



PROCURING FOR YOU



USER GUIDE

NEPO528 – BRITISH SIGN
LANGUAGE

**36 Months Commencing 24th MAY
2021 With An Optional 24 Month
Extension**

Version 2.0

Updated: 9th August 2022

nepo.org

NEPO528 Pseudo DPS for British Sign Language Services

Key Facts

NEPO number:	Reference	NEPO528
Start Date:		24th May 2021
End Date:		23 rd May 2025
Extension still Available:	Options	
OJEU Contract Notice number:		2021/S 000-004508
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 Award Notice	Finder	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:	The DPS will initially be available for use by all NEPO Members Authorities.

Solution Scope

The Solution is a multi-Provider, Pseudo Dynamic Purchasing System for the provision of British Sign Language Services.

The Solution can be utilised via Direct Award or Further Competition and covers the below Lots:

Lot 1 - Face to Face and Video Link (Regional and National)

This Lot incorporates all elements of Lots 2 and 3. Providers must be able to supply against all requirements to be considered:

- British Sign Language (face to face and video link)
- Speech to Text Operator
- Lip speaking (face to face and video link)

Lot 2 - Face to Face (Regional and National)

An Interpreter is physically present in order to allow parties to communicate via the following methods:

- British Sign Language
- Speech to Text Operator



Benefits of the Solution

- Caters to the requirements of the deaf community
- Built to attract and retain high quality, qualified professional Interpreters to deliver the best service possible
- NEPO has considered industry recommendations
- Solution fees are separated between Provider and Interpreter Fees which provides cost visibility and allows users to understand how the fees paid are allocated between all parties and provides a mechanism to ensure that Interpreters receive a sustainable rate of pay
- Provider fees are a capped maximum for the duration of the Solution to provide an element of cost certainty
- Interpreters are required to hold the relevant accreditation, professional registration, qualifications, and experience to provide the best service to end users
- Option to Direct Award based on requirements under Regulation 74-77 (The Light Touch Regime)
- Further Competition option which will ensure best value for Contracting Authorities in line with their specific requirements
- Contracting Authorities have access to multiple Providers through the DPS
- DPS opened annually to allow for new entrants, allowing a greater level of competition

Other Relevant Solutions

NEPO512 – Translation and Interpreting Services

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: **NEPO528**

Contract Manager:

Bethany Wake – Procurement Officer (Professional Services)

North East Procurement Organisation (NEPO)

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


Tel: 07818535832

Email: Bethany.wake@nepo.org

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1 Introduction

This User Guide has been developed to assist users with the following:

- Identify participating Providers
- Access and make the most of the benefits and savings associated with the Solution
- Identify the NEPO point of contact

1.1 How to use the Solution

Please inform NEPO if you intend to use this solution. Instructions on how to use the Solution can be found in section 4 of this document.

1.2 Provider Information

14 providers have been awarded onto the Pseudo DPS:

- AA Global Language Services Limited
- Action Deafness
- Becoming Visible
- DA Languages Limited
- Everyday Language Solutions
- Involve Visual Collaboration Ltd
- ITL (North East) Limited
- Language Empire Ltd
- Prestige Network Ltd
- Rare Rockets
- Royal Association for Deaf people (RAD)
- Significan't (UK) Ltd
- Sign Solutions
- Terra Consultancy
- Topp Language Solutions Limited

Please note that the pseudo DPS will be opened annually, allowing an opportunity for new providers who meet the specified evaluation criteria to join. NEPO will ensure that user materials are updated in line with the annual cycle so that all suppliers are captured. Prior to further



competition users should check with NEPO to ensure that all providers are listed.

1.3 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
- Durham County Council
- Gateshead Council
- Hartlepool Borough Council
- Middlesbrough Council
- Newcastle City Council
- North Tyneside Council
- Northumberland County Council
- Redcar & Cleveland Borough Council
- South Tyneside Council
- Stockton-on-Tees Borough Council
- Sunderland City Council

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.

1.4 Feedback

Your feedback is essential to the management and development of the Solution and will substantially inform any reviews the Lead Authority and NEPO conducts with the Providers.

Please provide feedback once each project is completed by email to:

bethany.wake@nepo.org

Please note the version number of this User Guide. A revised 'Issue' number is allocated to the Schedule each time an update is made. The Solution will be regularly reviewed, and therefore subsequent versions of the guide may replace this version during the lifetime of the Solution.

1.5 Glossary

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

Provider - Organisation that has been successfully appointed within the Solution



2 Solution Scope

This Solution covers the requirements of Contracting Authorities for the provision of British Sign Language Services.

The Solution is a multi-provider Pseudo DPS and will be provided by registered and appropriately qualified individuals who hold accreditation and experience as stipulated at the point of order. Providers will deliver a high-quality Interpreting Service to support members of the public under the following 4 lots:

- Lot 1 - Face to Face and Video Link
- Lot 2 - Face to Face
- Lot 3 - Video Link
- Lot 4 - Specialist Services

Interpreters delivering services via this Solution must have attained accreditation from one of the following Regulatory/ Registration bodies:

Level of Qualification	Regulatory/ Registration Body
Trainee	• Scottish Register of Language Professionals with the Deaf Community (SRLPDC)
	• National Registers of Communication Professionals working with Deaf and Deafblind people (NRCPD)

Qualified	• National Registers of Communication Professionals working with Deaf and Deafblind people (NRCPD)
	• Regulatory Body for Sign Language Interpreters and Translators (RBSLI)
	• Scottish Register of Language Professionals with the Deaf Community (SRLPDC)

It is the responsibility of the Contracting Authority to ensure that full details of the service to be delivered is provided as appropriate within the call-off documentation. This may include, but is not limited to: -

- Duration of appointment
- Nature of appointment
- Method of delivery
- Location to be delivered
- Required qualification level

The structure and content of the DPS may be reviewed and updated at any time during the life of the DPS to ensure that it remains consistently effective and efficient.

3 Background to the Solution

3.1 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. 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



3.3 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.

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	Tenderers will be assessed on their policies related to Modern Slavery.

Professional Ability – Modern Slavery	Each question will be scored on a pass/fail basis
Section 8.1 Insurance	<p>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:</p> <ul style="list-style-type: none"> • Employer's (Compulsory) Liability Insurance = £10million for each and every claim • Public Liability Insurance = £10million for each and every claim • Professional Indemnity = £5million for each and every claim <p>It 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.</p>
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 Registration GDPR Supply Chain Specification Requirements	This section will be evaluated on a pass or fail basis
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3.5 Ranking Under the DPS

The Providers in each Lot were assigned a rank based on their submission to the Pricing Schedule (Schedule B – Contract Schedule). Contracting Authorities may use this rank as the basis for Direct Award with Providers. Should the first ranked Provider within the Lot be unable to effectively meet their requirements the Contracting Authority may then engage with the next highest ranked Provider in succession until they are able to identify a Provider who is able to meet their requirements in full.

Providers in each Lot were given a rank based on the Providers Total Score. The Providers Total Score was established based on the following methodology:

Provider Fees Total Score + Interpreter Fees Total Score = Total Score.

Provider Fees Total Score for each Lot was established using the following methodology:

Lowest Tendered Provider Fees / Other Tendered Provider Fees X Weighted Percentage

Interpreter Fees Total Score for each Lot will be established using the following methodology:

Other Tendered Interpreter Fee / Highest Tendered Interpreter Fee X Weighted Percentage.

The weighting used was as follows:

- Provider Fees Total Score – 60%
- Interpreter Fees Total Score – 40%

Lot 1 comprises of the Providers response to both Lot 2 (Face to Face) and Lot 3 (Video Link). Providers Total Fees (Provider Fees and Interpreter Fees) for each Lot were totalled and evaluated based on the methodology identified within this section.

Where a Tenderer was unable to submit a price for a service, they were evaluated on the basis of borrowed pricing. NEPO assigned the Tenderer the highest tendered price for that service (Provider Fees) and the lowest tendered Interpreter Fee for the purpose of evaluation.

The ranking for each Lot will be updated following each reopening of the DPS to reflect the addition of new Providers accepted onto the DPS. All providers on the Solution will be informed of their respective rank under each Lot following the closure of each round of evaluations.

3.6 Successful Contractors

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



Lot 1 - Face to Face and Video Link	
Supplier	Rank
Everyday Language Solutions	1
ITL	2
Language Empire	3
Terra Consultancy	4
Topp Language Solutions	5
Rare Rockets	6
Prestige Network	7
DA Languages	8
AA Global	9
Action Deafness	10
Sign Solutions	11
Becoming Visible/ Significant	12

Lot 2 - Face to Face	
Supplier	Rank
Everyday Language Solutions	1

ITL	2
Language Empire	3
Terra Consultancy	4
Topp Language Solutions	5
Rare Rockets	6
Prestige Network	7
DA Languages	8
AA Global	9
Action Deafness	10
Sign Solutions	11
Becoming Visible	12
Royal Association for Deaf People	13

Lot 3 - Video Link	
Supplier	Rank
Everyday Language Solutions	1
Significan't	2
ITL	3
Language Empire	4
Sign Solutions	5
AA Global	6
Prestige Network	7



DA Languages	8
Action Deafness	9
Involve Visual Collaboration	10
Topp Language Services	11
Rare Rockets	12
Terra Consultancy	13

Lot 4 - Specialist Services	
Supplier	Rank
Language Empire	1
Prestige Network	2
Rare Rockets	3
AA Global	4
Terra Consultancy	5
Topp Language Services	6
DA Languages	7
Royal Association for Deaf People	8
Becoming Visible	9



- Solution fees are separated between Provider and Interpreter Fees which provides cost visibility and allows users to understand how the fees paid are allocated between all parties and provides a mechanism to ensure that Interpreters receive a sustainable rate of pay
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- Further Competition option which will ensure best value for Contracting Authorities in line with their specific requirements
- Contracting Authorities have access to multiple Providers through the DPS
- DPS opened annually to allow for new entrants, allowing a greater level of competition

4.3 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).

4.4 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 principal call-off route will be via Further Competition however, the



Specification but should not be lower than the tendered “Minimum Interpreter Fee”.

Further 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.

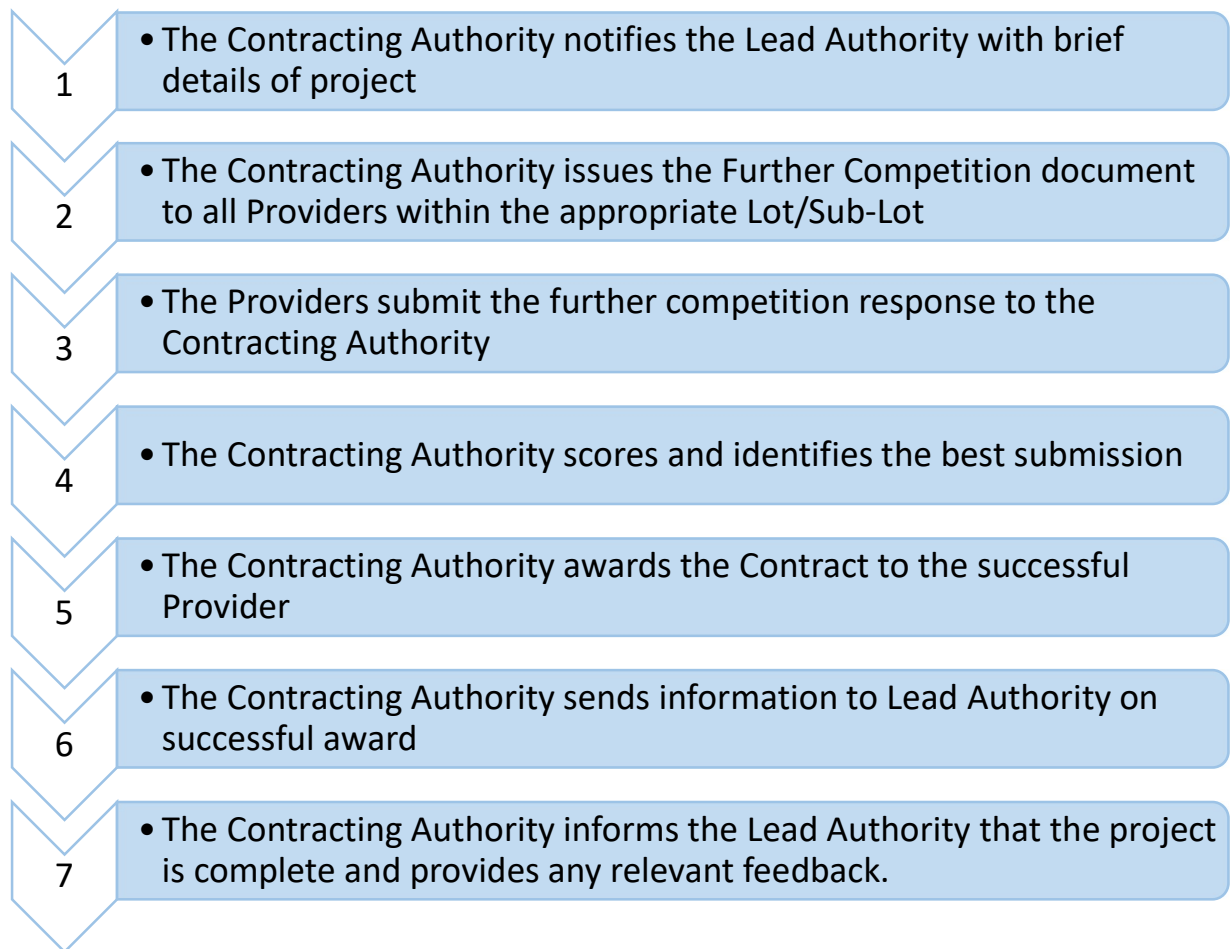
Call-Off Criteria

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 nature of the requirement and what is deemed appropriate by the Contracting Authority. Please note that this may vary from one Contracting Authority to another





5 Monitoring and Managing the Solution

5.1 Monitoring the Solution

NEPOs responsibility in relation to the management of this DPS are outlined below:

- Management of the DPS in line with NEPO's aims and objectives
- Establishing and maintaining appropriate records and information management to record and manage the performance of the Provider
- Undertake dispute prevention and resolution as required
- Managing change over the life of the DPS ensuring that NEPO's aims, and objectives continue to be met

- Liaising with Providers to gather Management Information as required

The responsibilities of the Contracting Authority in relation to the management of the DPS are outlined below:

- Management of individual call-offs and booking of Interpreting Professionals as required
- Implementation of their own performance management requirements
- Provision of feedback to NEPO

The responsibilities of the Provider in relation to the management of this DPS are outlined below:

- NEPO expects Providers to have a robust approach to Contract Management with a clear strategy in place to ensure continuous improvement. Clear quality standards should be in place.
- Management and administration of the Service delivery
- Attend meetings as required including attendance by senior management as directed by NEPO
- Ensure that Staff undertake all relevant training and development
- Ensure compliance with all Health and Safety, Quality Assurance, and other specific contract requirements
- Provide management data and feedback to NEPO and Contracting Authorities as appropriate



SCHEDULE A – Supplier Details



NEPO528 - Supplier
Contact Details.xlsx

SCHEDULE B – Specification Information

A: Specification

To be attached

B: Mandatory Lot Requirements

N/A

C: Quality Questions

N/A

D: Price Schedule



NEPO528 - Contract
Schedule.xlsx