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Tender

ID2665864 Collaborative Framework for the Provision of Interpreting and Translation Services

Department for Communities DfC

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2021/S 000-019099

Procurement identifier (OCID): ocds-h6vhtk-02d20a

Published 6 August 2021, 4:45pm

Section I: Contracting authority

I.1) Name and addresses

Department for Communities DfC

Causeway Exchange, 1-7 Bedford Street

BELFAST

BT2 7EG

Email

Justice.CPD@finance-ni.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.communities-ni.gov.uk/>

Buyer's address

<https://www.finance-ni.gov.uk/topics/procurement/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ID2665864 Collaborative Framework for the Provision of Interpreting and Translation Services

Reference number

ID2665864

II.1.2) Main CPV code

- 79530000 - Translation services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots
12

II.2) Description

II.2.1) Title

Lot 1 Face to Face and Video Interpreting Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 2 Telephone Interpreting Services

Lot No

2

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 3.1 Sign Language (BSL, ISL and VRI)

Lot No

3

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 3.2 Lip Speakers

Lot No

4

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 3.3 Electronic and manual note takers

Lot No

5

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:-

- Lot 1 Face to Face and Video Interpreting Services
- Lot 2 Telephone Interpreting Services
- Lot 3.1 Sign Language (BSL, ISL and VRI)
- Lot 3.2 Lip Speakers
- Lot 3.3 Electronic and manual note takers
- Lot 3.4 Makaton;
- Lot 4 Translation and Transcription Services
- Lot 5.1 Braille
- Lot 5.2 Audio
- Lot 5.3 Large Print
- Lot 5.4 Easy Read; and
- Lot 5.5 DAISY

Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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**

Lot 3.4 Makaton

Lot No

6

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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**

Lot 4 Translation and Transcription Services

Lot No

7

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 5.1 Braille

Lot No

8

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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**

Lot 5.2 Audio

Lot No

9

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 5.3 Large Print

Lot No

10

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 5.4 Easy Read

Lot No

11

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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

Lot 5.5 DAISY

Lot No

12

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

This is a multi-lot Framework Tender subdivided into the following twelve (12) Lots:- • Lot 1 Face to Face and Video Interpreting Services • Lot 2 Telephone Interpreting Services • Lot 3.1 Sign Language (BSL, ISL and VRI) • Lot 3.2 Lip Speakers • Lot 3.3 Electronic and manual note takers • Lot 3.4 Makaton; • Lot 4 Translation and Transcription Services • Lot 5.1 Braille • Lot 5.2 Audio • Lot 5.3 Large Print • Lot 5.4 Easy Read; and • Lot 5.5 DAISY Tenderers can bid for one or more lots. There is no restriction on the number of lots a tenderer may be appointed to; however a tenderer must have the capability and capacity to deliver all lots tendered for. See Instructions to Tenderers section 5.1 How your tender will be assessed for information on the maximum number of tenderers expected to be appointed per Lot. Tenderers should refer to the various lot Specification Schedules and appendices for more details on the services required.

II.2.7) Duration of the contract or the framework agreement

Duration in months

48

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As per Tender documentation

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.3) Information about a framework agreement

The procurement involves the establishment of a framework agreement

In the case of framework agreements, provide justification for any duration exceeding 4 years:

N/A The framework duration is four years.

All bodied named within Annex B of the tender documentation may use the framework.

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

6 September 2021

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The Framework Agreement is being let by Construction and Procurement Delivery (CPD) on behalf of Department for. Communities (DfC) and wider Northern Ireland Public sector. A list of potential organisations is included within Annex B of the tender documents. . . . The successful contractor's performance on the contract will be regularly monitored in line with PGN 01/12. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a Certificate of Unsatisfactory Performance and the contract may be terminated. The issue of a Certificate of Unsatisfactory Performance will result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a period of twelve months from the date of issue of the certificate.

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 (as amended).

Belfast

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 (as amended) and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision. This provides time for the unsuccessful tenderers to challenge the award decision before the contract is entered into.