



UK Hydrographic Office

Admiralty Way
Taunton
Somerset
TA1 2DN

Telephone:

E-mail:

Website:

www.gov.uk/ukho

REF: FOI2020/13880

14 January 2021

Dear [REDACTED]

Thank you for your email of 10 December 2020 requesting the following information:

“Thank you for attention to our request. Considerate of the response received we would moderate our request to ask for an overview of the relative merits of the winning bidders tender submission as provided to unsuccessful bidders to receive some examples of the depth of answers expected.”

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm that all the information in scope of your request is held.

The information you have requested can be found below at Annex A and in the attachment, Item A_FOI2020_13880 Translation Feedback.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

[REDACTED]
UKHO Secretariat

Annex A:

An overview of the relative merits of the winning bidder's tender submission
These services were tendered between 8 bidders via an OJEU Open competition
Scores from Global Voices tender were:

Criteria	Weighting %	Successful Tenderer %
Real time translations trial	25	18.55
Technical/Specification compliance	20	14
Quality procedures	15	15
Technical/Operational Support	10	7
Pricing	30	28.72
TOTAL SCORE	100	83.27

Tenderers were required to complete an ITT Questionnaire, which had Pass/Fail questions and also Technical Weighted questions too, based on Technical/Specification Compliance, Quality Procedures and Technical/Operational Support.

Part of the tender also required all bidders to take part in a two-week real time translations trial. During that period, all tenderers were sent 7 sample pieces of work to translate, across 6 different languages. The results of those trials were assessed by 3 independent and ITI academic proof readers, qualified in various languages and primarily working within the maritime/shipping sector. All tenderers were also anonymised to the proof-readers to take out any conflicts or bias. Global Voices was 2nd in those trials.

The other reasons why their tender was more advantageous are summarised below.

- 1) It gained the joint highest technically compliant mark
- 2) It provided a more competitive translations pricing model

We have also attached the feedback notes from the independent evaluators showing the level of detail required to achieve high scores as part of the live real time translation element of the tender exercise.