

United Kingdom-Taunton: Translation services
OJ S 214/2016 05/11/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: UKHO

Postal address: UK Hydrographic Office, Admiralty Way

Town: Taunton

Postal code: TA1 2DN

Country: United Kingdom

For the attention of: Mr Stuart Speer

E-mail: stuart.speer@ukho.gov.uk

Telephone: +44 1823723442

Fax: +44 1823326885

Internet address(es):

General address of the contracting authority: <http://www.ukho.gov.uk/>

I.2. Type of the contracting authority

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

I.3. Main activity

Defence

Public order and safety

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Provision of Translation and Interpretation services.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

NUTS code UKK23 Somerset

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Translation and interpretation services for the UKHO. Translating into, and from, English, for maritime and navigational, commercial and senior management related information. The United Kingdom Hydrographic Office (UKHO) is a world leader in the provision of navigational charts and publications and enjoys a high reputation for the quality and accuracy of its products and services.

This requirement is for a 3 year Enabling Contract with an option to extend by up to one further year for the translation of hydrographic information from foreign (i.e. non-English) languages into English, and for a small amount of translation from English into foreign languages. This also includes providing an ad hoc and much smaller interpreting service, via telephone, or possibly face to face, too.

The UKHO receives a considerable amount of foreign maritime information on a daily basis. The amount and frequency fluctuates considerably and, as such, no guarantee can be given as to the volume. Most of this information comes in the form of Foreign Government Notices to Mariners (FGNMs) published by national Hydrographic Offices around the world. These are typically estimated up to 1270 words in length, although documents such as letters, memoranda, etc., may contain more or less. The UKHO may require an estimated maximum 60 FGNMs or other documents to be translated per month. Larger publications requiring translation, such as Sailing Directions, may be received approximately 12 times per year. Each publication will vary in size >100,000 words estimated. The UKHO also may have translation work in the form of management letters, memos, briefs and agreement documents. The UKHO Commercial team has also had the following items translated; UKHO digital product literature, marketing collateral brochures and advertisements, and some UKHO website pages. These Commercial documents are usually required for translation into a foreign language(s), primarily, but not limited to, European and Asian market customers. Commercial requests are more ad hoc than regular requirements, currently. A minority of information may be of higher security classification. All of this information needs to be translated before staff at the UKHO can assess it for dangers to navigation.

The vocabulary used can be highly technical and it is important that this information is translated accurately, together with geographical place names (where required) and coordinates. Therefore a prompt, accurate, reliable and efficient translation service is essential to UKHO business.

Work to be translated will be issued by the UKHO as required. The time given for translation and delivery of this work will depend on the nature and size of the information. The timescales required shall vary between 24 hours and seven working days from receipt of request for smaller items, and ten working weeks from receipt of request for larger publications. Up to an estimated 95 % of FGNMs may be required within the 24 to 48 hour time period per month. All translated work shall be delivered to the UKHO Translation Manager, Taunton, United Kingdom. The UKHO shall deliver material to be translated via email or the Contractor's FTP site, and receive translated material in return by email. Translated material shall be delivered to the Contractor in the latest Microsoft Word or pdf format and shall be returned in the same format.

Mandatory requirements shall include;

—

Ability to translate highly technical and marketing related information into English, and from, English into a range of various languages listed in the Pricing Schedule

—

Robust verification process including accuracy and attention to detail

—

Guaranteed response adhered to by the Contractor within the timescales given for each order

—

Ability of the Contractor to receive work via their FTP site/portal and email. Reliability, Availability and Maintainability of their FTP site/portal shall therefore also be key

—

Reliable and dedicated Contractor's point of contact for general issues with any orders placed /to be placed

—
Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact

—
Use of translation memory software in translating information

—
SC cleared or prepared to obtain clearance.

Compliance and adherence to these particular requirements shall be critical and form a vast part of the evaluation process for this requirement. Tenderers shall be required to provide more detailed information and evidence that they can meet the mandatory requirements, plus complete a timed translation trial, as part of the tender process.

II.1.5. CPV code(s)

79530000 Translation services, 79540000 Interpretation services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Price. Weighting 30
2. Technical Compliance. Weighting 25
3. Timed Translation trial results. Weighting 25
4. Quality. Weighting 15
5. Service and Support. Weighting 5

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

4600000468

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2016/S 090-161620](#) of 11.5.2016

Section V: Award of contract

Contract No: 4600000468

Lot title: Translation and Interpreting Services for the UKHO

V.1. Date of conclusion of the contract

11.10.2016

V.2. Information about tenders

Number of tenders received: 9

Number of tenders received by electronic means: 9

V.3. Name and address of the contractor

Official name: Eclipse Translations Limited

Postal address: Lionheart Enterprise Park

Town: Alnwick

Postal code: NE66 2EP

Country: United Kingdom

Telephone: +44 1665511021

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 333 000 GBP

excluding VAT

Total value of the procurement:

excluding VAT

If annual or monthly value:

Number of years: 4

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Official name: UKHO

Postal address: Admiralty Way

Town: Taunton

Postal code: TA1 2DN

Country: United Kingdom

Telephone: +44 08213483865

Body responsible for mediation procedures

Official name: As above

Country: United Kingdom

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

3.11.2016