

United Kingdom-North Tyneside: Foreign language translation software package

OJ S 227/2016 24/11/2016

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: North Tyneside Council

Postal address: Quadrant, Cobalt Business Park, The Silverlink North

Town: North Tyneside

NUTS code: UKC North East (England)

Postal code: NE27 0BY

Country: United Kingdom

Contact person: Mrs Denise Pearson

E-mail: denise.pearson@northtyneside.gov.uk

Telephone: +44 1916435651

Internet address(es):Main address: <http://www.northtyneside.gov.uk/>Address of the buyer profile: <http://www.northtyneside.gov.uk/>**I.1. Name and addresses**

Official name: North East Procurement Organisation (Framework Contract Participant)

Postal address: The Guildhall, Quayside

Town: Newcastle upon Tyne

NUTS code: UK United Kingdom

Postal code: NE1 3AF

Country: United Kingdom

Contact person: Adam Smith

E-mail: adam.smith@nepo.org**Internet address(es):**Main address: www.nepo.orgAddress of the buyer profile: www.nepo.org**I.1. Name and addresses**

Official name: South Tyneside Council (Framework Contract Participant)

Postal address: Town Hall and Civic Offices, Westoe Rd

Town: South Shields

NUTS code: UK United Kingdom

Postal code: NE33 2RL

Country: United Kingdom

Contact person: customerhelp@southtyneside.gov.uk

E-mail: customerhelp@southtyneside.gov.uk**Internet address(es):**Main address: www.southtyneside.gov.ukAddress of the buyer profile: www.southtyneside.gov.uk

I.1. Name and addresses

Official name: Sunderland City Council (Framework Contract Participant)

Postal address: Civic Centre, Burdon Road

Town: Sunderland

NUTS code: UK United Kingdom

Postal code: SR2 7DN

Country: United Kingdom

Contact person: enquiries@sunderland.gov.uk

E-mail: enquiries@sunderland.gov.uk

Internet address(es):

Main address: www.sunderland.gov.uk

I.1. Name and addresses

Official name: Stockton-on-Tees Borough Council (Framework Contract Participant)

Postal address: Municipal Buildings, Church Rd

Town: Stockton on Tees

NUTS code: UK United Kingdom

Postal code: TS18 1LD

Country: United Kingdom

Contact person: customer.comments@stockton.gov.uk

E-mail: customer.comments@stockton.gov.uk

Internet address(es):

Main address: www.stockton.gov.uk

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<https://procontract.due-north.com/register>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/register>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Framework for the provision of Regional Translation and Interpreting Service.

II.1.2. Main CPV code

48740000 Foreign language translation software package

II.1.3. Type of contract

Services

II.1.4. Short description

North Tyneside Council and NEPO (North East Procurement Organisation) are working to achieve the equality aims of the 2010 Equality Act and the Public Service Equality Duty:

- Eliminate unlawful discrimination, victimisation and harassment.
- Advance equality of opportunity.
- Foster good relations.

Demographic information the Authority holds about the population within the region demonstrates the need for some residents to have access to services, with support from translation and interpreting providers.

North Tyneside Council, on behalf of NEPO is seeking to procure high quality translation and interpreting services to support those residents who need them.

II.1.5. Estimated total value

Value excluding VAT: 500 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Lot 1 — Telephone Interpreting
Lot No: 1

II.2.2. Additional CPV code(s)

72212740 Foreign language translation software development services, 79530000 Translation services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

This Service will provide an Interpreter for Service Users who need one to communicate with the Contracting Authority staff members, as determined by the Contracting Authority.

This 24 /7 Service will provide:

- Telephone Foreign Language interpreters.
- Web-based interpreters.

The successful Provider will be able to supply the following professionals:

- Foreign language telephone Interpreters.
- Web-based Interpreters.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2017 End: 31/03/2020

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Lot 2 — Face to Face Intepreting

Lot No: 2

II.2.2. Additional CPV code(s)

79530000 Translation services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

This service will provide an interpreter for those people who need one to communicate with Contracting Authority staff members, as determined by the Contracting Authority.

This 24 /7 service will provide:

— Face to Face Foreign Language interpreters.

— Web-based interpreters.

The successful provider will be able to supply the following professionals:

— Foreign language face to face interpreters.

— Web-based interpreters.

Transport costs must not exceed agreed miles from destination and will be capped at a rate of 50p per mile unless previously agreed by all parties. Transport costs and agreed miles to be discussed during implementation stage.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2017 End: 31/03/2020

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Lot 3 — British Sign Language and non spoken

Lot No: 3

II.2.2. Additional CPV code(s)

79530000 Translation services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

The following things are important in a BSL Service:

— Access to British Sign Language (BSL) Interpreters 24/7

Interpreting services may be provided in a range of ways including:

— Face-to-face;

— Web based via a webcam or;

— Video Conferencing over the internet.

The Service will at all times employ, for the purposes of this Contract, only such persons that are careful, skilled and experienced in the duties required of them, and will ensure that every person is properly and sufficiently trained and instructed.

The successful Provider will be able to supply the following professionals:

— Registered Sign Language Interpreters.

— Interpreter for Deafblind People.

— Lipspeaker.

— Registered Notetaker.

— Registered Sign Language Translator.

— Registered Speech to Text Reporter.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2017 End: 31/03/2020

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

II.2.14. Additional information

II.2. Description

II.2.1. Title

Lot 4 — Written Translations, including Foreign Languages and Braille

Lot No: 4

II.2.2. Additional CPV code(s)

79530000 Translation services

II.2.3. Place of performance

NUTS code: UKC North East (England)

II.2.4. Description of the procurement

Translation refers to the conversion of written documents into another language as text. In this context it includes transcription i.e. the conversion of written documents into alternative formats such as Braille, Large Print, Audio, Video or pictorial English and normal print.

It includes the written translation and transcription of documentation, audio, tapes and other forms of electronic media. Ancillary Services such as Voiceovers, on what?, EasyRead and Large Print are also within the scope of this Lot.

This Service will provide support to the Authority and Service Users documents translated from English into foreign language / Braille or from a foreign language and Braille into English, to ensure Service Users fully involved in Services being provided to them by the Contracting Authority or partners.

There should also be the option to have a certified translation, for specific purposes e.g. legal proceedings, education requirements etc.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/04/2017 End: 31/03/2020

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information**Section IV: Procedure**

IV.1. Description**IV.1.1. Type of procedure**

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement
Framework agreement with several operators Envisaged maximum number of participants to
the framework agreement: 5

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 03/01/2017 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 03/01/2017 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: North Tyneside Council

Town: Newcastle on Tyne

Postal code: NE27 0BY

Country: United Kingdom

VI.5. Date of dispatch of this notice

22/11/2016