

**United Kingdom-London: Interpretation services**  
**OJ S 176/2016 13/09/2016**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Ministry of Justice  
Postal address: 102 Petty France  
Town: London  
NUTS code: UK United Kingdom  
Postal code: SW1H 9AJ  
Country: United Kingdom  
Contact person: Simon Cadby  
E-mail: [Language\\_Services\\_@Justice.gsi.gov.uk](mailto:Language_Services_@Justice.gsi.gov.uk)  
Telephone: +44 2033340850

**Internet address(es):**

Main address: [www.gov.uk/government/organisations/ministry-of-justice](http://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**

Official name: HM Inspectorate of Probation  
Postal address: 1st Floor, Manchester Civil Justice Centre, 1 Bridge Street West  
Town: Manchester  
NUTS code: UK United Kingdom  
Postal code: M3 3FX  
Country: United Kingdom  
E-mail: [hmip.enquiries@hmiprobation.gsi.gov.uk](mailto:hmip.enquiries@hmiprobation.gsi.gov.uk)

**Internet address(es):**

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

**I.1. Name and addresses**

Official name: Legal Ombudsman for England and Wales  
Postal address: PO Box 6806  
Town: Wolverhampton  
NUTS code: UK United Kingdom  
Postal code: WV1 9WJ  
Country: United Kingdom  
E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.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**

Official name: HM Inspectorate of Prisons

Postal address: Victory House, 6th Floor, 30-34 Kingsway  
Town: London  
NUTS code: UK United Kingdom  
Postal code: WC2B 6EX  
Country: United Kingdom  
E-mail: [hmiprisons.enquiries@hmiprisons.gsi.gov.uk](mailto:hmiprisons.enquiries@hmiprisons.gsi.gov.uk)

**Internet address(es):**

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

**I.1. Name and addresses**

Official name: Victims' Commissioner  
Postal address: Victims' Commissioner's Office, 102 Petty France  
Town: London  
NUTS code: UK United Kingdom  
Postal code: SW1H 9AJ  
Country: United Kingdom  
E-mail: [victims.commissioner@victimscommissioner.gsi.gov.uk](mailto:victims.commissioner@victimscommissioner.gsi.gov.uk)

**Internet address(es):**

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

**I.1. Name and addresses**

Official name: Crown Prosecution Service  
Postal address: Rose Court, 2 Southwark Bridge  
Town: London  
NUTS code: UK United Kingdom  
Postal code: SE1 9HS  
Country: United Kingdom  
E-mail: [enquiries@cps.gsi.gov.uk](mailto:enquiries@cps.gsi.gov.uk)

**Internet address(es):**

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

**I.1. Name and addresses**

Official name: The National Archives  
Postal address: Kew  
Town: Richmond  
NUTS code: UK United Kingdom  
Postal code: TW9 4DU  
Country: United Kingdom  
E-mail: [yourviews@nationalarchives.gsi.gov.uk](mailto:yourviews@nationalarchives.gsi.gov.uk)

**Internet address(es):**

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

**I.1. Name and addresses**

Official name: Official Solicitor and Public Trustee  
Postal address: Victory House, 30-34 Kingsway  
Town: London  
NUTS code: UK United Kingdom  
Postal code: WC2B 6EX  
Country: United Kingdom  
E-mail: [enquiries@offsol.gsi.gov.uk](mailto:enquiries@offsol.gsi.gov.uk)

**Internet address(es):**

**I.2. Information about 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**

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

**II.1.1. Title**

Contracts for Language Services.

**II.1.2. Main CPV code**

79540000 Interpretation services

**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**

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 Interpretation services

**II.2.3. Place of performance**

NUTS code: UK United Kingdom  
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 Translation services

##### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

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 Interpretation services

##### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

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 System quality assurance assessment and review services

##### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

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

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##### 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.1.8. 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

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**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

Official name: Thebigword Group Limited

Postal address: Link Up House, Ring Road, Lower Wortley

Town: Leeds

NUTS code: UKE42 Leeds

Postal code: LS12 6AB

Country: United Kingdom

E-mail: [bernadette.byrne@thebigword.com](mailto:bernadette.byrne@thebigword.com)  
Telephone: +44 1132107401  
Internet address: <https://en-gb.thebigword.com/>  
The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 119 100 000,00 GBP

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**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**

Official name: Thebigword Group Limited

Postal address: Link Up House, Ring Road, Lower Wortley

Town: Leeds

NUTS code: UKE42 Leeds

Postal code: LS12 6AB

Country: United Kingdom

E-mail: [bernadette.byrne@thebigword.com](mailto:bernadette.byrne@thebigword.com)

Telephone: +44 1132107401

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

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 4 400 000,00 GBP

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**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**

Official name: Clarion Interpreting Limited

Postal address: The Old Dairy, Brook Road

Town: Royston

NUTS code: UKH23 Hertfordshire

Postal code: SG8 7RG

Country: United Kingdom

E-mail: [office@clarion-uk.com](mailto:office@clarion-uk.com)

Telephone: +44 1763209001

Internet address: <http://www.clarion-uk.com>

The contractor is an SME: yes

### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 6 000 000,00 GBP

### **V.2.5. Information about subcontracting**

## **Section V: Award of contract**

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**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**

Official name: London Borough of Newham

Postal address: 1000 Dockside Road

Town: London

NUTS code: UKI12 Inner London - East

Postal code: E16 2QU  
Country: United Kingdom  
E-mail: [jaimin.patel@newham.gov.uk](mailto:jaimin.patel@newham.gov.uk)  
Telephone: +44 2033737183  
Internet address: <http://www.languageshop.org>  
The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 2 400 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The High Court of Justice of England and Wales

Town: London

Country: United Kingdom

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

08/09/2016