



Title: Provision of Written Translation Services Reference: PS/25/50

RM6302 - Call-off Schedule 20 – Specification

Note to Tenderers: the content of this Specification, will form Schedule 20 (Specification) of the Contract awarded pursuant to this procurement exercise.

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1. Introduction

As outlined in the Invitation to Tender (ITT), and in accordance with the terms and conditions of CCS Framework, RM6302 Language Services Lot 2, the Driver and Vehicle Licensing Agency (DVLA) (**the Buyer**) invites proposals for the following requirement.

2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA's primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

The DVLA (**the Buyer**) is based in Swansea. The Buyer plays a key role, working with the Police and other organisations, to keep road users safe by:

- Maintaining over 52 million current driver records and 46 million current vehicle records, handling around 200 million customer interactions each year.
- Collecting nearly £7 billion a year in Vehicle Excise Duty (road tax).
- Supporting the police and intelligence authorities in dealing with crime.

The Buyer also:

- Leads the way in Government in providing electronic service channels to its customers, drawing on public sector best practice to make such transactions easier and more secure.
- Seeks out opportunities to work in partnership with industry representatives; contributes to the Government Sustainable Development (SD) agenda by reducing carbon emissions, energy use and waste.

The business objective of this procurement is to have a robust contract in place for the Provision of Written Translation Services, guaranteeing timely and accurate translations when required.

3. Procurement Timetable

The key dates for this procurement (**Timetable**) are currently anticipated to be as follows:

Event	Date
Issue of the ITT	29 May 2025
Deadline for receipt of clarifications	17:00 on 6 June 2025
Deadline for the publication of responses to ITT clarification questions	13:00 on 9 June 2025

Deadline for receipt of responses	11:00 on 16 June 2025
Evaluation of responses	17 – 20 June 2025
Notification of contract award decision	23 June 2025
Contract start date and start of mobilisation period	7 July 2025 (1 Week)
Target service commencement date	15 July 2025

The Buyer reserves the right to amend the above Timetable. Any changes to the Timetable shall be notified to all tenderers as soon as practicable.

4. Scope

Over the past 17 years, the Buyer has utilised a written translation service to support its business operations and is set to continue in the coming years. In support of driving license applications, a small number of customers will send letters and documents in a foreign language which, require translating into English.

The Buyer may also receive correspondence from foreign licensing authorities confirming an applicant's entitlement to drive and any issues there maybe with the applicants driving license.

Additionally, the Buyer will also have occasions where documentation will need to be translated into Welsh in order to support Welsh Language Policy in producing bilingual material.

To give an indication of potential volumes associated with this service, for the year 2024 the Buyer requested approximately 243 foreign languages with an additional 140 Welsh translations.

The Buyer cannot accurately forecast or guarantee future volumes of work.

5. Implementation and Deliverables

The anticipated commencement date for this contract is 7 July 2025, with a target service commencement date of 15 July 2025. The Buyer will require a mobilisation period of 1 week to ensure that necessary onboarding process is completed by the target service commencement date. The contract duration will be for a period of 3 years with the option to extent for a further 12 months (3+1) to be determined at the Buyer's sole discretion.

The criteria by which the service provider's proposals will be evaluated are detailed in Section 13 – Evaluation Criteria. Evidence to meet the requirement will be in two sections: Quality 60% and Price 40%, providing a percentage total.

6. Specifying Goods and / or Services

Please provide detailed responses to the following requirements:

6.1 Service Provision

The Supplier is required to guarantee a 48-hour turnaround time, commencing from when the translation request is submitted (via a secure electronic method e.g., online portal).

As part of the bid submission, the Supplier must provide the processing steps they will undertake, including detail of the accuracy checks that are carried out on translations before they are returned.

Please note the time will be measured from the date of submission, via the agreed route and not from the next working day. Weekends and Bank Holidays are not generally included or count towards this request.

The Supplier is to provide the required Service provision over five days a week (Monday – Friday) between the hours of 09:00 and 17:30.

The Supplier is required to provide details concerning the number of translators available, together with the languages that they can and will translate.

The Supplier is required to provide a comprehensive Translation, Transcription and Ancillary service to enable the Buyer to translate, transcribe or create support materials in the following languages listed within the Crown Commercial Services Framework, Language Services (RM6302), Framework Schedule 1 (Specification), Annex 2 – Common Language list:

- Group Category A – Western Europe
- Group Category B – Eastern Europe
- Group Category C – Asian, Arabic and Oriental
- Group Category E – Specialist and Rare

Please note: any assumptions or exemptions that do not comply with this requirement may result in a non-compliant bid.

6.2 Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

The details of the SLA and KPIs applicable to this requirement are outlined in the table below

SLA and service credits

Service Levels				Service Credit for each Monthly Service Period	Service Credit CAP for each Monthly Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold		
Access to Customer support between the hours of 09:00 to 17:30 (Monday – Friday)	Availability	100% at all times	100%	£50 credit	£100
All translation requests returned to the Buyer translated in full within 48 hours of sending the request to the Supplier	Timelines	at least 98% at all times	98%	1% Service Credit gained for each percentage under the specified Service Level Performance Measure of the total value of the monthly invoice.	5%

6.3 Modern Slavery Considerations

6.3.1 Modern Slavery Assessment Tool (MSAT)

As part of an initial assessment of the risk of modern slavery, the Buyer has identified this requirement as Low risk. The Buyer may re-assess the risk during the period of the contract, depending on circumstances (e.g. contract variation, change of subcontractor or audit etc.). If a re-assessment results in a High or Medium risk of modern slavery, at any point during the contract, the successful tenderer will be required to complete the Modern Slavery Assessment Tool (MSAT) as outlined below.

The MSAT is a modern slavery risk identification and management tool. This tool has been designed to help public sector organisations work in partnership with suppliers to improve protections and reduce the risk of exploitation of workers in their supply chains. It also aims to help public sector organisations understand where there may be risks of modern slavery in the supply chains of Goods/Services they have procured.

Where the risk of modern slavery is assessed as High or Medium risk the successful tenderer, as part of the contract, may be requested to complete the MSAT and, where appropriate, work with the Buyer in resolving any issues identified. Suppliers who have previously completed the MSAT for another Government body may share their results with the Buyer.

When applicable, the requirement to complete and assess the MSAT at appropriate intervals throughout the lifecycle of the contract may also form part of the Contract Management process.

In addition to completing the MSAT, and depending on the outcome of this assessment, it may be necessary for the Buyer to work with the successful supplier to undertake a supply chain mapping exercise to have a more informed position of any modern slavery risks within the wider supply chain beyond first tier/prime supplier. Such an exercise may also cover wider compliance with all relevant social, ethical and legal requirements of first tier/prime Suppliers and their supply chain.

For further information on the MSAT and registration process, please visit:
<https://supplierregistration.cabinetoffice.gov.uk/msat>

7. Quality Assurance Requirements

The Supplier must confirm their ability to provide the required service within agreed timeframes.

The Supplier is to provide details on how long translation documents are retained and what levels of protection are employed to ensure their security.

The Supplier is to provide details on how long after the return of translations will the Original and translated document(s) be destroyed. Please provide details of the process.

Documents translated must be done accurately prior to being returned to the Buyer. Where discrepancies are identified, this is corrected at no extra cost to the Buyer.

7.1 Continuous Improvement and Innovation

The Supplier will be expected to propose ways to continually improve how the required services are delivered throughout the life of the contract.

The Supplier should present new ways of working to the Buyer during Contract Review meetings.

8. Other Requirements

8.1 Information Assurance and Governance

Where the Supplier processes Government data, including but not limited to, personal data on behalf of the Buyer the following requirements shall apply, unless otherwise specified or agreed in writing.

Assurance and Audit

- **Statement of Assurance**

This contract will require the Supplier to process government data on the Buyer's behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy us that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data.

As part of this, the Supplier must confirm how our data or information will be securely managed at each stage of the supply chain, including any sub-contractors, sub-processors or any other third parties.

The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance & Governance team. We will work with the Supplier to address any information aspects requiring improvement.

- **Data Protection Impact Assessment**

Where this contract involves the processing of personal data on behalf of the Buyer that results in a significant risk to the rights and freedoms of individuals, the Supplier shall provide all reasonable assistance to the Buyer in the preparation and completion of a Data Protection Impact Assessment (DPIA) prior

to commencing any processing of personal data. A DPIA may be required prior to award or during the term of the contract if the risk profile changes.

Such assistance may, at the discretion of the Buyer, include:

- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
- (b) an assessment of the necessity and proportionality of the processing operations in relation to the services;
- (c) an assessment of the risks to the rights and freedoms of data subjects; and
- (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of personal data.

Certification

The Supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the Buyer's representative or an agent acting on our behalf.

Supplier Devices

- **Removable Media**

The Supplier shall not use removable media in the delivery of this contract without the prior written consent of the Buyer.

Governance

- **Organisational Structure**

The Supplier shall have a senior individual responsible for Buyer assets within your custody.

- **Asset Management**

The Supplier shall implement and maintain an asset register that identifies and records the value of sensitive Buyer assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.

- **Policies**

The Supplier shall establish, or indicate that they have in place, policies which detail how Buyer assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The Supplier shall provide evidence of relevant policies upon request.

- **Risk Assessment**

- **Technical**

The Supplier shall perform a technical information risk assessment on the service/s supplied and be able to demonstrate what controls are in place to address any identified risks.

- **Security**

The Supplier shall ensure an annual security risk assessment is performed at any sites used to process or store any Buyer data. This assessment must include perimeter security, access controls, manned guarding, incoming mail and delivery screening, secure areas and/or cabinets for the storage of sensitive assets, and have a demonstrable regime in place for testing controls against operational requirements.

- **Incident Management**

The Supplier shall have policies in place which set out how information security incidents, and personal data breaches or data loss events (including breaches to the confidentiality, integrity, availability, and resilience of data) should be managed and who it should be escalated to, including notifying the Buyer immediately, or in any case within 24 hours, of becoming aware of the incident/s and/or breach/es.

This policy shall also include:

- a) individual responsibilities for identifying and reporting security incidents and information security breaches;
- b) a reporting matrix including escalation points;
- c) an up to date list of relevant internal and external contact points; and
- d) a timeline detailing at which point the policy should be implemented.

Personal Data

- **Processing Personal Data**

The Supplier as part of the contract agrees to comply with all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR and the Data Protection Act 2018, and the EU GDPR where applicable to the processing.

- **International Transfers (Offshoring) of Government Data**

When international transfers or offshoring is described, the focus is typically on the physical location where data is hosted (such as where the data centres are located). However, whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.

The Supplier (and any of its third party sub-contractors, sub-processors or suppliers) shall not, transfer, store, process, access or view Buyer data outside of the UK without the prior written approval of the Buyer, which may be subject to conditions. Any changes to offshoring arrangements must also be approved by the Buyer.

Any request to offshore Buyer data must receive formal approval from us prior to the commencement of any data processing activity. This is requested through the completion of our offshoring questionnaire.

In the event that the Supplier proposes to offshore any Buyer data as part of the contract, they would be required to provide details in the offshoring questionnaire about the processing to be carried out offshore, including:

- a) the privacy risks and the security controls in place to protect the data;
- b) how the offshoring arrangement is legitimised to comply with relevant data protection legislation (e.g. adequacy decision, appropriate safeguards, Standard Contractual Clauses/International Data Transfer Agreements); and
- c) where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.

Personnel

- **Security Clearance**

- **Level 1**

The Supplier is required to acknowledge in their response that any Supplier Staff that will have access to the Buyer's site for meetings and similar (but have no access to the Buyer's systems), must be supervised at all times by our staff.

- **Level 2**

The Supplier is required to confirm that Baseline Personnel Security Standard clearance (BPSS) is held for any Supplier Staff that will have:

- access to or will process Buyer (customer or staff) data or information
- access to the Buyer's site to provide routine maintenance
- access to the Buyer's site and our systems

The BPSS comprises verification of the following four main elements:

1. Identity;
2. Employment History (past 3 years);
3. Nationality and Immigration Status;
4. Criminal Record Check (unspent convictions only).

The aim of the BPSS verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff. The Supplier is required to provide evidence of relevant Supplier Staff clearance in their response.

- **Employment Contracts**

The Supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual with have access to any Buyer data, information and /or the Buyer site or systems.

- **Training**

The Supplier shall maintain a mechanism to ensure employees and contractors receive appropriate information security awareness and data protection training upon appointment, and perform regular updates to organisational policies and

procedures, as relevant for each job function. Evidence must be provide where reasonably requested by the Buyer.

- **Access Rights**

The Supplier shall ensure their staff are provided only the necessary level of access (using the principle of least privilege) to Buyer data or information, to deliver their job function within the contracted service(s).

Upon staff migration, or termination of employment, the Supplier shall verify that there is a process in place to ensure assets are returned and rights to assets revoked without undue delay.

Evidence of the above must be provide where reasonably requested by us.

Use of Artificial Intelligence for delivery of the requirement

The Buyer wishes to understand and approve any proposed use of any Artificial Intelligence (AI) tools/solutions or machine learning technologies to carry out activities in delivery of this contract.

Suppliers must state any plans to use such tools/solutions in their proposals and describe in detail how they will be integrated into your service offerings and used in the delivery of the contract.

Any proposed AI tools/solutions or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work so that the department can carry out the necessary impact assessments to ensure that the proposal is compliant with relevant laws and government policy.

If the supplier has no plans to use AI tools/solutions/technologies in the delivery of the contract they should state so in their proposal.

Should the successful Supplier wish to introduce AI tools/solutions at any point throughout the life of the contract, then a proposal should be submitted to the Buyer's Contract Manager who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

8.2 Cyber Security – Not applicable

8.3 Sustainability

The Buyer is committed to reducing any negative impacts produced by our activities, products and services. This aligns to the Government's Greening Commitment which states we must: "Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society."

The Buyer is certified to ISO 14001:2015 and more information is available in our Environmental Policy at:

<https://www.gov.uk/government/publications/dvlas-environmental-policy>

The Supplier shall be committed to, and if requested be able to evidence, continual environmental improvements in their own organisation (ideally through a certified EMS, i.e. ISO 14001).

The Supplier shall ensure that its own supply chain does not have negative environmental or social impacts.

8.4 Health and Safety

The Buyer has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request from the Buyer.

All Supplier Staff working in or on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by us. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Suppliers will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have and how these will be managed, if required. Contract management staff are responsible for checking health and safety information provided by Suppliers and passing relevant information to local line management and staff. Supplier's safety performance will be monitored and checked as part of normal contract management.

8.5 Estates – Not Applicable

8.6 Diversity and Inclusion

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. The Buyer is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and will not tolerate bullying, harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy is included at Appendix 1

8.7 Business Continuity

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any Goods/Services provided to the Buyer and shall maintain compliance with relevant legislation.

8.8 Procurement Fraud

A copy of our Procurement Counter Fraud Policy is attached at Appendix 2.

8.9 Use of Buyer Brands, Logos and Trademarks

The Buyer does not grant the successful Supplier licence to use any of the Buyer's brands, logos or trademarks except for use in communications or official contract documentation, which is exchanged between the Buyer and the successful Supplier as part of their fulfilment of the Contract.

Approval for any further specific use of the Buyer's brands, logos or trademarks must be requested and obtained in writing from the Buyer.

9. Management and Contract Administration

The Lead Officer and Contract Owner will review the contract performance.

Performance Reviews & MI Reporting - the Supplier is required to attend service review meetings or teleconferences (Quarterly with DVLA. Meetings will be held virtually on Microsoft Teams or another agreed platform.

Relationship Manager – The Supplier shall detail a principal Relationship Manager to liaise with the Contract Owner as appropriate.

An invoice of all costing and job numbers will be required by the Buyer from the Supplier. Payment will be made by the Buyer monthly in arrears, in line with the Buyer's Invoicing Procedures (Appendix 3).

The Supplier is required to meet the required guaranteed 48-hour turnaround time from Monday – Friday (09:00 – 17:30)

Please note the time will be measured from the submission time (via the chosen method of sending) and not from the next working day.

The Supplier is to provide Management Information (in an excel spreadsheet format) on a monthly basis covering the following:

- Volumes and cost by word
- Volumes and cost per document
- Date and time sent to Supplier
- Date and time sent to Buyer
- Language type
- Details of service credits when 48-hour turnaround target not met
- Details of service credits when Access to Customer support between 09:00 and 17:30 (Monday – Friday) is not met

Subcontracting to Small and Medium Enterprises (SMEs):

The Buyer is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger Suppliers to make their subcontracts

accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](#) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us, you are likely to subcontract to SMEs, and are awarded this contract, we may send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

10. Training / Skills / Knowledge Transfer

This requirement is for the Provision of Written Translation Services therefore, the Supplier will be reasonably expected to deliver any training that may be required to undertake/complete this service at no additional charge.

11. Documentation

The Supplier will be required to send through confirmation of the total cost of each translation at the point where it has been completed. This is critical for the Buyer as it will enable them to effectively goods receipt the expected cost month on month prior to the final monthly invoice being sent by the Supplier.

12. Arrangement for End of Contract

The Supplier shall fully cooperate with the Buyer to ensure a fair and transparent re-tendering process for this contract. This may require the Supplier to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

The Supplier will provide a Certificate of Destruction at contract expiry, as a declaration that all data relating to the translation requests has been deleted from all platforms by which the data has travelled or been retained.

13. Response Evaluation

The evaluation will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the response based on the quality criteria and social value criteria (if applicable)
- 3) an evaluation of the prices submitted

Your response will be evaluated using the weightings **and** criteria weightings set out below.

Selection will be based on the evaluation criteria, which demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

Your response will be evaluated using the following weightings **and** the criteria weightings set out in Annex 1, to obtain the optimal balance of quality and cost.

Mandatory Requirements

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A failure may result in the response being excluded from further evaluation.

Quality Criteria:

Annex 1 provides details of the quality criteria on which responses will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the quality criteria is outlined in the table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

Quality Criteria Scoring Methodology:

The scoring methodology used to assess and allocate scores to each criterion are included in the table below.

Points awarded	Description
100	Fully meets/evidence provided that demonstrates the requirement can be met
60	Minor concerns/issues that the requirement can be met
30	Major concerns/issues that the requirement can be met
0	Does not meet the requirement, not addressed or no evidence provided

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of $(60/100 \times 10) = 6\%$. The scores for each element will then be added together to calculate the overall Quality Criteria score.

Financial / Price Criteria

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the table “Overall Weighting Allocation”.

Financial / Price Criteria Scoring Methodology:

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:
The lowest quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

$$\frac{(\text{Lowest Quoted Price})}{\text{Price Quoted per Supplier}} \times \text{Maximum Score Available (i.e. Weighting)}$$

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = $100\text{k}/100\text{k} \times 40 = 40\%$

Supplier B = $100\text{k}/180\text{k} \times 40 = 22.22\%$

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria	60%
Financial / Price Criteria	40%
Total	100%

Calculation of Overall Score:

The allocated score for the Quality will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

Mandatory Criteria

Mandatory Criteria	Mandatory Criteria Description	Yes/No
M1	Please confirm you can meet the Service Provision as per the Specification Document.	
M2	Please confirm that you can meet the target service commencement date of 15 July 2025 as per section 5 of the Specification Document.	

M3	Please confirm that your tender submission does not rely on any assumptions or exemptions and that it fully complies with the requirement within the Specification Document.	
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Annex 1 – Evaluation Criteria: Quality and Financial/Pricing Factors

Quality Factors Scoring Methodology = 60%				
Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Individual Sub-Criteria Weighting (%)	Supplier to state how they meet the criteria (page no* or reference from proposal)
Service Provision	30%	Please evidence how you will meet the requirements as outlined in Section 6: Specifying Goods and/or Services.	30%	
Management & Contract Administration	15%	Please evidence how you will meet and comply with the requirements outlined in Section 9: Management & Contract Administration.	15%	
Business Continuity	10%	Please evidence, which must to include a statement regarding the scope of your Business Continuity and Disaster Recovery Plan to maintain or quickly resume any Goods/Services provided to the Buyer.	10%	
Training	5%	Please evidence how you will deliver the requirements outlined in– Section10: Training/ Skills/ Knowledge Transfer	5%	
	Total = 60%			

Financial/Pricing Factors Scoring Methodology = 40%				
Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Individual Sub - Criteria Weighting (%)	Supplier to state how they meet the criteria (page no* or reference from proposal)
Price/Cost	40%	Please complete the Pricing Schedule to indicate the price/cost for the Provision of a Written Translation Services.	40%	Xxxxxx Redacted under FOIA Section 43 – Commercial Interests
Total = 40%				

14. Points of Contact

Commercial Advisor	Name	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	Tel	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	e-mail	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	Address	Xxxxxx Redacted under FOIA Section 40 – Personal Information
Contract Manager [OCSD]	Name	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	Tel	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	e-mail	Xxxxxx Redacted under FOIA Section 40 – Personal Information

All queries/questions should be sent to the Commercial Advisor

Appendices

Appendix 1 – Equality Diversity and Inclusion Policy

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Appendix 2 – DfT Counter Fraud Bribery and Corruption

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

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