

Reference: 02246415

Information Requests
information.requests@ofcom.org.uk

19 August 2026

Freedom of Information request: Right to know request

Thank you for your request for information about procurement of translation, interpretation and language services.

We received this request on 22 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I am writing to request information under the Freedom of Information Act 2000 regarding the procurement of translation, interpretation and other language services.

Specifically, for the most recent tender, framework agreement, procurement exercise, mini-competition or further competition for language services, I would like to request the following information:

For each lot, service category or workstream (for example, telephone interpreting, face-to-face interpreting, video interpreting, written translation, BSL interpretation, or any other lot structure used within the procurement):

- 1. The lot name and description.*
- 2. The total number of bidders who submitted a response for that lot.*
- 3. The names of all organisations or companies that submitted bids for that lot.*

If the procurement was not divided into lots, please provide the above information for the procurement exercise as a whole.

If possible, please provide this information electronically.

If any part of this request is unclear or you require further clarification, please do not hesitate to contact me. If any exemptions are applied to the information requested, please specify the exemption(s) relied upon and explain the reasoning for their application.

Our response

The most recent procurement of translation services was [published in September 2024](#). The tender reference was C20242034, and the description was Welsh Language Translation. There were eight suppliers that submitted tender responses. The other contract we hold in scope is with Link Up Mitaka Ltd. The description was Crown Commercial Service (CCS) Framework – Language Services Framework RM6141, and lot 1 – National Managed Service. There were two suppliers who provided tender responses.

Please note for both tenders we are unable to disclose the names of the bidders as we consider that this information is exempt from disclosure under section 43(2) of the FOI Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of any person including the public authority holding it. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. In this case, we consider that the public interest favours withholding the information. The attached Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

Annex A

Section 43(2) of the FOI Act provides that: Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).	
Factors for disclosure	Factors for withholding
• Enabling the public to gain a better understanding Ofcom's potential suppliers and thereby increasing transparency.	• Companies need to be confident that information relating to their business, such as information about them as an organisation or relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. • Disclosure of the identities of unsuccessful bidders would be likely to prejudice their commercial interests. Information regarding participation in, and outcomes of, tender processes is commercially sensitive and could be used by competitors, customers or prospective clients in ways which may disadvantage those organisations in future commercial activities.
Reasons why public interest favours withholding information	
• We consider that, on balance, the public interest in withholding disclosure of the requested information outweighs the public interest in disclosing the information. • Ofcom enjoys a positive relationship with those companies it contracts with and those who generally bid to provide it with services. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom's relationship with providers of services, and adversely affect its commercial relationships with other contractors/organisations. If organisations could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activity may be impeded. Similarly, Ofcom's ability to obtain value for money in services it contracts for, may be undermined if less organisations come forward to bid to provide services. These considerations go against the public interest in disclosing.	

- Weighing the issues presented, it is considered that on balance, the factors for withholding the requested information outweigh those for disclosing the information.