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**

II.2) **Description**

II.2.1) **Title:**

Non-spoken language services

Lot No: 3

II.2.2) **Additional CPV code(s)**

79540000

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

England, Wales and Scotland.

II.2.4) **Description of the procurement:**

Translation of non-spoken language services by an appropriately qualified non-spoken language interpreter who can aid communication with Deaf and Deaf-blind people and others requiring support to access English, in personal attendance or via an agreed technology, such as video link, as follows:

- British Sign Language (BSL) Interpreters;
- Foreign Sign Language Interpreters;
- Deaf Relay Interpreters;
- Deaf Expert Witness and other Deaf Forensic Services;
- Lip-speakers;
- Deaf-blind interpreters: Visual Frame, Hands On or Manual;
- Speech-to-text reporting;
- Electronic and manual note takers;
- Sign Supported English (SSE);
- Video Relay Interpreting Services;
- Conferencing interpreting;
- Consecutive or simultaneous interpreting;
- Cued Speech/Makaton.

II.2.5) **Award criteria**

Quality criterion - Name: Service delivery / Weighting: 40 %

Quality criterion - Name: Booking service and data security / Weighting: 20 %

Quality criterion - Name: People and resources / Weighting: 18 %

Quality criterion - Name: Mobilisation, transition and contract management / Weighting: 12 %

Quality criterion - Name: Legal, commercial and financial / Weighting: 10 %

Cost criterion - Name: Price per quality point methodology as described in the itpd / Weighting: 100 %

II.2.11) **Information about options**

Options: yes

Description of options:

The anticipated term of the contracts will be 4 years with options to extend for 2 further periods of up to 1 year each and a further exceptional extension option for up to 1 further year which can be exercised irrespective of whether the other extension options have been exercised.

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

II.2) Description

II.2.1) Title:

Quality Assurance of Language Services

Lot No: 4

II.2.2) Additional CPV code(s)

72225000

II.2.3) Place of performance

NUTS code: UK

Main site or place of performance:

England, Wales and Scotland.

II.2.4) Description of the procurement:

Delivery of quality assurance services providing an independent assessment of skills, qualifications and experience of individuals delivering interpretation and translation services. Provision of an independent assessment of service quality throughout the life of the contract, employing techniques such as a 'mystery shopper' function, assessment of language professional capability and investigation into alleged breaches of the code of conduct. Development and promotion of supported training pathways to full qualification for language professionals in the justice sector.

II.2.5) Award criteria

Quality criterion - Name: Service delivery and data assurance / Weighting: 15 %

Quality criterion - Name: Vetting and register / Weighting: 10 %

Quality criterion - Name: Quality assurance / Weighting: 25 %

Quality criterion - Name: Professional development / Weighting: 25 %

Quality criterion - Name: Mobilisation, transition and contract management / Weighting: 15 %

Quality criterion - Name: Legal, commercial and financial / Weighting: 10 %

Cost criterion - Name: Price per quality point methodology as described in the itpd / Weighting: 100 %

II.2.11) Information about options

Options: yes

Description of options:

The anticipated term of the contracts will be 4 years with options to extend for 2 further periods of up to 1 year each and a further exceptional extension option for up to 1 further year which can be exercised irrespective of whether the other extension options have been exercised.

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

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Competitive dialogue

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.6) **Information about electronic auction**

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 in the OJ S: [2015/S 203-369044](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Lot No: 1

Title:

Face to face, telephone and video interpreting services for spoken languages

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

18/08/2016

V.2.2) **Information about tenders**

Number of tenders received: 2

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

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

V.2.3) **Name and address of the contractor**

Thebigword Group Limited

Link Up House, Ring Road, Lower Wortley

Leeds

LS12 6AB

United Kingdom

Telephone: +44 1132107401

E-mail: bernadette.byrne@thebigword.com

NUTS code: UKE42

Internet address: <https://en-gb.thebigword.com/>

The contractor is an SME: no

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

Total value of the contract/lot: 119 100 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 2

Title:

Translation and Transcription Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

18/08/2016

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 4

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

V.2.3) **Name and address of the contractor**

Thebigword Group Limited

Link Up House, Ring Road, Lower Wortley

Leeds

LS12 6AB

United Kingdom

Telephone: +44 1132107401

E-mail: bernadette.byrne@thebigword.com

NUTS code: UKE42

Internet address: <https://en-gb.thebigword.com/>

The contractor is an SME: no

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

Total value of the contract/lot: 4 400 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 3

Title:

Non-Spoken Languages

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

22/08/2016

V.2.2) **Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

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

V.2.3) **Name and address of the contractor**

Clarion Interpreting Limited

The Old Dairy, Brook Road

Royston

SG8 7RG

United Kingdom

Telephone: +44 1763209001
E-mail: office@clarion-uk.com
NUTS code: UKH23
Internet address: <http://www.clarion-uk.com>
The contractor is an SME: yes

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

Total value of the contract/lot: 6 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 4

Title:

Quality Assurance for Language Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

23/08/2016

V.2.2) **Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3) **Name and address of the contractor**

London Borough of Newham
1000 Dockside Road
London
E16 2QU
United Kingdom
Telephone: +44 2033737183
E-mail: jaimin.patel@newham.gov.uk
NUTS code: UKI12
Internet address: <http://www.languageshop.org>
The contractor is an SME: no

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

Total value of the contract/lot: 2 400 000.00 GBP

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

The High Court of Justice of England and Wales
London
United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

08/09/2016