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Tender

Language and Interpretation and Translation Service

Westmorland and Furness Council

F02: Contract notice

Notice identifier: 2024/S 000-040729

Procurement identifier (OCID): ocids-h6vhtk-04c906

Published 18 December 2024, 11:05am

Section I: Contracting authority

I.1) Name and addresses

Westmorland and Furness Council

South Lakeland House, Lowther Street

Kendal

LA9 4DQ

Contact

Ms Lisa Measures

Email

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Telephone

+44 1228226456

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<https://www.westmorlandandfurness.gov.uk/>

Buyer's address

<https://www.westmorlandandfurness.gov.uk/>

I.3) Communication

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

www.the-chest.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.gov.uk

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

Language and Interpretation and Translation Service

Reference number

DN756497

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Westmorland and Furness Council (hereafter referred to as the Council) is committed to ensuring members of the public can access its services.

The Council requires a Language Interpretation and Translation Service to be made available for all Council officers in their support of individuals whose language of choice is not English.

This service specification is a key schedule of the contract between Provider and Council, setting out the key responsibilities and expectations of the Provider in delivering a Language Interpretation and Translation Service (the Service) on the Council's behalf.

Statutory Duty

As part of its public sector equality duty under the Equality Act 2010, the Council must remove or minimise disadvantages faced by people due to their protected characteristics. Thus, in order to support non-English-speaking customers, the Council has a duty to make interpretation and translation services available to them.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Westmorland and Furness Council (hereafter referred to as the Council) is committed to The Council requires a Language Interpretation and Translation Service to be made available for all Council officers in their support of individuals whose language of choice is not English.

This service specification is a key schedule of the contract between Provider and Council, setting out the key responsibilities and expectations of the Provider in delivering a Language Interpretation and Translation Service (the Service) on the Council's behalf.

As part of its public sector equality duty under the Equality Act 2010, the Council must remove or minimise disadvantages faced by people due to their protected characteristics. Thus, in order to support non-English-speaking customers, the Council has a duty to make interpretation and translation services available to them.

The Service supports individuals who require a language interpreter or translator to communicate with Council officers and partner agencies. The Service supports the Council meet its public sector equality duty by removing or minimising disadvantages faced by people whose language of choice is not English.

Service Objectives

Objective 1 - Provide timely support to Service Users. An interpreter or translator, as appropriate, is assigned by the Provider to support a Service User within an acceptable timeframe of receiving an Order from a Council officer; and the Provider works in collaboration with the requesting Council officer to minimise the delay in fulfilling the assignment.

Objective 2 - Support effective communication with the Service User. The Service User believes they managed to get their needs and views across to, or understand what is expected of them by, the Council or partner agencies, with the support of the assigned interpreter and/or translator.

Objective 3 - Provide cost-effective support to Service Users. The Provider minimises the

cost of providing the Service by offering telephone and video conferencing options to Council officers and Service Users and, where face-to-face interpretation is necessary, minimising the travel required.

Objective 4 – Provide added value by recruiting local freelancers. Demographic data shows Westmorland and Furness to be predominantly White British, and recruitment of local interpreters has proven challenging. In recent years, the region is becoming more diverse as refugees and asylum seekers have been supported by the Council through a resettlement scheme. The Council wishes to work with the Provider to actively promote the recruitment of translators and interpreters from these local communities.

Objective 5 - Meet contract management and financial reporting requirements. The Provider demonstrates transparency, accuracy and timeliness in sharing Service performance inform

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

24

This contract is subject to renewal

Yes

Description of renewals

The contract will run for the initial term of 24months with 12+12 possible extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic

catalogue

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

Open procedure

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

Date

24 January 2025

Local time

10:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

24 January 2025

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Her Majesty's Court Service

London

WC2A 2LL

Country

United Kingdom