

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016641-2022>

Contract

## **Multi Provider Framework Agreement for the Provision of Interpreting, Translation and Related Services**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2022/S 000-016641

Procurement identifier (OCID): ocds-h6vhtk-02ce84

Published 17 June 2022, 11:25am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

---

## **Section II: Object**

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

#### **II.1.1) Title**

Multi Provider Framework Agreement for the Provision of Interpreting, Translation and Related Services

Reference number

NCCT42018

#### **II.1.2) Main CPV code**

- 79530000 - Translation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Norfolk County Council on behalf of INTRAN has established a multi provider framework agreement for the provision of professional public interpreting, translation and related language services. INTRAN is a public and third sector multi-agency partnership that ensures people who are Deaf, and those with limited or no English proficiency, have equitable access to information and services through the provision of professional interpreting, translation, transcription and related language support services.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £6,000,000

### **II.2) Description**

#### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Bedfordshire

Lot No

1a

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH2 - Bedfordshire and Hertfordshire

Main site or place of performance

Bedfordshire

### **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Cambridgeshire

Lot No

lb

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH12 - Cambridgeshire CC

Main site or place of performance

Cambridgeshire

### **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Essex

Lot No

1c

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH3 - Essex

Main site or place of performance

Essex

### **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Hertfordshire

Lot No

1d

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

### **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Norfolk

Lot No

1e

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

### **II.2.4) Description of the procurement**



This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services - Suffolk

Lot No

1f

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH14 - Suffolk

Main site or place of performance

Suffolk

## **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – East Midlands

Lot No

1g

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

Counties in the East Midlands

#### **II.2.4) Description of the procurement**

This Lot will enable people who have a hearing impairment to access the communication support they need on a face-to-face basis or by video link. The core service will include the provision of Face-to-Face and Video English/British Sign Language interpreting on appointment. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – South East

Lot No

1h

#### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKJ - South East (England)

### **II.2.4) Description of the procurement**

Counties in the South East

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– Eastern Region

Lot No

2a

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH2 - Bedfordshire and Hertfordshire
- UKH3 - Essex
- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk
- UKH14 - Suffolk
- UKH12 - Cambridgeshire CC

#### **II.2.4) Description of the procurement**

This Lot will enable people who have Limited or No English Proficiency to access a professional interpreter in a language/dialect they understand on a face to face basis or by video link arranged in advance. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– East Midlands

Lot No

2b

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKF - East Midlands (England)

### **II.2.4) Description of the procurement**

This Lot will enable people who have Limited or No English Proficiency to access a professional interpreter in a language/dialect they understand on a face to face basis or by video link arranged in advance. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– South East

Lot No

2c

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKJ - South East (England)

### **II.2.4) Description of the procurement**

This Lot will enable people who have Limited or No English Proficiency to access a professional interpreter in a language/dialect they understand on a face to face basis or by video link arranged in advance. Priority will always, unless specifically required otherwise by the INTRAN member, be given to accessing locally-based interpreters.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Telephone English/Foreign languages and dialects interpreting on demand

Lot No

3

**II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

**II.2.3) Place of performance**

NUTS codes

- UKH - East of England
- UKJ - South East (England)
- UKF - East Midlands (England)

**II.2.4) Description of the procurement**

This Lot will enable people who have limited or no English Proficiency to access a telephone interpreter in a language/dialect they understand. The access will be immediate, established within seconds of connecting, and will not be on appointment. The service will be on demand 24 hours a day 365 days a year.

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

**II.2) Description****II.2.1) Title**

Video Interpreting English/British Sign Language and related services



Lot No

4a

## **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH - East of England
- UKJ - South East (England)
- UKF - East Midlands (England)

## **II.2.4) Description of the procurement**

This Lot will enable people who are users of British Sign Language to communicate with staff communicating in English, via a video interpreter.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Video Interpreting English/Foreign Languages and Dialects and related services

Lot No

4b

### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

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

NUTS codes

- UKH - East of England
- UKJ - South East (England)
- UKF - East Midlands (England)

### **II.2.4) Description of the procurement**

This Lot will enable people who are speakers of a foreign language or dialect to communicate with staff communicating in English, via a video interpreter.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Translation, Braille and related services

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 79530000 - Translation services

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

NUTS codes

- UKH - East of England
- UKF - East Midlands (England)
- UKJ - South East (England)

### **II.2.4) Description of the procurement**

This Lot will enable INTRAN members to access translated versions of text documents within agreed timescales.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-021642](#)

---

## **Section V. Award of contract**

### **Lot No**

1a

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Bedfordshire

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## **Section V. Award of contract**

### **Lot No**

1b

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Cambridgeshire

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000



---

## **Section V. Award of contract**

### **Lot No**

1c

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Essex

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## **Section V. Award of contract**

### **Lot No**

1d

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Hertfordshire

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## **Section V. Award of contract**

### **Lot No**

1e

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – Norfolk

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## Section V. Award of contract

### Lot No

1f

### Title

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services - Suffolk

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

27 March 2022

#### V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### V.2.3) Name and address of the contractor

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000



---

## **Section V. Award of contract**

### **Lot No**

1g

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – East Midlands

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## **Section V. Award of contract**

### **Lot No**

1h

### **Title**

Face to Face and Remote English/British Sign Language Interpreting on appointment and related services – South East

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Clarion Interpreting Limited

Royston

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Royal Association of Deaf People

Colchester

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

---

## **Section V. Award of contract**

### **Lot No**

2a

### **Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– Eastern Region

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

DCVS Trading Ltd

Hemel Hempstead

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £2,124,000

Total value of the contract/lot: £2,124,000

---

## **Section V. Award of contract**

### **Lot No**

2b

### **Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– East Midlands

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

DCVS Trading Ltd

Hemel Hempstead

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £354,000

Total value of the contract/lot: £354,000



---

## **Section V. Award of contract**

### **Lot No**

2c

### **Title**

Face to Face and Remote Foreign Language & Dialects/English Interpreting on appointment  
– South East

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

DCVS Trading Ltd

Hemel Hempstead

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £354,000

Total value of the contract/lot: £354,000

---

## **Section V. Award of contract**

### **Lot No**

3

### **Title**

Telephone English/Foreign languages and dialects interpreting on demand

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Language Line Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £2,442,000

Total value of the contract/lot: £2,442,000

---

## **Section V. Award of contract**

### **Lot No**

4a

### **Title**

Video Interpreting English/British Sign Language and related services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Language Line Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £12,000

Total value of the contract/lot: £12,000

---

## **Section V. Award of contract**

### **Lot No**

4b

### **Title**

Video Interpreting English/Foreign Languages and Dialects and related services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Language Line Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £36,000

Total value of the contract/lot: £36,000



---

## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Translation, Braille and related services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Translate Plus Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

AA Global Language Services Limited

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £438,000

Total value of the contract/lot: £438,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

The framework agreement may be used by organisations under the INTRAN membership scheme (there are currently around 120 organisations authorised to access INTRAN in the East of England) and organisations interested in joining INTRAN and accessing the Framework Agreement. They could be public, private and voluntary organisations serving the public interest.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk County Council

Norwich

Country

United Kingdom