



Department
for Work &
Pensions

DWP Language Services Early Market Engagement



About DWP

The Department for Work and Pensions (DWP) is responsible for Welfare, Pensions and Child Maintenance policy. Our responsibilities cover:

- helping people to move into work and supporting those already in work to progress, with the aim of increasing overall workforce participation
- helping people to plan and save for later life, while providing a safety net for those who need it now
- providing effective, efficient, and innovative services to the millions of claimants who rely on us every day, including the most vulnerable in society
- improving experience of our services while maximising value for money for the taxpayer

Our Departmental priorities from April 2023 to March 2025 are to:

- maximise employment, reduce economic inactivity and support the progression of those in work
- provide financial support to people who are entitled to it
- enable disabled people and people with health conditions to start, stay and succeed in work, and get financial support
- support financial resilience in later life

DWP administers the State Pension and a range of working age, disability and ill health benefits to around 20 million citizens. This is delivered through various arms of DWP which are Carers and Disability, Jobcentre Plus, The Pension Service, Child Support Agency and Child Maintenance Service. DWP is the largest public service department employing 93,617 individuals (as of January 2025) and paying out £266.1b in welfare in 2023/2024.

Upcoming Procurement Activity

Overview

We are in the process of developing the immediate and longer-term strategy for our Language Services in DWP. In doing so we are exploring a range of options including the potential use of AI for DWP's requirement for Language Services Contract. We are looking for you to help shape some of the decisions that DWP needs to make and have developed this information pack to provide you with the scope and scale of these services along with some questions that we would appreciate your view on.

Timescales

We are looking to finalise the strategy for the next DWP Language Service requirement at the end of April 2025. We are not able to commit to any dates at this present time as timescales are dependent upon the strategy decided by DWP, which your feedback will help to shape.

Key Personnel



Claire Beelby - Category Lead

Claire is a Procurement Professional with both public and public sector experience. Claire is in the DWP Senior Leadership Team within the Service Delivery Commercial Category. She oversees the Language Services Commercial Team.



Tolu Owolabi - Commercial Lead

Tolu is a Commercial Professional with extensive experience in both the private and public sectors. Tolu currently leads all commercial aspects of the DWP Language Services procurement.



Anna Greenwood - Commercial Practitioner

Anna is the Commercial Contract Manager for Language Services. She is responsible for both the BAU commercial activities of the current contract, alongside management of any future procurement activity for Language Services.



Sandisiwe Hodgson - Commercial Practitioner

Sandi is a Commercial Practitioner who will be managing the Procurement activity for the new Language Services contract. She has most recently been responsible for the BAU commercial activities related to Contact Centre's outsourced telephony support of benefit lines.



Susanne Barr - Senior Contract Manager

Susanne has worked in various departments within the DWP including front line operations and Area Partnerships. She has worked in the Contract Management and Optimisation Team since June 2023. Susanne oversees the management of various contracts including Reprographics, Mail, Courier and Language Services

Our Current Contract – Facts and Figures

This contract allows the DWP to meet its legal obligation to provide Language Services to claimants and DWP staff in accordance with the Equality Act 2010. The current contract has been awarded following a mini competition from the CCS Language Services Framework (RM6141) Lot 1 National Managed Service. Further details can be found on Contracts Finder using the link below. Contracts Finder is the platform that the DWP currently use to publish any notices of upcoming procurements.

[DWP Language Services \(Interpretation & Translation\) - Contracts Finder](#)

The current contract runs from 9th May 2022 until 8th May 2025. DWP's main service line for Language Services is Telephone Interpreting, which accounts for around 70% of spend on the contract. It is utilised by outsourced Providers that provide telephony-based Contact Centre services, processing customer requests for benefits and to support customer enquiries across a range of DWP benefits and services to the public. Language Services are also utilised in-house by DWP teams, Jobcentres and by Counter Fraud Compliance Directorate. Services detailed below:

Activity	Responsibilities	Booking Volumes (May 24 – Jan 25)
Face to Face	Interpreters support DWP staff and Customers at interviews in the workplace and at other locations as specified	2,179 bookings
Telephony based interpreting	Telephony based interpreting will be required to support DWP staff in conducting interviews and meetings with its customers.	102,6499 calls
Written translation	Written translation services will be required to translate documents, correspondence and other materials the Authority receives or creates	5451 tasks
Video Relay Service	will be required to provide non spoken interpretation services to support inbound customer contact to Authority helplines and services.	29,007 calls
Video Remote Interpreting	will be required to support DWP staff to conduct spoken and non-spoken interviews and meetings with its customers as well as internally to support reasonable adjustments for DWP Staff	TBC

Top 10 Used Languages

Below are tables showing our current top 10 Languages utilised in various Language Service activities that take place across the DWP functions as outlined above.

Language – Telephony Interpreting
Arabic
Romanian
Farsi (Persian)
Kurdish / Kurdish Sorani
Polish
Urdu
Bengali
Tigrinya
Ukrainian
Pashto

Language – Written Translation
Polish to English
Spanish to English
German to English
Slovak to English
French to English
Romanian to English
Bulgarian to English
Portuguese to English
Ukrainian to English
Dutch to English

Language – Face to Face Translation
Dari
Farsi (Persian)
Arabic
Kurdish / Kurdish Sorani
Ukrainian
Turkish
Romanian
Polish
Pashtu
Urdu

Language – Non spoken Translation
BSL (British Sign Language)
Deaf Relay
Sign Support English
Lipspeaker
Deafblind Manual
Hands on BSL

Our Ask of You

We are currently looking to devise the scope of the new DWP contract for Language Services. We are looking toward suppliers in this market to help inform our decision making and would appreciate your views and insight on the services we are looking to procure.

We have put together a set of questions, in the form of a Request For Information (RFI) questionnaire, that we would be grateful if you could answer as it will help us to gain insight into the service you offer, as well as the wider Language Services market as you see it. We have attached the RFI Document (See Annex A) which we would like you to fill in and return via email **no later than 6pm on 2nd April 2025**.

Please send in your responses to the following email address:

Tolu Owolabi (tolu.owolabi@dwp.gov.uk)

Next Steps

Once we have gathered all the responses, we will look to hold a virtual meeting with suppliers to have a further discussion based on your responses to the questions. This meeting will likely take place during w.c 7th April 2025. Further details for this will be communicated via email to those suppliers who have provided responses to the Request for Information (RFI) questionnaire and provided their contact details.

Annex

1. Annex A - Request for Information (RFI) Questionnaire



Request for
Information (RFI)

