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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](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.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

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## **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

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## **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

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## **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



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## **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](mailto:support@in-tend.co.uk).

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

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

Norfolk County Council

Norwich

Country

United Kingdom