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Tender

Framework Agreement for the Provision of Interpreting, Translation and Related Language and Communication Support Services

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

NCCF43274

Description

Norfolk County Council (NCC), on behalf of and delegated by the INTRAN Partnership, wish to let a Multi-Provider Framework for the provision of high quality, value-for-money and innovative Interpreting, Translation and Related Language and Communication Support Services in the East of England and surrounding regions.

Norfolk County Council wishes to assign expert suppliers to the framework, for each lot, who can provide services from interpreters, translators and other language and communication professionals to successfully respond to booking requests made by our

member organisations.

INTRAN is a public-facing multi-agency partnership that ensures people who are Deaf, and speakers of other languages or dialects than English with limited or no English proficiency, have equitable access to information and services through the provision of professional interpreting, translation, transcription and other language and communication support services.

There will be a maximum of two applicants admitted to the Framework under Lots 1,2,4 and 5 and a maximum of three applicants for Lot 3.

Please note that both Norfolk County Council and Suffolk County Council have approved a devolution deal which is expected to lead to the establishment of a Mayoral Combined County Authority with strategic powers, headed by an elected mayor. Subject to the government laying a Statutory Instrument and to its approval by Parliament to formally establish the new combined authority, the first Mayoral election is expected to be in May 2026.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Commercial tool

Establishes a framework

Total value (estimated)

- £10,040,000 excluding VAT
- £12,048,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2030
- 4 years

Main procurement category

Services

CPV classifications

- 79530000 - Translation services
- 79540000 - Interpretation services

Contract locations

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

Lot 1. Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

Description

Lot 1: Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

This lot will support people who are deaf, deafened and deafblind, and will be delivered by Deaf expert providers under the following service criteria:

- Face-to-Face, Video Remote English/British Sign Language Interpreting Services and other Language and Communication Support Services.
- Face-to-Face priority must be given to locally based interpreters, with Video delivered through client specific platforms such as Microsoft Teams, Zoom, Attend Anywhere, etc., or, with client agreement, via supplier dedicated booking portal.

Lot value (estimated)

- £1,400,000 excluding VAT
- £1,680,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Face to Face and Remote English/Other Languages and Dialects Interpreting

Description

Lot 2: Face to Face and Remote English/Other Languages and Dialects Interpreting

This lot will support people whose first language is not English and use a spoken

language other than English to communicate, and will be delivered by Face-to-Face Interpreting expert providers under the following service criteria:

- Face-to-Face (in person), Video Remote English/Other Languages/Dialects Interpreting Services.
- Face-to-Face priority must be given to locally based interpreters, with Video delivered through client specific platforms such as Microsoft Teams, Zoom, Attend Anywhere, etc., or, with client agreement, via supplier dedicated booking portal.

Lot value (estimated)

- £3,600,000 excluding VAT
- £4,320,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services

Description

Lot 3: Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services.

This lot will support people whose first language is not English and use a language other than English to communicate, including BSL, and will be delivered by expert providers under the following service criteria:

- Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand. Languages that are rare and harder to source may be available to book on appointment.

Related goods and services provided will include:

- Access to high quality rolling stands as well as tabletop stands to support video interpreting services to be used by high-usage organisations and departments. Around 100 devices may be required at the start of the contract, and demand is likely to grow over time.
- Administration of INTRAN ID codes and generation of new budget accounts and new codes.

Video Relay Interpreting (VRS) may be offered as an additional service but is not mandatory.

Lot value (estimated)

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Video Relay Services for BSL users

Description

Lot 4: Video Relay Services for BSL users

This lot will support users of British Sign Language and be delivered by Deaf expert providers, under the following service criteria:

o Video Relay BSL Interpreting Services (VRS), enabling Deaf people to make a call to an INTRAN member organisation registered to offer these services, supported by an on-demand video BSL interpreter.

Video Remote Interpreting (VRI) may be offered as an additional service but is not mandatory.

Lot value (estimated)

- £240,000 excluding VAT
- £288,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Translation Services and Other Communication Support Services

Description

This lot will support INTRAN member organisations (the Buyers) and the communities and people they serve, accessing non-visual translation and communication support services, as follows:

o Translation including Human Translation, Machine Translation Post-Editing and Machine Translation. Services provided will be delivered to respond to member organisations' needs, whether through the sole use of human experts and/or of reliable AI solutions with or without human translator oversight, as required by the member

organisation (the Buyer). Reliance on human translators remains critical to INTRAN member organisations, to ensure accuracy, completeness and safety. INTRAN members will have their own policies and risk assessments in place with regards to AI translation acceptance and utilisation.

o Other related communication support services.

Lot value (estimated)

- £1,800,000 excluding VAT
- £2,160,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

5%

Further information about fees

Further details on the fees charged to suppliers is contained in the terms and conditions attached to this notice.

Framework operation description

INTRAN will inform all member organisations with a ranked list of suppliers, with that determined and based on the weighted Quality and Price scores achieved at the Invitation to Tender ("ITT") stage.

Members will be able to directly award in accordance with the tender award outcome, ensuring the first placed provider in each lot is afforded first opportunity to deliver against the specified requirements and delivery preferences. Where the first placed provider is unable to fulfil such requirements, the second placed provider in that lot will be given the opportunity to deliver and so on.

Member organisations will be encouraged to use this ranked system but are able to direct award or conduct a further competition if they so wish.

Direct Award (Catalogue)

INTRAN will produce a catalogue which contains each winning providers prices and parts of their bid. Member organisations may use this catalogue to direct award as long as this is in accordance with the Procurement Act 2023 and the Public Contract Regulations 2024.

Further Competition

In addition to the Direct Award procedures described, member organisations will have the right to conduct a Further Competition among all capable Suppliers admitted to the Framework within the relevant Lots. Competition may be initiated for general requirements or specific one-off circumstances and would usually be designed around a supporting of preferential needs or to validate supplier-client suitability.

The Council and any nominated users of the Framework Agreement reserve the right to conduct Further Competitions using the Competitive Flexible procedure where appropriate. All Further Competitions shall be conducted in accordance with the Terms and Conditions of the Framework Agreement.

Duration of Call-Off Contracts

Contracts awarded under the framework may have a maximum total duration of 4 years.

No contract awarded from the framework will be permitted to extend beyond 30th June 2030 (when the Framework ends) and must be awarded during the term of the Framework.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

The framework agreement is being let by Norfolk County Council as the contracting authority, and can be used by:

- Norfolk County Council and its agents
- Any successor body to the Council including any company formed by the Council to carry out its INTRAN functions
- Any organisation the Council outsources its INTRAN requirements to
- Any public body with which the Council enters into pooling arrangements for the provision of its INTRAN services and organisations they outsource for the delivery of their services.
- NHS Bodies
- Local Government Authorities
- Housing Associations
- Educational Institutions (Local Authority Schools, Academy Trusts)
- Voluntary Sector Organisations
- Charities
- Any other organisations serving the public interest

The geographical areas covered are East of England, South East and East Midlands.

Contracting authority location restrictions

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

Participation

Legal and financial capacity conditions of participation

Lot 1. Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

Lot 2. Face to Face and Remote English/Other Languages and Dialects Interpreting

Lot 3. Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services

Lot 4. Video Relay Services for BSL users

Lot 5. Translation Services and Other Communication Support Services

Form C of the attached Request to Participate contains the financial assessment of providers and does not require audited accounts. Insurances (public liability, employers liability and cyber insurance unless otherwise covered by public liability) do not require insurance to be in place before contract award but bidders are asked to confirm that if they are successful they will obtain the required insurance.

Particular suitability

Lot 1. Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

Lot 2. Face to Face and Remote English/Other Languages and Dialects Interpreting

Lot 3. Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services

Lot 4. Video Relay Services for BSL users

Lot 5. Translation Services and Other Communication Support Services

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

10 November 2025, 10:00am

Submission type

Requests to participate

Deadline for requests to participate

18 November 2025, 10:00am

Submission address and any special instructions

This procurement will be managed electronically via the Council's eProcurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>.

Clarifications must be raised through the in-tend platform, and responses to clarification questions will be published on the in-tend platform. Clarifications will not be answered by email.

Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/Registration> and <https://in-tendhost.co.uk/norfolkcc/asp/Help>. You will be able to see the procurement project under the 'Tenders' section and when registered and logged in will be able to 'Express an Interest' to view the associated documentation. In order to view clarifications, you must be logged in.

If you have any problems using the system you can find information under the 'Help' section of the website at <https://in-tendhost.co.uk/norfolkcc/asp/Help>.

If you have any technical problems with accessing in-tend, you can contact the InTend support team by phoning +44 (0) 114 407 0065 or emailing support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Lot 1. Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

Maximum 3 suppliers

Selection criteria:

Management and Operational Structure 17%

Interpreters and Translators Pre-Recruitment/Deployment Checks 17%

Quality Monitoring 17%

Booking Systems 17%

Performance Management 12%

Value for Money Strategy 12%

Management Information 8%

In cases when more than 3 suppliers apply for this lot and reach equal scores, they will all be shortlisted.

Lot 2. Face to Face and Remote English/Other Languages and Dialects Interpreting

Lot 4. Video Relay Services for BSL users

Maximum 3 suppliers

Selection criteria:

Management and Operational Structure 17%

Interpreters and Translators Pre-Recruitment/Deployment Checks 17%

Quality Monitoring 17%

Booking Systems 17%

Performance Management 12%

Value for Money Strategy 12%

Management Information 8%

The top 3 suppliers will be taken through to the next stage which is the Invitation to Tender stage. In cases when more than 3 suppliers apply for this lot, and reach equal scores, they will all be shortlisted.

Lot 3. Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services

Maximum 4 suppliers

Selection criteria:

Management and Operational Structure 17%

Interpreters and Translators Pre-Recruitment/Deployment Checks 17%

Quality Monitoring 17%

Booking Systems 17%

Performance Management 12%

Value for Money Strategy 12%

Management Information 8%

The top 4 suppliers for Lot 3 will be being taken through to the next stage which is the Invitation to Tender stage. In cases when more than 4 suppliers apply for this lot and reach equal scores, they will all be shortlisted.

Lot 5. Translation Services and Other Communication Support Services

Maximum 3 suppliers

Selection criteria:

Management and Operational Structure 17%

Interpreters and Translators Pre-Recruitment/Deployment Checks 17%

Quality Monitoring 17%

Booking Systems 17%

Performance Management 12%

Value for Money Strategy 12%

Management Information 8%

The top 3 suppliers for Lot 5 will be taken through to the next stage which is the Invitation to Tender stage. In cases when more than 3 suppliers apply for this lot and reach equal

scores, they will all be shortlisted.

Award decision date (estimated)

9 March 2026

Award criteria

Lot 1. Face to Face and Remote English/British Sign Language Interpreting, Translation and Other Language and Communication Support Services

Name	Type	Weighting
Price	Price	30%
Delivery	Quality	11%
Value for Money	Quality	11%
Quality Assurance	Quality	11%
Compliance	Quality	8%
Fulfilment and Deployment	Quality	8%
Customer Service	Quality	7%
Working with INTRAN	Quality	7%
Interview/demonstration	Quality	7%

Lot 2. Face to Face and Remote English/Other Languages and Dialects Interpreting

Name	Type	Weighting
Price	Price	30%
Delivery and Implementation	Quality	11%
Value for Money	Quality	11%
Quality Assurance	Quality	11%
Compliance	Quality	8%
Fulfilment & Deployment	Quality	8%
Customer Service	Quality	7%
Working with INTRAN	Quality	7%

Name	Type	Weighting
The interview and/demonstration	Quality	7%

Lot 3. Telephone, audio and video Interpreting services (English/BSL/Other languages and Dialects than English) on demand and related goods and services

Name	Type	Weighting
Price	Price	30%
Delivery and Implementation	Quality	11%
Value for Money	Quality	10%
Quality Assurance	Quality	10%
Compliance	Quality	8%
Fulfilment & Deployment	Quality	8%
Customer Service	Quality	7%
Working with INTRAN	Quality	7%
The interview and test calls	Quality	5%
The interview and/demonstration	Quality	4%

Lot 4. Video Relay Services for BSL users

Lot 5. Translation Services and Other Communication Support Services

Name	Type	Weighting
Pricing	Quality	30%
Delivery and Implementation	Quality	11%
Value for Money	Quality	11%
Quality Assurance	Quality	11%
Compliance	Quality	8%
Fulfilment & Deployment	Quality	8%
Customer Service	Quality	7%
Working with INTRAN	Quality	7%
The interview and/demonstration	Quality	7%

Other information

Description of risks to contract performance

Please note that both Norfolk County Council and Suffolk County Council have approved a devolution deal which is expected to lead to the establishment of a Mayoral Combined County Authority with strategic powers, headed by an elected mayor. Subject to the government laying a Statutory Instrument and to its approval by Parliament to formally establish the new combined authority, the first Mayoral election is expected to be in May 2026.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Suppliers are invited to submit a Request to Participate (RTP) to join the INTRAN framework agreement.

Suppliers that meet the minimum quality threshold of 70 and above at the RTP stage will be ranked, with the top 3 suppliers for Lots 1, 2, 4 and 5 and the top 4 suppliers for Lot 3 being taken through to the next stage, which is the Invitation to Tender stage.

The Invitation to Tender stage will include an interview, demonstration and/or test call as relevant to the lot.

Documents

Associated tender documents

[NCCF43274- Request to Participate Final.docx](#)

[INTRAN Specifications Final Copy.docx](#)

Specification

[In-Tran Call-off TCs - clean 21-10-25.docx](#)

Call-Off terms and conditions

[Framework - clean 21-10-25.docx](#)

Framework terms and conditions

Documents to be provided after the tender notice

Clarification responses will be issued via in-tend <https://in-tendhost.co.uk/norfolkcc>

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government