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Tender

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

Norfolk County Council

F02: Contract notice

Notice identifier: 2021/S 000-021642

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

Published 1 September 2021, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

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

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

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 wishes to establish 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.1.5) Estimated total value

Value excluding VAT: £6,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

Lot 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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 2

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

n/a

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 000-018198](#)

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

Date

30 September 2021

Local time

12:00am

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

15 November 2021

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

The value given in section II.1.5 is an estimate only. There is no guarantee of the level of spend under this framework. The envisaged maximum number of participants to the framework agreement given in Section IV.1.3 refers to the number of providers that will be appointed per Lot. This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

Norwich

Country

United Kingdom