

Question	Question	answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	99 other languages offered	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Details provided appear to meet requirements. Company doesn't use translation machines such as Google Translate for anything - even the simplest text because of quality issues - share this with SDR. Benefits they provide are a "client area" on a website where new bookings can be made, manage existing ones, and also communicate faster with the company. Cost free environment. Saves time and money handling requests. FTP site also available. Implementing possible use of SMART phone (Blackberry) for interpreting short pieces of text. Don't think this is much use to UKHO though	To be marked	Met requirements of question but not many further benefits offered. Client area idea seems good though if available to UKHO to use.	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Can provide translator between 2 hours and 2 days max. Pricing for quote and confirmation within 1 hour	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages? Specifically, how many of your translators are based abroad and in which countries?	4,500 translators and interpreters with a further 5,000 available on additional databases, 60% based in the UK	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	213 translators/interpreters with navigational and maritime knowledge/experience. Strong in Asian, Mandarin, Korean and Japanese. Examples not found.	To be marked	Met requirements of question but not provided examples. List of languages and highlighted those with a maritime/navigational experience on it.	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed at least one dedicated translator for each language	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	At least 2 checks carried out on Process Flow diagram. Proofreading/Changes & DTP (?) Process audited every 6 months. Complaints - acknowledgement of complaint by phone e mail both within 1 hour of receipt. Formal investigation initiated by independent member of staff. They liaise with all parties of concerns raised. Proposed solution communicated/discussed with client within 3 working days. documented and resolution confirmed via e mail translations. Obtain full translations from client. Ask translators/proof readers for comments. If dealt with at that level fine. If not, independent linguist employed as arbitrator. cost borne by company. If client unsatisfied offer to them to investigate at their own cost.	To be marked	Met requirement of question. Not said who does what at each level of check. Have indicated what they do. Good details about complaints and for specific translation but this is more about who does things after issues raised and perhaps needs some clarity on all checks done.	

9	<p>Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?</p>	<p>Quotation and invoice forms can be amended to suit our needs - so fields like word count and discount information can be inserted too</p>	For info		
10	<p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.</p>	<p>Daily and weekly maintenance carried out (weekend). No plans to change FTP site in future.</p>	To be marked	Met question. Can provide more info if required.	
11	<p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>30 languages - most off of Annex A have translators who use TRADOS. Only applies though to documents which they receive and that can be adapted to use memory software.</p>	To be marked	Met question.	

Question	Question	Tenderer answer - summarised	For info/to be marked	Technical (SDR) mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	Full and comprehensive list of additional languages	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Provided a separate 43 page document explaining how they meet requirement. Very detailed and even includes a checklist for what they review at QA stage. However, not provided anything about benefits or savings in this document or elsewhere.	To be marked	<b>Mark of 4. Only half an answer provided</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues, or factors which may delay responses?	Firm pricing within 2 hours. Hasn't said about timescale to source a translator. Covered off factors which may affect delay too	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Use only mot translators and abide by BS EN 15038 certification	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	Each language they have at least 2 translators with maritime or hydrographic experience. More important languages have up to 5 translators each with knowledge. Example translation unable to get permission to produce examples	To be marked	<b>Mark of 4. Have answered question at least and provided details but no examples available to UKHO.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	confirmed	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Up to 3 checks involved. Very thorough checklist for internal use only. Not as much on the persons involved and who did what.	To be marked	<b>Mark of 7. Answered question.</b>	

<p>9 Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?</p>				
<p>10 With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details. Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>For info</p>	<p>flexible quotes and invoicing. Just complicated layout</p>	<p>Only performed in evenings and at weekends. New portal to be released next year.</p>	<p>Mark of 4. Is the new portal idea an issue? Need to confirm parallel running with old site first.</p>
<p>11</p>	<p>To be marked</p>	<p>Software used on all languages.</p>	<p>To be marked</p>	<p>Mark of 7. Answered question.</p>

Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	additional languages on. Primarily African and Indian.	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Whilst provided answers to both questions, not given as much on meeting the requirement but more so on benefits.	To be marked	<b>Mark of 7. More information e.g. dedicated Account Manager role etc would have been useful etc.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Within 24 hours for translators and within 48 hours for pricing	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Mother of tongue applies to all translators.	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	40% of mot translators are based in UK. Others in Argentina, New Zealand, France, and USA etc.	To be marked	<b>Mark of 7. Answered question maybe could have provided a list of across the world otherwise ok. German ECDIS example good</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	confirmed ok	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	10 QA checks provided. Comprehensive set of information about who does what and where.	To be marked	<b>Mark of 10. Fully detailed and enhanced answer. Although no checklist more confidence with reply</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	flexible quotes and invoicing			
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	Maintained once a month on average outside normal office hours. Not changing site in the next year currently.	For info	<b>Mark of 4. Is the change of website a possibility and what impact does it have? Will they run in parallel as per Translation People - similar issue</b>	
11	Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?	Software covers most of ANNEX A languages and all additional languages.	To be marked	<b>Mark of 7. Answered question.</b>	



Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	Indian based. Even spotted languages which would be no use to us as land locked.	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Full and comprehensive answer to both questions. Have previous Eclipse personnel too. Benefits are equally useful if not quantified.	To be marked	<b>Mark of 10. Very detailed and helpful.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Can take over 48 hours to source a new translator or can be completed sooner depends on situation	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	3,500 translators on books and all mother of tongue. No details of their locations but know that 73% live outside the UK.	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	112 translators who have maritime and navigation experience. At least one translator in each language. Examples given and list of names of companies they have worked for in specialist industries. Happy for us to contact them.	To be marked	<b>Mark 4. Whilst provided answers on numbers only shown one example with English to French. Could have had more supplied.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed ok and wont charge if more than one translator used on urgent work	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Comprehensive reply from tenderer. Full details and answers to questions	To be marked	<b>Mark of 7. Good answer could have done with a checklist to get a higher mark</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc. VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Flexible quotes and invoicing	For info		
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	Maintenance done by third party. Done outside business hours. No regularity 2 upgrades a year. Possibly changing website during contract too	To be marked	<b>Mark of 4. Slight concerns with how maintenance done and that they may be changing too. Need to be sure that they will run new FTP site in parallel with old until client happy.</b>	

11	Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?	Slightly misleading/confusing response but essentially memory software covers all languages	To be marked	Mark of 4. Answered question but could have been clearer
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Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	4 other languages provided so slightly limiting	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits.	Limited answers to both parts of the question. Not really answered meeting requirement, and benefits limited to client portal and glossaries etc	To be marked	<b>Mark of 4. Limited response to questions and no real benefits/discounts offered. No details of Account Manager and support. May have to do additional work ourselves.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Approx up to 2 days to source a translator	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Use mother of tongue translators and provided a separate list of them	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	174 translators who have maritime and/or navigation experience. Provided separate examples of technical maritime and hydrographic translations.	To be marked	<b>Mark of 4. Provided answer to question but examples aren't considered relevant to the work.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed one translator per language	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Assumption that there are 4 checks in the process as it is not clear from the process flow diagram and other details.	To be marked	<b>Mark of 4. Number of people and processes involved not entirely clear.</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Bespoke quotes and invoices	For info		

<p>10) With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.</p>	<p>Maintained by third party called Rackspace on ad hoc basis (out of hours and at weekends)</p>	<p>To be marked</p>	<p>Mark of 4. Not sure of the impact that ad hoc maintenance may bring with this using third party supplier and not direct contact with tenderers IT personnel..</p>
<p>11) Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>all the required languages apart from Burmese, Persian, Cambodian or Georgian.. Trados can be difficult with Thai</p>	<p>To be marked</p>	<p>Mark of 7. Answered question.</p>

Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	Variety of languages offered on separate list, includes Annex A languages too	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Whilst they have confirmed that they can meet the requirements they have not given anywhere enough detail to provide confidence. Except for a QA manual. Benefits are limited to a client portal and volume discounts.	To be marked	<b>Mark of 4. Limited details although QA Manual provided. Benefits limited.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues, or factors, which may delay responses?	Translator can be sourced immediately but no timescales given.	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Use mother of tongue translators and only those in the UK	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data, if yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any or maritime related documents or graphics, if so, please state and provide hard or soft copy examples of the work carried out.	523 translators with maritime and/or navigation experience. This covers all Annex A languages. Worked with K International previously. No examples of sample translations as not main contractor but done maritime translation	To be marked	<b>Mark of 4. Provided an answer to question but unable to demonstrate via examples so had to take in good faith.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed one translator per language but flexible	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	3 quality checks provided and information appears to be ok in terms of who does what and at each stage	To be marked	<b>Mark of 7. Information supplied answers question. Bit wordy and had to find information.</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Flexible with quotes and invoices. Good layout with discounts	For info		
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	Tried to read correctly. Mix of information and not entirely clear when this is done and how often. Not changing site.	To be marked	<b>Mark of 4. Confusing and not specific despite good content.</b>	

11	Please confirm which languages your memory software can be used for? Are Tenders aware in advance of any languages where memory software is unlikely to be employed by your translators?	Supplied list of languages covered and possible issue with scanned documents.	To be marked	Mark of 7. OK with details.
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Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Full answer on both meeting the requirement and benefits. Separate document with 7 pages of details especially cost savings	<b>Mark 10. Considering limited knowledge of business have given a good full answer.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Turn round in a day	To be marked	
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	All mother of tongue translators plus list	For info	
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	156 translators with experience in maritime etc. in the Annex A languages	<b>Mark 7. Full answer again with relevant info</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	One translator per language in most cases	For info	
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Has attached separate document on the subject but not entirely easy to follow	<b>Mark 4. Answer not really covered fully nor stated simply. Had to hunt for information. Over complicated but had checklist. UKHO does not have time to feedback</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Amendable quotations and invoices	For info	
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	BTConnect carry out maintenance for LL. Site only down for 1 hour or so (odd v early am or weekends). No intent to change.	<b>Mark of 4. Slight concerns that service is outsourced and can be down occasionally and the UKHO has no direct contact with the tenderers IT personnel.</b>	
11	Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?	Into English Indonesian Arabic	<b>Mark of 7. At least supplied information.</b>	



Question	Questioned	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	57 other languages listed on sheet plus another list provided as attachment	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	5000 native translators in 270 languages, each with his/her own specialism. Answered the requirement in detail. No attachments. Savings details based on what they find with UKHO during the contract. Nothing at outset.	To be marked	<b>Mark 4. Answered the first part really well but let themselves down on the savings.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	No timescale given just said they are quick to sort out resource. Pricing within working day	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Only use mother of tongue translators. At least 3 mot per language. Strange comment on quality where all mots are based in uk	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	No details given of those with maritime/navigation experience - not even number. No examples given as not done hydrographic material before.	To be marked	<b>Mark 1. Not really answered question at all.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Every job to have one native translator. They use machine translation as one of the first QA checks too!	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	6 stage quality check process in place. This actually only includes 3 actual checks. Have stated about audits and complaints	To be marked	<b>Mark 4. Answered the question but hesitant over proof reading aspect. No checklist either.</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Full list of fields included on quotation but no invoice sample supplied. Query Rush charge % on quotation form	For info		
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	Maintenance performed at weekends or immediately if an emergency. Not expected to change site during contract	To be marked	<b>Mark of 7. At least they have stated when</b>	
11	Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?	All languages can be covered by TRADOS. Also use Wordfast anywhere - export dictionaries to translator and do online/website.	To be marked	<b>Mark of 7. Answered question.</b>	





Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A.	38 additional languages given in response. Mainly European African and Indian	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Network of 733 translators to assist. 97 of which have maritime/navigation experience. This ensures they can provide same day turnarounds regardless of workload. Consider they can meet all requirements including reporting - given example. Have given some details about benefits - mainly they can work around the clock due to soem arrangements with banks etc making meeting deadlines easier!!	To be marked	Mark 4. Partially met the answer as they have given confirmations but not in much depth. Benefits/added value is a bit thin on ideas and working round the clock as an idea is a concern.	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Translators can be sourced in same day turnaround	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	All mother of tongue translators	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	97 translators but not further details given. Examples of translations given.	To be marked	Mark 7. Answered question about experience just not as much as others i.e. list by language. Translations ok.	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	4 stage quality checks applied. Given straightforward simple details on how this is met. Also stated about how complaints etc are handled.	To be marked	Mark of 7. Easy enough answer to inform the reader.	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory	Provided bespoke samples which can be amended	For info		
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the lited trials process), and provide their full contact details.	New state of the art FTP server not site. Do not participate to carry out maintenance during this contract as this is not a portal but via e mail. Not changing site either.	To be marked	Mark of 4. Had asked for tenderers to have FTP website. This is not. Not easy to tell if this new equipment would be a problem and how secure an email address would be but have sent out trials via e mail!!!	

11 Please confirm which languages your memory software can be used for? Are Tenders aware in advance of any languages where memory software is unlikely to be employed by your translators?

Use TRADOS on all our Annex A languages and their additional languages too

To be marked

Mark of 7. Answered question

Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	An additional 20 language - European, African and Indian primarily	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Did not state answer for how to meet our requirement. Has answered the benefits element only. Has advocated pricing by source word count not target. More savings to be had apparently. Also stated about use of translation machines to do things like NIMs & portalanos. Also using and unified terminology approach. Reference documents	To be marked	<b>Mark 4. Missed the first question but gave some ideas for the benefits</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	4-8 hours to find a candidate translator. To assess and select takes 3 days. No issues mentioned.	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	All mother on tongue translators. No details of numbers	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	At least 1 lead translator per language with maritime experience. Some languages with navigational experience. No lists attached to demonstrate this. Given sample document of translation work done.	To be marked	<b>Mark 4. Although confirmed they have translators with both maritime and navigational experience not provided any lists to confirm this. Documents not cross referenced but appear in folder. Legal document on maritime</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed ok.	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Provided a lot of details about what the company abides by and who maybe involved but has not clearly stated how many checks are carried out in the process or covered off about customer complaints etc. Refers to a weblink for further info though.	To be marked	<b>Mark of 4. Should really have simple details in the answer.</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Not clear if we can amend quotations and invoices and would need to check	For info		

<p>10 With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.</p>	<p>Maintenance work is performed outside business hours and regularly apparently but no days or times given</p>	<p>To be marked</p>	<p>Mark of 4. Whilst they do this service need more information for re-assurance/confidence</p>	
<p>11 Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>Have a two solution memory software approach which should cover all our languages. One of the applications they are still evaluating though!! Have supplied list of languages covered</p>	<p>To be marked</p>	<p>Mark 7. Supplied what was asked for.</p>	

Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	Can supply translations in all other European, Asian and Indian languages too. Not listed them as too many to do so.		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Provided a single response within spreadsheet to both parts of the question. No separate documents. Have confirmed that they can meet all our requirements and stated where they do similar work currently for other clients. Offered volume discounts, interpreting services, including by video and at conferences too, can offer to compile glossaries of terminologies too, and meet changing needs of end users too	<b>Mark 7. Have basically answered the question with sufficient details to engage interest. Be interested to know what volume discount would be offered here.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Within 3 hours. Have 3,000 translators on their books. Quotes issued within 1-2 hours of receipt of work. Will work evenings and weekends to meet deadlines. Maybe slight delay during lunchtimes and staff meetings (?) but otherwise ok.		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Confirmed use mother of tongue and have over 3,000 to choose from where possible. Gave breakdown of various countries mother of tongue offering in answer. No separate details otherwise.		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	Currently have some 200 linguists who may have experience and they also have access to online systems and can search another 1,000 resources. Given examples of some translations too	<b>Mark 7. Have basically answered the question</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed one translator per project/job. Splitting can happen too if volumes demand occur		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	3 quality checks are applied as standard. Provided a process flow diagram of QA checks. Given details of who checks what at each stage. Details of how complaints are dealt with but no timescales for resolution as such.	<b>Mark 7. Have basically answered the question and provided some further relevant details about the process than others</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Provided screenshots of quotations and invoices. Appear ok. Cannot see if you can bespoke them to suit any additional requests but simple and cover what we probably need. Do all online too.		
		For info		

10	<p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the lited trials process), and provide their full contact details.</p>	<p>FTP maintenance done on Fridays though does not say if out of hours, evening etc. Have two options for FTP including cloud based one. Not changing FTP site in future.</p>	To be marked	<p>Mark 4. Partly answered question as it does not state when they do maintenance on a Friday and that is a busy day in SDR.</p>
11	<p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>Just acquired the latest TRADOS software. Given separate list of languages covered. Raised similar issues about use of TRADOS - cost and translators doing things the old fashioned way. Cannot be applied to scanned documents either.</p>	To be marked	<p>Mark 7. Answered question and honest answer similar to what we know from Eclipse really</p>

Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are <u>not</u> in the Authority's Statement of Requirements at Annex A	Provided the list of current languages available on Annex A and not read the questions properly	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Provided at least 3 documents (technical response 54 pages!) and benefits (14 pages) to answer this question. Work 9 to 5pm - Mon to Fri. Can accommodate urgent out of hours work as well. Fully comprehensive answer to requirement covering all aspects of the work. Freephone telephone being provided in this tender for all queries on work. Provided a list of 12 areas where they can provide benefits/added value. Some we already know from them - but some new ones too. Some will work others may not.	To be marked	<b>Mark 10. Very comprehensive answer to both parts of the question.</b>	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Within 1 hour. Have 2,000 plus translators on a database. Have also a further 4,000 plus translators from within too. In unlikely event that not able to source from database can do within 2-3 hours otherwise.	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Confirmed mother of tongue translators and have provided separate lists to demonstrate this. Total number of mother of tongue translators is 2,383.	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics: if so, please state and provide hard or soft copy examples of the work carried out.	284 translators with maritime/navigational experience. Provided separate lists to demonstrate this by per language. Provided sample profiles of translators and examples of translations done.	To be marked	<b>Mark 10. Very comprehensive answer to both parts of the question.</b>	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed one translator per task as requested and will only use more where volume is increased and required urgently.	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	There are 6 stages of checks and 12 checks carried out in all their processes. Separate documents provided which show how they perform QA checks etc. Compliments dealt with in 24 hours and procedures in place.	To be marked	<b>Mark 10. Very comprehensive answer to all parts of the question.</b>	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Both quotations and invoices contain the various information you would expect to see in them. Nothing bespoke about them or need to be, although they can offer to include other fields/details as we wish. Provided samples to show each.	For info		

10	<p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the lited trials process), and provide their full contact details.</p>	<p>FTP maintenance carried out overnight or at weekends - outside office hours. Back up system in place also. Have up to 19 IT support engineers to cover our requirement. No third party involvement in maintenance limits risks. No plans to change FTP site.</p>	<p>To be marked</p>	<p>Mark 10. More information given on tender than in other tenders to date. More comprehensive.</p>	
11	<p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>Provided a list of languages covered by TRADOS. 214 languages covered but reality is we only get to have handful due to the format we supply files in.</p>	<p>To be marked</p>	<p>Mark 7. Met the requirements of question</p>	



Question	Question	Tenderer answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	Offer at least another 160 languages beyond Annex A requirements	For info		
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its IT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	Provide 17,500 translators and Head Office open 8 to 6pm Mon to Fri. Responded on all the service requirements we have asked for and stated they can meet time positively. Have not provided anything on further benefits at all though.	To be marked	Mark 7. Answered in depth for both questions	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Sourcing can take 30 mins to several days. Pricing of new work can be done within a working day i.e 7 hours. Being unable to guarantee a firm lead time because they cannot source a suitable translator with right experience will be a main factor to any delays	For info		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	Yes can confirm translation will be in mother of tongue and in country primarily. Provided more details about translators and their minimum qualifications required and how many they have. Also provided a spreadsheet list of translators based abroad. Comprehensive coverage	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	Has provided a list of translators who have marine experience personnel within (per language). No examples provided just 4 names of companies they have done work for.	To be marked	Mark 4. Only half answered question.	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed one translator per language	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	Have 3 levels of QA checks - Basic (no proof reading), Standard (one check), Premium (two checks) - latter two option done on projects within or over 48hrs. No details of who does what etc. Audits carried out on individual translators work on a quarterly basis.	To be marked	Mark 4. Only half answered question. Not sure from this which service/prices we have been given in tender either. Could be receiving a basic level service in which case no checks carried out!	
9	Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?	Quotations are raised on a bespoke basis therefore do not have a standard template. Have provided an example attachment. Will cover price and turn round times at least. No word count in. Invoices are generated automatically. E mailed to client. Can be set up bespoke to UKHO requirements. Invoicing can be applied in various ways and periods, weekly, monthly etc, by per language or cost centre. Provided sample invoice.	For info		
10	With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.	FTP maintenance not carried out on a scheduled basis. Bi monthly possibly unless security fix required then maintenance carried out of cycle. No plans to alter FTP site in period.	To be marked	Mark 4. No real details about when they do maintenance i.e overnight/weekends even on ad hoc bi monthly basis. Worrying potentially.	
11	Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?	Translated using memory software. Only issues are pointed out that some variants apply to some languages i.e. translating and proof reading in Indian can vary.	To be marked	Mark 7. Answered question.	



Question	Question	Answer - summarised	For info/to be marked	Procurement mark given and comments - comparison with other bidders	Ranking out of 13
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A				
3	Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits	99 other languages offered Details provided appear to meet requirements. Company doesn't use translation machines such as Google Translate for anything - even the simplest text because of quality issues - share this with SDR. Benefits they provide are a "client area" on a website where new bookings can be made, manage existing ones, and also communicate faster with the company. Cost free environment. Saves time and money handling requests. FTP site also available. Implementing possible use of SMART phone (Blackberry) for interpreting short pieces of text. Don't think this is much use to UKHO though	For info	Mark 7. Met requirements of question but not many further benefits offered. Client area idea seems good though if available to UKHO to use.	
4	How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?	Can provide translator between 2 hours and 2 days max. Pricing for quote and confirmation within 1 hour	To be marked		
5	Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?	4,500 translators and interpreters with a further 5,000 available on additional databases. 60% based in the UK	For info		
6	How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.	213 translators/interpreters with navigational and maritime knowledge/experience. Strong in Asian, Mandarin, Korean and Japanese. Examples not found.	To be marked	Mark 4. Met requirements of question but not provided examples. List of languages and highlighted those with a maritime/navigational experience on it.	
7	Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.	Confirmed at least one dedicated translator for each language	For info		
8	How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.	At least 2 checks carried out on Process Flow diagram. Proofreading/Changes & DTP (?) Process audited every 6 months. Complaints - acknowledgement of complaint by phone e mail both within 1 hour of receipt. Formal investigation initiated by independent member of staff. They liaise with all parties of concerns raised. Proposed solution communicated/discussed with client within 3 working days. documented and resolution confirmed via e mail within 24 hours. No complaint closed until client is happy. Specific translations. Obtain full translations from client. Ask translators/proof readers for comments. If dealt with at that level fine. If not, independent linguist employed as arbitrator. cost borne by company. If client unsatisfied offer to them to investigate at their own cost.	To be marked	Mark 7. Met requirement of question. Not said who does what at each level of check. Have indicated what they do. Good details about complaints and for specific translation but this is more about who does things after issues raised and perhaps needs some clarity on all checks done.	

9	<p>Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?</p>	<p>Quotation and invoice forms can be amended to suit our needs - so fields like word count and discount information can be inserted too</p>	For info		
10	<p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the lmsed trials process), and provide their full contact details.</p>	<p>Daily and weekly maintenance carried out (weekend). No plans to change FTP site in future.</p>	To be marked	Mark 7. Met question. Can provide more info if required.	
11	<p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>	<p>30 languages - most off of Annex A have translators who use TRADOS. Only applies though to documents which they receive and that can be adapted to use memory software.</p>	To be marked	Mark 7. Met question.	

## AA Global

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100				100	
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34895			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
					<b>Total</b>		

Sailing Directions	Word count	Firm Price per 1,000 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		

Chinese		84,636	
Greek		76,152	
		<b>Total</b>	

cheapest rate

Explanation

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100				100	
	Chinese Mandarin	4173				38088	
	Korean	524				1602	
	French	82592				4866	
	Russian	34695				100	
	Spanish	354550				3665	
	Indonesian	100				100	
	Norwegian	22035				100	
	Croatian	5100				2088	
	Brazilian Portuguese	100				100	
	Japanese	998				100	
	Greek	8075				100	
	German	4481				100	
	Portuguese (European)	55270				5695	
	Italian	189777				100	
	Romanian	100				100	
	Dutch	125				100	
	Taiwanese	100				100	
	Serbian	100				100	
	Arabic	24639				28222	
	Polish	23948				2024	
	Thai	450				100	
	Burmese	100				100	
	Lithuanian	100				100	
	Vietnamese	100				100	
	Serbian Latin	100				100	
	Persian	100				100	
	Cambodian	100				100	
	Swedish	1442				100	
	Malay	100				100	
	Estonian	100				100	
	Georgian	100				100	
	Welsh	100				100	
	Turkish	7644				100	
	Danish	67728				100	
	Latvian	100				100	
	Bulgarian	154				100	
	Finnish	100				100	
	Icelandic	100				100	
	Ukrainian	90680				2035	
	Slovene	100				100	
	Hebrew	152				100	
	Tagalog	100				2526	
	<b>Total</b>					<b>Total</b>	

Sailing Directions		Word count	Firm Price per 1,00 words	Total cost by word count
Language				
French (all variants)		510,349		
Spanish (all variants)		182,351		
Norwegian		178,385		
Russian		142,210		
Chinese		84,636		
Greek		76,152		

Total



Wessex Translations

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
					<b>Total</b>		

Sailing Directions	Word count	Firm Price per 1,00 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		
Chinese	84,636		
Greek	76,152		
		<b>Total</b>	



The Translation People

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested.	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested.	Total cost from English
	Chinese Cantonese	100	100			100	
	Chinese Mandarin	4173	524			38098	
	Korean	524	1602			1602	
	French	82592	4866			4866	
	Russian	34695	100			100	
	Spanish	354550	3665			3665	
	Indonesian	100	100			100	
	Norwegian	22035	100			100	
	Croatian	5100	2088			2088	
	Brazilian Portuguese	100	100			100	
	Japanese	998	100			100	
	Greek	8075	100			100	
	German	4481	100			100	
	Portuguese (European)	55270	5695			5695	
	Italian	189777	100			100	
	Romanian	100	100			100	
	Dutch	125	100			100	
	Taiwanese	100	100			100	
	Serbian	100	100			100	
	Arabic	24639	26222			26222	
	Polish	23948	2024			2024	
	Thai	450	100			100	
	Burmese	100	100			100	
	Lithuanian	100	100			100	
	Vietnamese	100	100			100	
	Serbian Latin	100	100			100	
	Persian	100	100			100	
	Cambodian	100	100			100	
	Swedish	1442	100			100	
	Malay	100	100			100	
	Estonian	100	100			100	
	Georgian	100	100			100	
	Welsh	100	100			100	
	Turkish	7644	100			100	
	Danish	67728	100			100	
	Latvian	100	100			100	
	Bulgarian	154	100			100	
	Finnish	100	100			100	
	Icelandic	100	100			100	
	Ukrainian	90680	2035			2035	
	Slovene	100	100			100	
	Hebrew	152	100			100	
	Tagalog	100	2526			2526	
			Total			Total	

Sailing Directions	Word count	Firm Price per 1,000 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		
Chinese	84,636		
Greek	76,152		

Total
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Minimum charge applies for work between 1 and 200 words

The Language Technology Centre

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354560			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67726			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
		44606.00	Total			Total	

Sailing Directions		Word count	Firm Price per 1,000 words	Total cost by word count
Language				
French (all variants)		510,349		
Spanish (all variants)		182,351		
Norwegian		178,365		
Russian		142,210		
Chinese		84,636		
Greek		76,152		

Total

cheapest rate

Perception

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
	<b>Total</b>						

Sailing Directions	Word count	Firm Price per 1,000 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		
Chinese	84,636		
Greek	76,152		

Total



Lifeline Language

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
	<b>Total</b>					<b>Total</b>	

Sailing Directions	Word count	Firm Price per 1,000 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		
Chinese	84,636		
Greek	76,152		



Language Empire

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100				100	
	Chinese Mandarin	4173	38098			38098	
	Korean	524	1602			1602	
	French	82592	4866			4866	
	Russian	34695	100			100	
	Spanish	354350	3665			3665	
	Indonesian	100				100	
	Norwegian	22035	100			100	
	Croatian	5100	2088			2088	
	Brazilian Portuguese	100				100	
	Japanese	998	100			100	
	Greek	8075	100			100	
	German	4481	100			100	
	Portuguese (European)	55270	5695			5695	
	Italian	189777	100			100	
	Romanian	100				100	
	Dutch	125	100			100	
	Taiwanese	100	100			100	
	Serbian	100	100			100	
	Arabic	24639	26222			26222	
	Polish	23948	2024			2024	
	Thai	450	100			100	
	Burmese	100	100			100	
	Lithuanian	100	100			100	
	Vietnamese	100	100			100	
	Serbian Latin	100	100			100	
	Persian	100	100			100	
	Cambodian	100	100			100	
	Swedish	1442	100			100	
	Malay	100	100			100	
	Estonian	100	100			100	
	Georgian	100	100			100	
	Welsh	100	100			100	
	Turkish	7644	100			100	
	Danish	67728	100			100	
	Latvian	100	100			100	
	Bulgarian	154	100			100	
	Finnish	100	100			100	
	Icelandic	100	100			100	
	Ukrainian	90680	2035			2035	
	Slovene	100	100			100	
	Hebrew	152	100			100	
	Tagalog	100	2526			2526	
		Total				Total	

Sailing Directions		
Language	Word count	Firm Price per 1,000 words
French (all variants)	510,349	
Spanish (all variants)	182,351	
Norwegian	178,385	
Russian	142,210	
Chinese	84,636	
Greek	76,152	
		Total cost by word count

Total
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cheapest rate

Language Direct

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
	<b>Total</b>				<b>Total</b>		

Sailing Directions	Word count	Firm Price per 1,00 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		
Chinese	84,636		

Greek		76,152	Total

cheapest rate

Interlanguage

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100			100		
	Chinese Mandarin	4173			38088		
	Korean	524			1602		
	French	82592			4866		
	Russian	34695			100		
	Spanish	354550			3665		
	Indonesian	100			100		
	Norwegian	22035			100		
	Croatian	5100			2088		
	Brazilian Portuguese	100			100		
	Japanese	998			100		
	Greek	8075			100		
	German	4481			100		
	Portuguese (European)	55270			5695		
	Italian	189777			100		
	Romanian	100			100		
	Dutch	125			100		
	Taiwanese	100			100		
	Serbian	100			100		
	Arabic	24639			26222		
	Polish	23948			2024		
	Thai	450			100		
	Burmese	100			100		
	Lithuanian	100			100		
	Vietnamese	100			100		
	Serbian Latin	100			100		
	Persian	100			100		
	Cambodian	100			100		
	Swedish	1442			100		
	Malay	100			100		
	Estonian	100			100		
	Georgian	100			100		
	Welsh	100			100		
	Turkish	7644			100		
	Danish	67728			100		
	Latvian	100			100		
	Bulgarian	154			100		
	Finnish	100			100		
	Icelandic	100			100		
	Ukrainian	90680			2035		
	Slovene	100			100		
	Hebrew	152			100		
	Tagalog	100			2526		
	<b>Total</b>						<b>Total</b>

Sailing Directions	Word count	Firm Price per 1,00 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,385		
Russian	142,210		

Chinese	84,636	
Greek	76,152	
		Total



Global Voices

Company	Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
	Chinese Cantonese	100				100	
	Chinese Mandarin	4173				38088	
	Korean	524				1602	
	French	82592				4866	
	Russian	34695				100	
	Spanish	354550				3665	
	Indonesian	100				100	
	Norwegian	22035				100	
	Croatian	5100				2088	
	Brazilian Portuguese	100				100	
	Japanese	998				100	
	Greek	8075				100	
	German	4481				100	
	Portuguese (European)	55270				5695	
	Italian	189777				100	
	Romanian	100				100	
	Dutch	125				100	
	Taiwanese	100				100	
	Serbian	100				100	
	Arabic	24639				26222	
	Polish	23948				2024	
	Thai	450				100	
	Burmese	100				100	
	Lithuanian	100				100	
	Vietnamese	100				100	
	Serbian Latin	100				100	
	Persian	100				100	
	Cambodian	100				100	
	Swedish	1442				100	
	Malay	100				100	
	Estonian	100				100	
	Georgian	100				100	
	Welsh	100				100	
	Turkish	7644				100	
	Danish	67728				100	
	Latvian	100				100	
	Bulgarian	154				100	
	Finnish	100				100	
	Icelandic	100				100	
	Ukrainian	90680				2035	
	Slovene	100				100	
	Hebrew	152				100	
	Tagalog	100				2526	
			Total			Total	

Sailing Directions		
Language	Word count	Firm Price per 1,000 words
French (all variants)	510,349	
Spanish (all variants)	182,351	
Norwegian	178,385	
Russian	142,210	
Chinese	84,636	
		Total cost by word count

Greek			
	76,152		
			Total

Eclipse

Language	2011 Word count	Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested	Total cost into English	2011 Word count	Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested	Total cost from English
Chinese Cantonese	100			100		
Chinese Mandarin	4173			38088		
Korean	524			1602		
French	82582			4866		
Russian	34695			100		
Spanish	354550			3665		
Indonesian	100			100		
Norwegian	22035			100		
Croatian	5100			2088		
Brazilian Portuguese	100			100		
Japanese	988			100		
Greek	8075			100		
German	4481			100		
Portuguese (European)	55270			5695		
Italian	189777			100		
Romanian	100			100		
Dutch	125			100		
Taiwanese	100			100		
Serbian	100			100		
Arabic	24639			26222		
Polish	23948			2024		
Thai	450			100		
Burmese	100			100		
Lithuanian	100			100		
Vietnamese	100			100		
Serbian Latin	100			100		
Persian	100			100		
Cambodian	100			100		
Swedish	1442			100		
Malay	100			100		
Estonian	100			100		
Georgian	100			100		
Welsh	100			100		
Turkish	7644			100		
Danish	67728			100		
Latvian	100			100		
Bulgarian	154			100		
Finnish	100			100		
Icelandic	100			100		
Ukrainian	90680			2035		
Slovene	100			100		
Hebrew	152			100		
Tagalog	100			2526		
<b>Total</b>						<b>Total</b>

Sailing Directions	Word count	Firm Price per 1.00 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,365		
Russian	142,210		
Chinese	84,636		

Greek			
	76,152		
			Total

cheapest rate

Applied Language Solutions

Language	2011 Word count	Price per 1000 words regardless of turn round time requested - Into English	Total cost into English	2011 Word count	Price per 1000 words - regardless of turn round time requested - From English	Total cost from English
Chinese Cantonese	100			100		
Chinese Mandarin	4173			38088		
Korean	524			1602		
French	82592			4866		
Russian	34695			100		
Spanish	354550			3665		
Indonesian	100			100		
Norwegian	22035			100		
Croatian	5100			2088		
Brazilian Portuguese	100			100		
Japanese	998			100		
Greek	8075			100		
German	4481			100		
Portuguese (European)	55270			5695		
Italian	189777			100		
Romanian	100			100		
Dutch	125			100		
Taiwanese	100			100		
Serbian	100			100		
Arabic	24639			26222		
Polish	23948			2024		
Thai	450			100		
Burmese	100			100		
Lithuanian	100			100		
Vietnamese	100			100		
Serbian Latin	100			100		
Persian	100			100		
Cambodian	100			100		
Swedish	1442			100		
Malay	100			100		
Estonian	100			100		
Georgian	100			100		
Welsh	100			100		
Turkish	7644			100		
Danish	67728			100		
Latvian	100			100		
Bulgarian	154			100		
Finnish	100			100		
Icelandic	100			100		
Ukrainian	90680			2035		
Slovene	100			100		
Hebrew	152			100		
Tagalog	100			2526		
<b>Total</b>						

Sailing Directions	Word count	Firm Price per 1,00 words	Total cost by word count
Language			
French (all variants)	510,349		
Spanish (all variants)	182,351		
Norwegian	178,365		
Russian	142,210		
Chinese	84,636		
Greek	76,152		

Total
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Minimum charge applies for work between 1 and 250 words



THE UNITED KINGDOM  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your previous Pre Qualification Questionnaire for the above requirement. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25		23.5
Quality Assurance	15		15
Technical Support	5		5
Translation trials	25		22
Pricing	30		29.99
<b>Total Score</b>	<b>100%</b>	<b>Tender not returned</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Not applicable as your company did not return a completed Tender the UKHO by the due date.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule



**Your Bid:** Not applicable as your company did not return a completed Tender the UKHO by the due date.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Stuart Speer".

Pp Ellen Davis  
Head of Procurement  
Direct Tel: +44 (0)1823 723364  
e-mail: [ellen.davis@ukho.gov.uk](mailto:ellen.davis@ukho.gov.uk)





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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	11.5	23.5
Quality Assurance	15	6	15
Technical Support	5	2	5
Translation trials	25	13	22
Pricing	30	14.37	29.99
<b>Total Score</b>	<b>100%</b>	<b>46.87%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 46.87% and your ranking among the bidders is 11th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

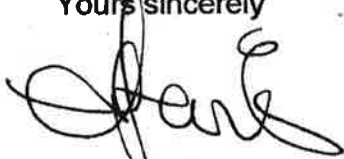
**Your Bid:** Your bid was considered weak in a number of areas; the translation trials, pricing and the Questionnaire. In the trials your company scored a mark of 4 (Fair) in 3 out of 5 of the samples. Mistakes included changes to original e.g abbreviations used in place of full names/titles, changes to geo referencing (altering numbers and symbols), translating proper names, inserting abbreviations and unnecessary data. This raised a concern with your company's quality assurance procedures. In the Questionnaire you scored a mark of 4 in 4 out of 5 questions. Q3 (Meeting the requirement) was only partly answered, Q6 (maritime experience), Q8 (Quality assurance) and Q10 (FTP website) did not provide enough information / were missing details to satisfy an adequate response. Your pricing was considered uncompetitive when compared to the other tenderers.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ellen Davis', written in a cursive style.

Ellen Davis  
Head of Procurement  
Direct Tel: +44 (0)1823 723364  
e-mail: [ellen.davis@ukho.gov.uk](mailto:ellen.davis@ukho.gov.uk)





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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

I am pleased to inform you that the UKHO (the “Authority”) has made the provisional decision to select your company to undertake the provision of Translation Services for the UKHO.

The “Authority” means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases ‘United Kingdom Hydrographic Office’; ‘UK Hydrographic Office’; and ‘UKHO’ shall all mean the Authority.

**Award Criteria:** As you are aware, this contract was awarded using the following criteria:

Criteria	Weighting %	Successful Tenderer %
Technical Compliance	25	23.5
Quality Assurance	15	15
Technical Support	5	5
Translation trials	25	22
Pricing	30	29.99
<b>TOTAL SCORE</b>	<b>100%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the

bid.

**Your Total Score:** Your total score was 95.49%. Please note that your score is a combined average score from Source Data Receipt and Procurement teams

**Name and Score of Winners:** The reasons why your tender was more advantageous to the UKHO was:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

As set out in the Invitation to Tender and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to introduce a "standstill" period of 10 days between selecting a winning bidder and entering into a binding agreement, i.e. it is the time before which the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1 October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after sending as day 1). I have therefore written to the other bidders explaining this decision. Assuming the provisional decision remains unaltered as a result of any representations made during the standstill period, I will then arrange for the contract to be executed on behalf of the Authority and completed once the standstill period expires and will send you one copy for you to approve and sign.

You are strongly advised not to incur any expense or enter into any binding arrangements until such time as you receive the signed and dated framework agreement back from the Authority.

I hope that it will not cause you any inconvenience to bear with us for this short period that is necessary to allow the UKHO to meet our obligations under European law.

I look forward to working with you in the future.

Yours sincerely

Ellen Davis  
Head of Procurement  
Tel: +44 (0)1823 723364  
e-mail: [ellen.davis@ukho.gov.uk](mailto:ellen.davis@ukho.gov.uk)





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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear ,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	13	23.5
Quality Assurance	15	10.5	15
Technical Support	5	3.5	5
Translation trials	25	11.5	22
Pricing	30	24.65	29.99
<b>TOTAL SCORE</b>	<b>100%</b>	<b>63.15%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 63.15% and your ranking among the bidders is 4<sup>th</sup>. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although your company provided a competitively priced and technically acceptable tender, your company did not score as well on the translation trials element where a number of fundamental mistakes were made and you scored a mark of 4 (Fair) in 4 out of 5 samples issued. Mistakes included changes to original grammatical terms and punctuation i.e. different and new punctuation used/inserted compared to the original, abbreviations used in place of full names/titles, changes to geo referencing (altitude rather than longitude). This raised a concern with your company's quality assurance procedures. In the Questionnaire, you also scored a mark of 4 for Question 6

only, about maritime experience, where you had not provided a full answer including examples of work carried out, as requested.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
Direct Tel: +44 (0)1823 723364  
e-mail: [ellen.davis@ukho.gov.uk](mailto:ellen.davis@ukho.gov.uk)





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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear ,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	13	23.5
Quality Assurance	15	6	15
Technical Support	5	2	5
Translation trials	25	13	22
Pricing	30	16.78	29.99
<b>Total Score</b>	<b>100%</b>	<b>50.78%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 50.78% and your ranking among the bidders is 9th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a bid was provided, your company did not score well on several areas, including the translation trials element. A number of fundamental mistakes were made in the trial and you scored a mark of 4 (Fair) in 3 out of 5 samples issued. Mistakes included changes to original documents including grammatical terms and punctuation i.e. different punctuation used/inserted compared to the original, translating names and changing numbers from original when no need to, abbreviations used in place of full names/titles, changes to meanings and not necessarily reading correctly following translation. This raised a concern with your company's quality assurance procedures. In the Questionnaire document, you scored a mark of 4 for Questions 6

(maritime knowledge), 8 (Quality assurance) and 10 (FTP website) as these questions were only partly answered. Your price bid was uncompetitive, and your pricing included a minimum charge for low word count documents, which affected your price evaluation score.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	17.5	23.5
Quality Assurance	15	10.5	15
Technical Support	5	2	5
Translation trials	25	13	22
Pricing	30	16.71	29.99
<b>Total Score</b>	<b>100%</b>	<b>59.71%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 59.71% and your ranking among the bidders is 6th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a technically compliant bid was received, the areas where your company was considered weaker on were the translation trials and pricing. In the trials your company scored a mark of 1 (Weak) and 4 (Fair) in 2 out of 5 of the samples issued. Mistakes included changes to original documents including layout and grammatical terms and punctuation i.e. different punctuation used/inserted compared to the original, translating names from original when no need to, abbreviations used in place of full names/titles, incorrect titles used, changes to meanings and not necessarily reading correctly following translation. This raised a concern with your company's

quality assurance procedures. In the Questionnaire, you scored a mark of 4 for Q10 (FTP website) where you did not clarify about what time site maintenance was carried out e.g. out of hours. Your pricing was also uncompetitive compared to other tenderers.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1st October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	7	23.5
Quality Assurance	15	6	15
Technical Support	5	3.5	5
Translation trials	25	11.5	22
Pricing	30	26.57	29.99
<b>Total Score</b>	<b>100%</b>	<b>54.57%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 54.57% and your ranking among the bidders is 8th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a competitively priced bid was provided, the areas of weakness within your bid were in the translation trials and the Questionnaire. In the trials your company scored a mark of 4 (Fair) in 4 out of 5 of the samples issued. Mistakes included changes to original documents including layout and grammatical terms and punctuation e.g. different punctuation used/inserted compared to the original, translating names from original when no need to, changes to geo referencing (numbers incorrectly presented), inserting new or unnecessary words and not necessarily reading correctly following translation. This raised a concern with your company's quality assurance

procedures. In the Questionnaire, you scored a mark of 1 for Q6 (maritime experience) where it was considered you had not answered the question, and a mark of 4 for Q3 (Meeting the requirement) and Q8 (Quality assurance) where you had not provided sufficient or clear enough details.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	16	23.5
Quality Assurance	15	10.5	15
Technical Support	5	2	5
Translation trials	25	11	22
Pricing	30	23.72	29.99
<b>Total Score</b>	<b>100%</b>	<b>63.22%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 63.22% and your ranking among the bidders is 3rd. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a technically compliant and competitive bid was provided, the main area of weakness was the translation trial element. In the trials your company scored a mark of 0 (Poor) and 4 (Fair) in 3 out of 5 of the samples. Mistakes included; at least half the Arabic translation was missing and not translated and hence the mark of 0, changes to original documents including layout and punctuation, translating names from original when no need to, abbreviations used in place of full names/titles, and inserting

completely new data not on the original document. This raised a concern with your company's quality assurance procedures. In the Questionnaire you scored a mark of 4 for Q3 (Meeting the requirement) where it was considered you had only partly answered the question, and Q10 (FTP website) where you stated that you did not have an FTP website but e mail, which was not in accordance with the Authority's original requirements.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear ,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	11.5	23.5
Quality Assurance	15	6	15
Technical Support	5	2	5
Translation trials	25	10	22
Pricing	30	16.04	29.99
<b>Total Score</b>	<b>100%</b>	<b>45.54%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 45.54% and your ranking among the bidders is 12th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Your bid was considered weak in a number of areas; the translation trials, Questionnaire and pricing. You scored a mark of 1 (Weak) or 4 (Fair) in 4 out of the 5 samples issued. The Ukrainian sample scored a mark of 1 because it had numerous errors in, including, all the geo referencing directions and numbers being transposed incorrectly from the original. Other mistakes across all 4 samples included; changes to original e.g abbreviations used in place of full names/titles, translating proper names, changes to format and layout, inserting unnecessary data, incorrect punctuation used,

and also the final translation not reading correctly in English. This raised a concern with your company's quality assurance procedures. In the Questionnaire, you scored a mark of 4 for Q3 (Meeting the requirement), Q6 (Maritime experience), Q8 (Quality assurance) and Q10 (FTP website). Primarily, it was considered that in each case, insufficient details had been provided (e.g. further benefits), some information was not relevant or unclear (e.g. maritime examples provided, quality procedures and FTP website details). Your pricing was also uncompetitive when compared to other tenderers.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
Direct Tel: +44 (0)1823 723364  
e-mail: [ellen.davis@ukho.gov.uk](mailto:ellen.davis@ukho.gov.uk)







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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	11.5	23.5
Quality Assurance	15	10.5	15
Technical Support	5	2	5
Translation trials	25	4.5	22
Pricing	30	16.9	29.99
<b>Total Score</b>	<b>100%</b>	<b>44.69%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 44.69% and your ranking among the bidders is 13th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Your bid was considered weak in a number of areas; the translation trials, Questionnaire and pricing. In the trials your company was ranked with the lowest score. You scored marks of 0 (Poor) in French and Ukrainian, 1 (Weak) in Turkish and 4 (Fair) in the 5 samples issued. In the French and Ukrainian there was text missing which should have been translated, hence mark of 0. Other mistakes included; changes to original e.g abbreviations used in place of full names/titles, changes to geo referencing (inserting wrong numbers), translating proper names, changes to format and layout,

inserting abbreviations and unnecessary data, and also the final translation not reading correctly in English. This raised a concern with your company's quality assurance procedures. In the Questionnaire, you scored a mark of 4 for Q3 (Meeting the requirement), Q6 (Maritime experience) and Q10 (FTP website). In each case, it was considered that limited details had been provided, some were not clear nor included examples to demonstrate confidence and understanding. The pricing was also considered uncompetitive.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	19	23.5
Quality Assurance	15	6	15
Technical Support	5	2	5
Translation trials	25	19	22
Pricing	30	15.61	29.99
<b>Total Score</b>	<b>100%</b>	<b>61.61%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 61.61% and your ranking among the bidders is 5th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a technically compliant bid was provided, which scored the 2<sup>nd</sup> highest on the translation trials, the bid was weak in areas of the Questionnaire and Pricing. In the Questionnaire, you scored a mark of 4 (Fair) for the Q8 (Quality Assurance) and Q10 (FTP website), where the information provided was considered unclear and / or unsatisfactory. Your pricing was considered uncompetitive when compared to other tenderers.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	13	23.5
Quality Assurance	15	10.5	15
Technical Support	5	2	5
Translation trials	25	11.5	22
Pricing	30	12.27	29.99
<b>Total Score</b>	<b>100%</b>	<b>49.27%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 49.27% and your ranking among the bidders is 12th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Your bid was considered weak in a number of areas; the translation trials, Questionnaire and pricing. You scored a mark of 4 (Fair) in 4 out of the 5 samples issued. Mistakes across all 4 samples included; changes to original e.g abbreviations used in place of full names/titles, changes to format, layout and positioning of numbers/text, also terminology and the final translation not reading correctly in English. This raised a concern with your company's quality assurance procedures. In the Questionnaire, you scored a mark of 4 for Q6 (Maritime experience), Q10 (FTP website) and Q11 (Memory software).

Primarily, it was considered that in each case, insufficient details had been provided e.g. only one example of maritime experience given, and information was unclear on both FTP website and Memory software details. Your price bid was uncompetitive, and your pricing included a minimum charge for low word count documents, which affected your price evaluation score.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear,

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

As set out in the Invitation to Tender (ITT) and in accordance with Regulation 32A of the Public Contract Regulations 2006 (as amended) contracting authorities are obliged to observe a "standstill" period of 10 days between selecting a winning bidder and entering into a contract with them. During this period the contract cannot lawfully be entered into. The standstill period is expected to end at midnight at the end of 1<sup>st</sup> October 2012, that being the 10<sup>th</sup> calendar day after the day on which this notice is being sent by electronic means to all relevant economic operators (i.e. counting the day after the sending as day 1). Should the UKHO be required to extend the standstill period, you will be immediately notified of when the revised period will end.

We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	17.5	23.5
Quality Assurance	15	15	15
Technical Support	5	2	5
Translation trials	25	16	22
Pricing	30	17.27	29.99
<b>Total Score</b>	<b>100%</b>	<b>67.77%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 67.77% and your ranking among the bidders is 2nd. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although a technically compliant bid was received, the main area of weakness was the pricing where your company was considered uncompetitive. Please note that this was not due to the clarification regarding source versus target word count. The languages affected by that query were not used greatly in 2011 and therefore carried minimum weight in your total price score.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that

requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

Ellen Davis  
Head of Procurement  
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WWW.UKHO.GOV.UK

Date: 19<sup>th</sup> September 2012

Dear

**Invitation To Tender for HA294/005/167 – Provision of Translation Services for the UKHO**

Thank you for your tender dated 31<sup>st</sup> July 2012 for the Provision of Translation Services for the UKHO. I am writing to advise you that on this occasion you were not successful.

This letter notifies you of the United Kingdom Hydrographic Office's (the "Authority") decision to award the contract to Eclipse (the "Successful Tenderer").

The "Authority" means the Secretary of State for Defence of Great Britain and Northern Ireland, represented by the United Kingdom Hydrographic Office (UKHO). The phrases 'United Kingdom Hydrographic Office'; 'UK Hydrographic Office'; and 'UKHO' shall all mean the Authority.

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We are also obliged to supply you with the following information.

**The reason(s) for our decision:** The UKHO decided to award the contract to the Successful Tenderer because the Successful Tenderer's bid scored more highly than any other bid received and represented the most economically advantageous solution for the UKHO. The reasons why the Successful Tenderer's bid was considered to be the most economically advantageous solution for the UKHO are more particularly described below.

**Award Criteria:** As you know, this contract was awarded using the criteria set out in the table below. The table also includes the scores awarded to your tender and that of the Successful Tenderer:

Criteria	% Weighting	Unsuccessful Tenderer %	Successful Tenderer %
Technical Compliance	25	11.5	23.5
Quality Assurance	15	10.5	15
Technical Support	5	2	5
Translation trials	25	14.5	22
Pricing	30	16.22	29.99
<b>Total Score</b>	<b>100%</b>	<b>54.72%</b>	<b>95.49%</b>

The technical questionnaire responses were scored according to the below marking guidelines and pricing was evaluated on a 'BEST price model' as outlined in the tender documentation.

<b>Score 0</b>	<b>Poor.</b> No response or response which is irrelevant to question.
<b>Score 1</b>	<b>Weak.</b> Response only partially answers question, with major deficiencies apparent. Little relevant detail.
<b>Score 4</b>	<b>Fair.</b> Response almost meets question requirements but remains basic and missing some detail.
<b>Score 7</b>	<b>Adequate.</b> Response satisfies question requirement and has provided detail requested.
<b>Score 10</b>	<b>Excellent.</b> Comprehensive and useful response which answers the question and exceeds minimum expectations. Including a full description of techniques and measurements employed, and a level of detail which adds value to the bid.

**Your Total Score:** Your total score is 54.72% and your ranking among the bidders is 7th. Please note that your score is a combined average score from marks awarded by the Source Data Receipt and Procurement teams of the UKHO.

**Successful Tenderer's Score and Reasons for Decision:** The Successful Tenderer's score is 95.49%.

The reasons why the Successful Tenderer's tender is more advantageous to the UKHO are that the company:

- 1) It gained the highest overall technically compliant and pricing mark
- 2) It provided a very competitive pricing schedule and benefits proposal
- 3) It provided the best overall translation trial mark
- 4) It provided the most comprehensive answers to the various questions raised in the Questionnaire & Pricing Schedule

**Your Bid:** Although an adequate bid was provided, the main areas of weakness were the translation trial, Questionnaire and the pricing. In the translation trial you scored a mark of 4 (Fair) in 2 out of 5 of the samples. Mistakes included; changing information from the original document, such as dates, inserting incorrect punctuation, and some translated material not reading correctly in English. With the Questionnaire, you scored a mark of 4 in 3 out of 5 questions, Q3 (Meeting the requirement), Q6 (Maritime experience) and Q10 (FTP website). Some questions were only partially answered (Q3

– benefits information missing), or failed to provide examples (Q6), or provide sufficient clarity on (Q10). Your bid was also considered uncompetitive when compared to other tenderers.

You are entitled to be debriefed on the reasons why you were unsuccessful, if the reasons given above appear to you to be insufficient. If you want such a debriefing you should make a written request for one, marked for the attention of Stuart Speer at the UKHO. You will receive a debriefing within 15 days of the receipt of your letter. Please note that requests for debriefings that are not received in writing will not entitle you to any debriefing. The UKHO reserves the right to provide debriefings by telephone, e-mail or letter but will give consideration to reasonable requests for debriefings to be given at face-to-face meetings.

I hope that the fact that you were unsuccessful on this occasion will not deter you from bidding to fulfil any future requirements of the UKHO, and that the information provided above will be of assistance if you do so.

May I take this opportunity to thank you for your interest in this requirement.

Yours sincerely

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