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User Guide | Ref No: 402\_24

# Language Services



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# About YPO

**YPO provides procurement solutions for public sector organisations to set up or renew contracts for a widerange of services.**

Established in 1974 by a group of 13 local authorities, we’re one of the UK’s largest public sector buying organisation and we’re still 100% publicly owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector.

Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

# Overview

|                                         |  |
|-----------------------------------------|--|
| <b>Start date</b>                       |  |
| 9 July 2024                             |  |
| <b>Expiry date</b>                      |  |
| 8 July 2028                             |  |
| <b>Contract notice reference number</b> |  |
| 2023/S 000-031021                       |  |
| <b>Pertential maximum value</b>         |  |
| £30,000,000                             |  |

# Lot structure

| Lot | Description                                                                                   |
|-----|-----------------------------------------------------------------------------------------------|
| 1   | Managed Service for Language Services                                                         |
| 2   | Face to Face Interpretation Services - Spoken*                                                |
| 3   | Face to Face Interpretation Services - Non-Spoken*                                            |
| 4   | Remote Interpretation Services:<br>4a Telephone<br>4b Video - Spoken<br>4c Video - Non-Spoken |
| 5   | Translation, Transcription and Additional Services                                            |

\*Lots 2 and 3 are further divided into geographical sub-lots



# Services available via this framework

| Lot                    | Title                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
|------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------|----------------|----------------|------------------------|----------------|-------------------|---------------|-------------------|-----------------------|---------------------|------------|
| 1                      | Managed Service for Language Services         | <p>This Lot is for Customers who wish to appoint a Service Provider to manage all or a large proportion of their language service requirements. The Service Provider will provide a seamless, end-to-end service, offering advisory and administration support, and will be required to deliver the following Services:</p> <ul style="list-style-type: none"><li>• Face to Face Interpretation Services - Spoken</li><li>• Face to Face Interpretation Services – Non-Spoken</li><li>• Telephone Interpretation Services</li><li>• Video Interpretation Services - Spoken</li><li>• Video Interpretation Services – Non-Spoken</li><li>• Translation, Transcription and Additional Services</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2                      | Face to face Interpretation Services - Spoken | <p>This lot has been established for customers who wish to convert a spoken language from one to another via the use of a linguist in physical attendance, allowing listeners and speakers to understand one another. A list of languages that may be requested by customers are included at the end of this section within the User Guide. However, the specific languages as relevant and appropriate to the customer and their respective service user demographics may be defined differently at Call-Off stage. In light that services delivered under the framework will be dependent on the location of customers and their respective assignments, this lot is therefore divided into several geographical regions as per the below:</p> <table><tr><td>2.1 North East</td><td>2.7 London</td></tr><tr><td>2.2 North West</td><td>2.8 South East</td></tr><tr><td>2.3 Yorkshire &amp; Humber</td><td>2.9 South West</td></tr><tr><td>2.4 East Midlands</td><td>2.10 Scotland</td></tr><tr><td>2.5 West Midlands</td><td>2.11 Northern Ireland</td></tr><tr><td>2.6 East of England</td><td>2.12 Wales</td></tr></table> <p>Services can either be delivered consecutively (i.e. allowing a person to speak and then interpreting the information), simultaneously (i.e. interpreting while the person is speaking) or via whispering to the person. Services can also be delivered in a range of different formats including (but not limited to) hearings, meetings and interviews, etc., as well as in a range of different settings including (but not limited to) council offices, community centres, hospitals, police stations, doctor surgeries, schools, users’ homes and care homes, etc., as may be required by customers.</p> <p>In the event a linguist is not available to physically attend a customer assignment (i.e. because the assignment requires a very rare language to be interpreted within an urgent timeframe), customers may also request under this lot for a linguist to travel to a defined location to undertake an assignment via video-link (as oppose to in physical attendance). However, in such instances, all video-link technology will be arranged and provided by customers.</p> <p>Services will be available by service providers under this lot 24 hours a day, 365 days a year.</p> | 2.1 North East | 2.7 London | 2.2 North West | 2.8 South East | 2.3 Yorkshire & Humber | 2.9 South West | 2.4 East Midlands | 2.10 Scotland | 2.5 West Midlands | 2.11 Northern Ireland | 2.6 East of England | 2.12 Wales |
| 2.1 North East         | 2.7 London                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2.2 North West         | 2.8 South East                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2.3 Yorkshire & Humber | 2.9 South West                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2.4 East Midlands      | 2.10 Scotland                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2.5 West Midlands      | 2.11 Northern Ireland                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 2.6 East of England    | 2.12 Wales                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |

## Services available via this framework

| Lot                    | Title                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
|------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------|----------------|----------------|------------------------|----------------|-------------------|---------------|-------------------|-----------------------|---------------------|------------|
| 3                      | Face to face Interpretation Services - Non-Spoken | <p>This lot is for customers who wish to facilitate communication between individuals who are deaf-blind, deaf or have a hearing loss and hearing individuals via the use of a linguist in physical attendance, allowing both parties to understand one another.</p> <p>In light that services delivered under the framework will be dependent on the location of customers and their respective assignments, this lot is therefore divided into several geographical regions as per the below:</p> <table><tr><td>3.1 North East</td><td>3.7 London</td></tr><tr><td>3.2 North West</td><td>3.8 South East</td></tr><tr><td>3.3 Yorkshire &amp; Humber</td><td>3.9 South West</td></tr><tr><td>3.4 East Midlands</td><td>3.10 Scotland</td></tr><tr><td>3.5 West Midlands</td><td>3.11 Northern Ireland</td></tr><tr><td>3.6 East of England</td><td>3.12 Wales</td></tr></table> <p>To accommodate the varying needs of customers, this incorporates various interpretation services including (but not limited to):</p> <ul style="list-style-type: none"><li>• British Sign Language</li><li>• Foreign Sign Languages</li><li>• Irish Sign Language</li><li>• Lipspeaking</li><li>• Sign Supported English</li><li>• Speech-to-Text Reporting</li></ul> <p>Services can either be delivered consecutively (i.e. allowing a person to communicate and then interpreting the information), or simultaneously (i.e. interpreting while the person is communicating).</p> <p>Services can also be delivered in a range of different formats including (but not limited to) hearings, meetings and interviews, etc., as well as in a range of different settings including (but not limited to) council offices, community centres, hospitals, police stations, doctor surgeries, schools, users’ homes and care homes, etc., as may be required by customers.</p> <p>In the event a linguist is not available to physically attend a customer assignment (i.e. because the assignment requires communication support within an urgent timeframe), customers may also request under this lot for a linguist to travel to a defined location to undertake an assignment via video-link (as oppose to in physical attendance). However, in such instances, all video-link technology will be arranged and provided by customers.</p> <p>Services will be available by service providers under this lot 24 hours a day, 365 days a year.</p> | 3.1 North East | 3.7 London | 3.2 North West | 3.8 South East | 3.3 Yorkshire & Humber | 3.9 South West | 3.4 East Midlands | 3.10 Scotland | 3.5 West Midlands | 3.11 Northern Ireland | 3.6 East of England | 3.12 Wales |
| 3.1 North East         | 3.7 London                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 3.2 North West         | 3.8 South East                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 3.3 Yorkshire & Humber | 3.9 South West                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 3.4 East Midlands      | 3.10 Scotland                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 3.5 West Midlands      | 3.11 Northern Ireland                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |
| 3.6 East of England    | 3.12 Wales                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |            |                |                |                        |                |                   |               |                   |                       |                     |            |

## Services available via this framework

| Lot | Title                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4   | Remote Interpretation Services:<br>4a Telephone<br>4b Video - Spoken<br>4c Video - Non-Spoken | <p><b>4a Telephone</b></p> <p>This lot is for customers who wish to convert a spoken language from one to another via the use of a linguist over the telephone, allowing listeners and speakers to understand one another. A list of languages that may be requested by customers are included at the end of this section within the User Guide. However, the specific languages as relevant and appropriate to the customer and their respective service user demographics may be defined differently at Call-Off stage.</p> <p>There is the ability to pre-book services in advance of an assignment as well as utilise services immediately, with services therefore being available 24 hours a day, 365 days a year. Services can also be delivered in a range of different formats including (but not limited to) during interviews, meetings or where customers provide telephone help-lines as part of their outward facing services.</p> <p>It is envisaged that services will mainly be required consecutively (i.e. allowing a person to speak and then interpreting the information), however there may be instances where the services are required simultaneously (i.e. interpreting while the person is speaking).</p> <p>A dedicated free telephone number will be provided for customers and their service users, and there is also the ability for service providers to provide the ability to host conference calls on behalf of the customer where required.</p> <p>The service provider will also have a system in place to be able to, when requested by the customer, record telephone interpretation calls as part of an assignment.</p> <p><b>4b Video - Spoken</b></p> <p>This lot is for customers who wish to convert a spoken language from one language to another via the use of video and audio technology allowing both parties to understand one another. A list of languages that may be requested by customers are included within the User Guide. However, the specific languages as relevant and appropriate to the customer and their respective service user demographics may be defined differently at Call-Off stage.</p> <p>There is the ability to pre-book services in advance of an assignment as well as utilise services immediately, with services therefore being available 24 hours a day, 365 days a year. Services can also be delivered in a range of different formats including (but not limited to) emergency appointments, meetings and interviews as may be required by customers.</p> <p>It is envisaged that services will mainly be required consecutively (i.e. allowing a person to speak and then interpreting the information), however there may be instances where the services are required simultaneously (i.e. interpreting while the person is speaking).</p> <p>Customers will furthermore be able to engage services via a range of different devices suitable to send and receive a video communication with adequate connectivity. Such devices may include (but is not limited to) mobile phones, tablets, laptops or PCs that are suitable to send and receive video communication.</p> <p>The service provider will also have a system in place to be able to, when requested by the customer, record video interpretation calls as part of an assignment.</p> |

## Services available via this framework

| Lot | Title                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4   | Remote Interpretation Services<br>4a Telephone<br>4b Video - Spoken<br>4c Video - Non-Spoken | <p><b>4c Video – Non-Spoken</b></p> <p>This lot is for customers who wish to facilitate communication between individuals who are deaf or have a hearing loss and hearing individuals via the use of video and audio technology allowing both parties to understand one another.</p> <p>To accommodate the varying needs of customers, this lot incorporates various interpretation services including (but not limited to):</p> <ul style="list-style-type: none"><li>• British Sign Language</li><li>• Foreign Sign Languages</li><li>• Irish Sign Language</li><li>• Lipspeaking</li><li>• Sign Supported English</li></ul> <p>There is the ability to pre-book services in advance of an assignment as well as utilise services immediately, with services therefore being available 24 hours a day, 365 days a year. Services can also be delivered in a range of different formats including (but not limited to) emergency appointments, meetings and interviews as may be required by customers.</p> <p>It is envisaged that services will mainly be required consecutively (i.e. allowing a person to communicate and then interpreting the information), however there may be instances where the services are required simultaneously (i.e. interpreting while the person is communicating).</p> <p>Customers will furthermore be able to engage services via a range of different devices suitable to send and receive a video communication with adequate connectivity. Such devices may include (but is not limited to) mobile phones, tablets, laptops or PCs that are suitable to send and receive video communication.</p> |

## Services available via this framework

| Lot | Title                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5   | Translation, Transcription and Additional Services | <p>This lot is for customers who wish to either:</p> <p>Translate or arrange for written material to be translated from one language to another as text;</p> <p>Transcribe audio files, tapes and other electronic media into written and/or electronic text documents in the same or different languages;</p> <p>Transcribe written documents and/or electronic media into alternative formats such as (but not limited to) Braille, Easy Read, Large Print, Audio, Video and Pictorial English.</p> <p>The lot also includes provision for review and revision of material already translated or transcribed.</p> <p>A list of languages that may be requested by customers are included within the User Guide. However, the specific languages as relevant and appropriate to the customer and their respective service user demographics may be defined differently at Call-Off stage.</p> <p>Services will predominately be available during normal office hours (i.e. Monday to Friday between 8.00am and 6.00pm), however, to accommodate emergency and/or short-term assignments that may be required by customers, emergency services (i.e. for assignments required Monday to Friday between 6.00pm and 8.00am, or on Saturday, Sunday or Bank Holidays) are also available.</p> <p>A range of material may be translated or transcribed under this lot including (but not limited to):</p> |

## Benefits of using the framework

- The framework is compliant with UK procurement legislation - we've done the work, so there's no need for you to run a full EU procurement process.
- Service providers listed on the framework were assessed during the procurement process for their financial stability, track record, experience and technical & professional ability.
- What you see is what you pay – there are no additional charges.
- Pre-agreed terms & conditions to underpin all orders so no need to worry.
- The framework has been established in conjunction with a range of customer groups to ensure all requirements are covered. Pricing has also been established based upon the type of linguist required in order to ensure customers are not over paying for services.
- The framework covers technology within the market (such as video interpretation services), helping to reduce costs and allowing services to be accessed immediately.
- Social value benefits can be obtained

## Suppliers

Aa Global Language Services Ltd

Papillon Translations Ltd

BID Services

Peak Translations Ltd

Brightlingua

Prestige Network Ltd

Clear Voice Interpreting Services

Sign Solutions (SLIA) Ltd

DA Languages Ltd

Supreme Linguistic Services T/A  
Premium Linguistic Services Limited

Global Connections (Scotland) Ltd

thebigword Interpreting Services Ltd

Global Voices Limited

Topp Language Solutions Ltd

Language Line Limited

TP Transcription Limited

Lingvo House Translation Services  
Limited

Translate UK Limited

UK Translation Services Ltd

PAB Languages Centre Ltd



## Call off without competition

Identify the service provider which best meets your requirements taking consideration of pricing information etc. - i.e., the service provider offering the most economically advantageous solution for your requirements

Contact your chosen service provider direct and place your order, quoting ESPO/YPO framework 402\_24. You will be entering into the terms in the framework agreement with this service provider

Ensure you receive confirmation from the service provider of the quoted prices for your specific order requirements

Details of all contracts awarded above the relevant threshold should be published on Contracts Finder, including those concluded by direct award. The threshold for publishing is £10,000 contract value for central government and £25,000 contract value for non-central government contracting authorities (including NHS trusts).

If you are considering accessing the framework in this way, then you should bear in mind that you may be asked to demonstrate that despite the absence of competition, you have secured value for money.

If you need to seek pricing information from a service provider (i.e., obtain a quotation or tender) before you are able to place an order, then you are in effect running a further competition and should do so in accordance with the rules set out below.

## Further competition (Contractual)

A further competition is simply an exercise to reopen competition under the framework, intended to secure formal quotations from some or all of the suppliers listed on the framework, tailored to your precise requirements. Because it is based on simple, competitive tender process, it offers you a way of testing and demonstrating value for money.

Template further competition documentation is available free of charge from ESPO. Please email [resources@espo.org](mailto:resources@espo.org) to request this documentation.

Before you start the further competition process it is a good idea if you have thought about exactly what it is that you want from your supplier. Compiling a clear list of requirements will enable suppliers bidding for your contract to offer a service that meets your needs in the most cost-effective way.

**To be compliant with procurement law, your competition must be conducted in accordance with the following:**

- You must invite all suppliers who are parties to the framework, except those (if any) who clearly cannot meet your requirements, for example they do not service your geographical location or do not provide the element you require, as shown in Section 3.
- Your tender document must describe the requirement, and tell bidders the basis on which you will evaluate their offers (e.g. price, product range, etc. together with a clear statement of the relative importance of these criteria i.e. the evaluation criteria to be used and their weightings).
- A copy of the full call-off terms and your completed master contract schedule should

form part of your further competition tender documentation.

- The Public Contracts Regulations 2015 (as amended) require that further competition tenders are evaluated in accordance with the terms of the framework agreement. Details of the evaluation criteria for further competitions under this framework can be found below and may be varied as indicated.

### Evaluation schemes for the further competition

| Criterion | YPO % Weightings |
|-----------|------------------|
| Price     | 50%              |
| Non-Price | 50%              |

You must allow bidders sufficient time to prepare and submit their bids. Normally three to four weeks should be regarded as the minimum.

Bids must be submitted in written hard copy format, or via an electronic portal, in order to adhere to the point below.

You must tell suppliers the closing time and date for submitting their bids. You must not open any bids before this deadline or consider any bids which arrive late.

Evaluate the tenders submitted by the required deadline. You must treat all suppliers equally and fairly and evaluate all bids in the way you described in the tender documentation.

If you have decided to apply a standstill period, then you must advise all suppliers of the outcome via email or by letter – see Remedies Rules below.

Arrange for signature of the contract (including the full

# Terms and conditions

The framework terms and conditions can be obtained from YPO or ESPO via the following methods:

- Emailing [resources@espo.org](mailto:resources@espo.org)
- Emailing your request to [hrrsolutions@ypo.co.uk](mailto:hrrsolutions@ypo.co.uk)
- A copy of the Call-Off Terms should be included with any contract placed with a service provider on the framework. The terms should also form part of your further competition tender documentation if you are accessing the framework via this method.

# Contact information

For further information or to discuss individual requirements, please use the contact details below:

|       |                                                            |
|-------|------------------------------------------------------------|
| Email | <a href="mailto:resources@espo.org">resources@espo.org</a> |
|-------|------------------------------------------------------------|



