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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): ocds-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**

[lisa.measures@westmorlandandfurness.gov.uk](mailto:lisa.measures@westmorlandandfurness.gov.uk)

#### **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](http://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](http://www.the-chest.gov.uk)

**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**

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

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## **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

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## **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