



**NEPO512 Pseudo DPS for Translation and Interpreting Services**

NEPO512 Translation and Interpreting Services

Period: 36 Months Commencing 1st September 2020 with an optional 24 Month Extension

Version 1.0

Updated: 3rd May 2022

# Key Facts

|  |  |
| --- | --- |
| **NEPO Reference number:** | NEPO512 |
| **Start Date:** | 1st September 2020 |
| **End Date:** | 31st August 2025 |
| **Extension Options Still Available:** |  |
| **OJEU Contract Notice number:** |  |
| **OJEU Contract Award Notice number:** | N/A as the Solution is the establishment of a DPS. Contracting Authorities are required to submit an award notice at the point of call-off. |
| **Contracts Finder Award Notice** | NEPO are not required to publish a Contracts Finder Award notice as this is the establishment of a DPS. The requirement to publish on Contracts finder extends to information about contracts awarded based on framework agreements. You should take your own legal advice regarding your obligation to publish information about contracts awarded under this solution, but generally, you should expect to publish information on Contracts Finder about all call offs exceeding £25,000 in value (or £10,000 if you are a central government authority). Any Contracts Finder notices published under this solution must reference the NEPO solution title and reference number.  |
| **NEPO Contracts Register Link:** |  |
| **Available for use by:** | All NEPO Member and Associate Member Authorities. |

**Solution Scope**

The Solution is a multi-provider Pseudo DPS for the Provision of Translation and Interpreting Services which covers the below Lots:

Lot 1 – Face to Face Interpreting (North East)

Lot 2 – Telephone/Video Interpreting (North East)

Lot 3 – Written/Braille Translation (North East)

Lot 4 – Face to Face Interpreting (National)

Lot 5 – Telephone/Video Interpreting (National)

Lot 6 – Written/Braille Translation (National)

**Who can use the Solution**

Full details of who can use the Solution can be found in section 4.1

**Benefits of the Solution**

The benefits of the Solution can be found in section 4.2

**Other Relevant Solutions**

N/A

**Contact Details for further assistance**

Should you have any queries relating to the Solution please contact the following Officer and quote the NEPO reference number:-

Contract Manager: Carl Telford

North East Procurement Organisation (NEPO)

Address: Guildhall, Quayside, Newcastle upon Tyne, NE1 3AF

Tel: 07976 775178

Email: carl.telford@nepo.org

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# Introduction

This User Guide has been developed to help users of the **Provision of Translation and Interpreting Services** to:

* Identify the participating Contractors.
* Access and make the most of the benefits and savings associated with the Solution.
* Know who to contact for help and information.

This Solution has been arranged in accordance with the Public Contracts Regulations 2015.

## How to use the Solution

If you intend to use the Solution you **MUST** inform NEPO in advance so that potential and actual use can be monitored and to assist in preparing to provide support where necessary. Once you have informed NEPO, then you need to follow the instructions for using the Solution in [Section 4](#_jvbfqwa6kcl).

## Supplier Information

The following providers have been awarded onto the Pseudo DPS:

* AA Global Language Services Limited
* Absolute Interpreting and Translations Ltd
* D A Languages Ltd
* Eldon Bureau Limited
* Eurasian Linguistic Services Ltd
* Everyday Language Solutions
* Global Translation Services Ltd
* ICS-digital
* ITL North East
* Kings of Translation, LTD
* Language Empire Ltd
* Language Line Limited
* Language Phone
* Language Services UK Limited
* Lingvo House Translation Services Ltd.
* Marian Ion
* North of England Refugee Service
* Oncall Interpreters
* PoliLingua
* Prestige Network
* smartword (Global) Ltd
* supreme linguistic services T/A premium linguistic services
* The Language Room
* thebigword Interpreting Services Ltd.
* Videodolmetschen s.r.o.
* Valiant

**Please note that as the Pseudo DPS is an open opportunity new providers, who meet the specified evaluation criteria may be added to the Pseudo DPS throughout the lifespan of the Pseudo DPS, therefore, for full details of all current providers, please refer to the Framework set up on the NEPO Portal.**

## Introduction to NEPO

Since 1976, NEPO has worked in partnership with North East local authorities on the strategic procurement of high value goods and services in order to deliver savings, maximise efficiencies and promote best practice. We also work closely with the region’s supply base to boost competitive skills, signpost tendering opportunities and improve procurement processes.

NEPO’s Member Authorities are as follows:

* [Darlington Borough Council](http://www.darlington.gov.uk/)
* [Durham County Council](http://www.durham.gov.uk/)
* [Gateshead Council](http://www.gateshead.gov.uk/Home.aspx)
* [Hartlepool Borough Council](https://www.hartlepool.gov.uk/)
* [Middlesbrough Council](http://www.middlesbrough.gov.uk/index.aspx?articleid=4165)
* [Newcastle City Council](http://www.newcastle.gov.uk/)
* [North Tyneside Council](https://my.northtyneside.gov.uk/)
* [Northumberland County Council](https://www.northumberland.gov.uk/Home.aspx)
* [Redcar & Cleveland Borough Council](https://www.redcar-cleveland.gov.uk/rcbcweb.nsf/Homepage?ReadForm)
* [South Tyneside Council](http://www.southtyneside.gov.uk/article/7604/Selling-to-the-council)
* [Stockton-on-Tees Borough Council](https://www.stockton.gov.uk/economic-regeneration-and-transport/doing-business-with-the-council/)
* [Sunderland City Council](http://www.sunderland.gov.uk/)

The NEPO governance structure ensures that collaborative procurement is visible at a senior level across North East local government and is reported to both the Regional Leaders & Elected Mayors and the Chief Executives Group.

In addition, an Elected Member from each member authority sits on the Collaborative Procurement Sub-Committee with the remit of providing strategic direction and advice. Directors of Resources advise the Collaborative Procurement Sub-Committee on the delivery of NEPO’s work programme, performance management and future opportunities, and our Stakeholder Engagement Group (made up of representatives from the business community) focuses on maximising the economic and social benefits of our procurement practices and procedures.

## Feedback

Your feedback is vital to the management and development of the Solution and will substantially inform any reviews NEPO conducts with the Contractors.

Please complete the attached monitoring form in [Schedule D](#tuv9hiu26cv4) of this document once each project is completed and email to Carl Telford.

Please note the version number of this User Guide. A revised ‘Issue’ number is allocated to the Schedule each time an update is made (such as supplier changes or pricing information being updated). The Solution will be regularly reviewed, and therefore subsequent versions of the guide may replace this version during the lifetime of the Solution.

## Glossary

Solution– Framework or Contract Let for use by Contracting Authorities to provide the basis for the Solution.

Contractor – organisation that has been successfully appointed within the Solution.

#

# Solution Scope

The Solution is a multi-provider Pseudo DPS for the Provision of Translation and Interpreting Services which covers the below Lots:

Lot 1 – Face to Face Interpreting (North East)

Lot 2 – Telephone/Video Interpreting (North East)

Lot 3 – Written/Braille Translation (North East)

Lot 4 – Face to Face Interpreting (National)

Lot 5 – Telephone/Video Interpreting (National)

Lot 6 – Written/Braille Translation (National)

# Background to the Solution

## General

The procurement was conducted by the North East Procurement Organisation (NEPO) and has been established in accordance with the Public Contracts Regulations 2015. A Pseudo DPS allows Contracting Authorities to order works or services under the terms and conditions specified in the DPS.

This Solution can only be accessed by the either direct award or by undertaking of a further mini-competition to select a provider.

In establishing this Solution, default terms and conditions and call-off terms were included in the tender and are attached at [Schedule C](#8vgwgcqke7sm). These terms and conditions will apply to any work undertaken under this Solution. The providers listed on the Solution have agreed that these are the standard terms and conditions.

When a Contracting Authority places an order with the Contractor on the Solution, a contract is formed between the Contracting Authority and the provider. The contract will be based on the Terms and Conditions for this Solution.

NEPO reserves the right in exceptional circumstances to vary the composition of the Solution. For example, if a provider fails significantly to perform as required they may be removed.

It is anticipated that day to day transactions (including undertaking mini-competitions,

the appointment of providers to specific jobs, and delivery of and payment

for services) will all be conducted directly between the Contracting Authority and the provider unless otherwise instructed by NEPO.

If you, or your procurement or legal advisors wish to see copies of any of the documentation used in setting up the Solution (such as the invitation to tender, etc) please contact NEPO and this will be arranged.

Please note any Contracting Authority in receipt of grant funding should seek its own legal advice pertaining to the obligations upon it in terms of procurement for goods, works and services required for the project activities it is bound to carry out. The link below provides advice on ERDF National Procurement Requirements.

<http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/documents/regeneration/doc/2118726.doc>

Further advice can be sought from [www.gov.uk](http://www.gov.uk)

## Hub and Spoke

This solution has been developed using the NEPO Hub and Spoke model. Hub and Spoke are the definitions used to set out who is the Lead Authority when a solution which falls into the Collaborative Procurement Work Programme is led by the Hub (NEPO) or the Spoke (NEPO Member Authority).

The model is underpinned by NEPO Gateway Process which is designed to allow projects to be managed and approved at key points throughout the procurement process, and ensures all key considerations have been made to a wide range of issues to ensure the end to end process is optimised. The process provides assurance for all Collaborative Solutions that a project can successfully move onto the next stage.

Gateway Approvers consist of one representative from Tees Valley, Tyne and Wear, NEPO, County plus one other representative nominated, the panel sign off all solutions at each stage of the Gateway process to ensure the end result is of the highest quality and meets the needs of NEPO’s Full and Associate Members.

## Evaluation of Tender submissions

Tenders submitted in response to this procurement were evaluated by officers from NEPO against a set of pre-determined evaluation criteria, which are set out within Section 3.4.

## Evaluation Criteria

The procurement process adopted is based on the Restricted Tender Procedure. Tenders are evaluated using the scoring criteria via an electronic SQ set out below to determine whether the Provider would be appointed to the DPS.

|  |  |
| --- | --- |
| **Section** | **Assessment** |
| **Section 2**Grounds for Mandatory Exclusion | These sections will be evaluated on a pass or fail basis.If an Organisation cannot confirm any of the statements, NEPO reserves the right to disqualify the Organisation from the process at this point in the evaluation.  |
| **Section(s) 3**Grounds for discretionary exclusion | This section will be evaluated on a pass or fail basis  |
| **Section 7a**Project specific questions to assess Technical and Professional Ability – Modern Slavery | Tenderers will be assessed on their policies related to Modern SlaveryEach question will be scored on a pass/fail basis |
| **Section 8.1**Insurance | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:Employer’s (Compulsory) Liability Insurance = £10million for each and every claimPublic Liability Insurance = £10million for each and every claimProfessional Indemnity = £5million for each and every claimIt is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. |
| **Section 8.4**Equality and Diversity | This section will be evaluated on a pass or fail basis  |
| **Section 8.5**Environmental Management  | This section will be evaluated on a pass or fail basis  |
| **Section 8.6**Health and Safety | This section will be evaluated on a pass or fail basis  |
| **Section 8A.3**Licensing and RegistrationGDPRSupply ChainSpecification Requirements | This section will be evaluated on a pass or fail basis |

## Successful Contractors

Below is the list of Contractors appointed to each Lot within this Solution. Contact details available in Schedule A.

|  |  |
| --- | --- |
| **Lot 1 – Face to Face Interpreting (North East)** | AA Global Language Services Limited  |
| Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eldon Bureau Limited |
| Everyday Language Solutions |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ITL (North East) Limited |
| Language Empire Ltd |
| Language Services UK Limited |
| North of England Refugee Service  |
| ONCALL Interpreters Ltd |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| thebigword |
| The Language Room |
| WORD360 |
| Prestige Network |
| **Lot 2 – Telephone/Video Interpreting (North East)** | AA Global Language Services Limited  |
| Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eldon Bureau Limited |
| Everyday Language Solutions |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ITL (North East) Limited |
| Kings of Translation Ltd |
| Language Empire Ltd |
| Language Line Limited |
| Language Phone |
| Language Services UK Limited |
| North of England Refugee Service  |
| WORD360 |
| ONCALL Interpreters Ltd |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| thebigword |
| The Language Room |
| Videodolmetschen s.r.o. |
| Prestige Network |
| **Lot 3 – Written/Braille Translation (North East)** | AA Global Language Services Limited  |
| Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eldon Bureau Limited |
| Everyday Language Solutions |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ICS Digital |
| ITL (North East) Limited |
| Kings of Translation Ltd |
| Language Empire Ltd |
| Language Services UK Limited |
| LingvoHouse Translation Services Limited  |
| WORD360 |
| North of England Refugee Service  |
| ONCALL Interpreters Ltd |
| POLILINGUA UK LIMITED |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| thebigword |
| The Language Room |
| Smartworld Global |
| Prestige Network |
| AA Global Language Services Limited  |
| **Lot 4 – Face to Face Interpreting (National)** | Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ITL (North East) Limited |
| Language Empire Ltd |
| WORD360 |
| Language Services UK Limited |
| ONCALL Interpreters Ltd |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| Valiant |
| thebigword |
| The Language Room |
| Prestige Network |
| AA Global Language Services Limited  |
| **Lot 5 – Telephone/Video Interpreting (National)** | Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eldon Bureau Limited |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ITL (North East) Limited |
| Kings of Translation Ltd |
| Language Line Limited  |
| Language Empire Ltd |
| Language Services UK Limited |
| ONCALL Interpreters Ltd |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| thebigword |
| The Language Room |
| Valiant |
| Videodolmetschen s.r.o. |
| Prestige Network |
| WORD360 |
| AA Global Language Services Limited  |
| **Lot 6 – Written/Braille Translation (National)** | Absolute Interpreting and Translations Ltd |
| DA Languages Limited |
| Eldon Bureau Limited |
| Eurasian Linguistic Services Ltd |
| Global Translation Services Limited |
| ICS Digital |
| ITL (North East) Limited |
| Kings of Translation Ltd |
| Language Empire Ltd |
| Language Services UK Limited |
| LingvoHouse Translation Services Limited  |
| ONCALL Interpreters Ltd |
| POLILINGUA UK LIMITED |
| WORD360 |
| Supreme Linguistic Services Ltd T/A Premium Linguistic Services |
| thebigword |
| The Language Room |
| Smartworld Global |
| Prestige Network |

# Using the Solution

## Who can use the Solution?

NEPO is a Central Purchasing Body as defined in the Public Contract Regulations 2015 (PCR15). This means that NEPO may provide central purchasing activity on behalf of Contracting Authorities.

The agreement will be available for Contracting Authorities as identified in the Contract Notice / Contract Award Notice.

Organisations who are not a NEPO Member Authority nor Associate Members who are wish to access this Solution will be required to register as a NEPO Associate Member in the first instance.

Further information can be found at [www.nepo.org](http://www.nepo.org).

This agreement will also be made available to all current and future NEPO Associate Members. Current Associate Members are listed in the Associate Member section of the NEPO website at: [www.nepo.org/associate-membership/list](http://www.nepo.org/associate-membership/list)

NEPO intends to make the resulting agreement available for use by all Contracting Authorities throughout all administrative regions of the UK (as defined by PCR15) including but not limited to Government Departments and their Agencies, Non-Departmental Public Bodies, Central Government, NHS Bodies, Local Authorities, Emergency Services, Coastguard Emergency Services, Educational Establishments, Registered Social Landlords and Registered Charities who have a need to purchase the above services.

Please see the following websites for further details:

<http://www.direct.gov.uk/en/Dl1/Directories/Localcouncils/index.htm>

<https://www.gov.uk/government/organisations/department-for-education>

<https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies>

<http://www.schoolswebdirectory.co.uk/localauthorities.php>

<http://www.ukschoolsdirectory.net>

[https://www.gov.uk/find-school-in-england](https://www.gov.uk/find-school-in-england%20)

<https://education.gov.scot/ParentZone>

[http://hwb.wales.gov.uk/](http://hwb.wales.gov.uk/%20)

<https://www.education-ni.gov.uk/>

<https://www.gov.uk/government/publications/open-academies-and-academy-projects-in-development>

<http://unistats.direct.gov.uk/institutions/>

<http://www.hefce.ac.uk/workprovide/unicoll/heis/>

<http://www.hefce.ac.uk/workprovide/unicoll/fecs/>

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

<http://www.scottishambulance.com/TheService/organised.aspx>

<http://www.hscni.net/index.php?link=trusts>

<http://www.scottishambulance.com/AboutUs/HowWeOrganised.aspx>

<http://www.direct.gov.uk/en/Dl1/Directories/A-ZOfCentralGovernment/index.htm>

<https://www.gov.uk/government/organisations>

<http://www.northernireland.gov.uk/gov.htm>

<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>

<http://www.scotland.gov.uk/Publications/2012/02/2421/1>

<https://www.communities-ni.gov.uk/contact>

<https://www.finance-ni.gov.uk/articles/list-public-bodies-which-ni-public-procurement-policy-applies>

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

<https://www.police.uk/forces/>

<http://www.police-information.co.uk/index.html>

<http://www.psni.police.uk/index.htm>

<http://www.scotland.police.uk/>

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency> <http://www.fireservice.co.uk/information/ukfrs>

<http://www.gov.scot/Topics/archive/law-order/Police/PoliceServiceofScotland>

<http://www.fire.org.uk/fire-brigades.html>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

<http://directory.scottishhousingregulator.gov.uk/pages/default.aspx>

<https://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

<https://www.nidirect.gov.uk/contacts/housing-associations>

<http://www.charity-commission.gov.uk/About_us/Regulation/Registering_charities_index.aspx>

<http://www.oscr.org.uk/>

<https://idea.org.uk/> <http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/registerhomepage.aspx>

<http://www.sell2wales.gov.uk/Search/search_Auth.aspx>

<http://www.communities.gov.uk/newsroom/factsandfigures/housingplanning1/facts/socialhousing/?id=1822644>

A list of permissible users is shown on the NEPO website below:

<https://www.nepo.org/associate-membership/permissible-users>

## Benefits of using the Solution

Pricing has been provided for the purposes of providing a ceiling price which can be improved upon at the point of further competition where required. As the DPS is a Pseudo DPS, Contracting Authorities will have the ability to direct award in line with their requirements. There may be some instances where a specific interpreter is required for purposes of continuity or client preference and this can be achieved using the direct award mechanism.

Benefits are that Contracting Authorities will have access to a large number of suppliers through the DPS and as this will remain open throughout the life of the solution will allow new market entrants and smaller providers the opportunity to participate allowing a greater level of competition. This will prove particularly useful where there are new and emerging language requirements.

The DPS will allow for full market testing which will ensure best value for Member Authorities in line with their specific requirements.

## Calling off from the Solution

All call-offs made under this solution must contain the NEPO reference number within the title of the call-off. The NEPO solution title and reference number must also be included within any call-off documentation, Contracts Finder award notices, and the NEPO Contracts Register (where applicable).

## Call-off criteria

It is anticipated that throughout the lifespan of the DPS there is potential for a high number of Providers appointed to each Lot. It is envisaged that the principle call-off route will be via Further Competition, but the Contracting Authority may choose a direct award where the Authority believes benefits can be achieved by doing so. Rationale may include, but is not limited to, urgent timescales, complexity/sensitivity of requirements, Service User preference (i.e. for consistency/impartiality).

*Direct Award*

Where the scope of the requirement can be specified, and the Contracting Authority has decided that the Services offered can be evaluated using information submitted within the Tender process for inclusion on the DPS then the Contracting Authority may award directly to the Provider that can most accurately fulfil the requirements of the specific call-off.

Where a Direct Award is carried out the price should be based upon the DPS tendered rates. The Provider may decrease these rates at call-off as appropriate to the specific requirement.

*Mini Competition*

The Contracting Authority may undertake a further competition within each specific Lot(s) inviting all Providers within that specific Lot(s) who are capable of fulfilling the requirements of the call-off Contract. The Providers within the specific Lot(s) may initially be requested to provide an Expression of Interest for any call-off. Any Providers not expressing an interest by the assigned deadline will not be taken forward to the Further Competition.

The evaluation criteria for all Further Competition procedures will be detailed within the documentation issued at Further Competition stage.

*Call-Off Criteria*

The Contracting Authority will be responsible for determining their own call-off criteria and weighting as appropriate to their requirement. This will be upon the basis of a Quality/Price split as follows:

|  |  |
| --- | --- |
| **Further Competition Criteria** | **Further Competition Weighting** |
| Price  | 0 – 100% To be set at further competition stage |
| Quality  | 0 – 100%To be set at further competition stage |

The award evaluation criteria used at call-off may vary due to the type of Interpreting or Translation required and what is deemed appropriate by the Contracting Authority. Please note that this may vary from one Contracting Authority to another due to internal policies, regulations and requirements and may include, but is not limited to the following areas of evaluation:

* Mandatory requirements i.e qualification level, accreditation through national regulatory bodies
* Safeguarding policies
* Disclosure and Barring Service (DBS) clearance
* Experience and ability to meet specification and fulfil requirements
* Evidence of specific policies i.e. Lone Working, Complaints etc
* Social Value delivery

The following flowchart outlines the process to access the Solution for mini-competitions:

# Monitoring and Managing performance

## Monitoring the Solution

The Solution will be managed in line with the Hub and Spoke Framework. Contract Management on Collaborative Solutions is delivered by a combination of both the Hub Lead Officer and officers within Participating Authorities. the Hub Lead Officer must make sure that the agreed Contract Management mechanisms are being adhered to by using the Contract Management Plan and monitoring performance of suppliers at agreed stages of the process whilst Participating Authorities will manage the day to day management of the Service being delivered. A Contract Management Plan has been developed and is included.

# SCHEDULE A – Supplier Details

Details found within Contract Management Plan

# SCHEDULE B – Specification Information

**A: Specification**

To be attached

**B: Mandatory Lot Requirements**

N/A

**C: Quality Questions**

N/A

**D: Price Schedule**

To be attached

# SCHEDULE C – Terms and Conditions

The attached documents show the call off terms and condition