Procurement Services Frameworks

LANGUAGE SERVICES

USER GUIDE

FRAMEWORK **Y23031**

Contract Period: 1st February 2024 to 31st January 2028 (4 years)

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CONTENTS

SECTION 1	WHAT DOES THE FRAMEWORK COVER?	3
SECTION 2	WHO CAN ACCESS THE FRAMEWORK?	4
SECTION 3	ABOUT US	5
SECTION 4	HOW TO USE THE FRAMEWORK	6
SECTION 5	BENEFITS AND KEY POINTS	9
SECTION 6	AWARDED SUPPLIERS	10
APPENDIX A	CUSTOMER ACCESS AGREEMENT FORM	12
APPENDIX B	CONFIRMATION OF AWARD FORM	13
APPENDIX C	GDPR	14

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For general enquiries, please contact:
pscustomerenquiries@csltd.org.uk

THE AGREEMENT

In accordance with Public Contracts Regulations 2015 (PCR 2015), Kent County Council via Procurement Services have created a national framework (the agreement) for the supply and delivery of **Language Services.**

The framework period is 48 months
1st February 2024 to 31st January 2028

FTS Notice ref
2023/S 000-023623

FTS Award Notice ref
2024/S 000-008041

Click symbol to return to this page

WHAT DOES THE FRAMEWORK COVER?

SECTION ONE – **WHAT DOES THE FRAMEWORK COVER?**

Our awarded suppliers will be able to provide a complete range of language services including interpretation, translation and transcription, whilst also offering advisory and administrative support either directly or via selected appropriately qualified sub-contractors.

This framework will enable customers to facilitate communication between individuals, or groups of people, who either do not speak the same language, or have a degree of hearing loss, and also for customers who wish to translate written material from one language to another or transcribe written material into an alternative format. Services may include, but are not limited to:

- Audio transcription
- Braille transcription
- Business translation
- Conference interpretation
- Document translation
- Face to face interpretation (spoken and non-spoken, including BSL)
- Legal translation
- Medical interpretation
- Medical translation
- Telephone interpretation
- Video interpretation (spoken and non-spoken)
- Website translation

WHO CAN ACCESS THE FRAMEWORK?

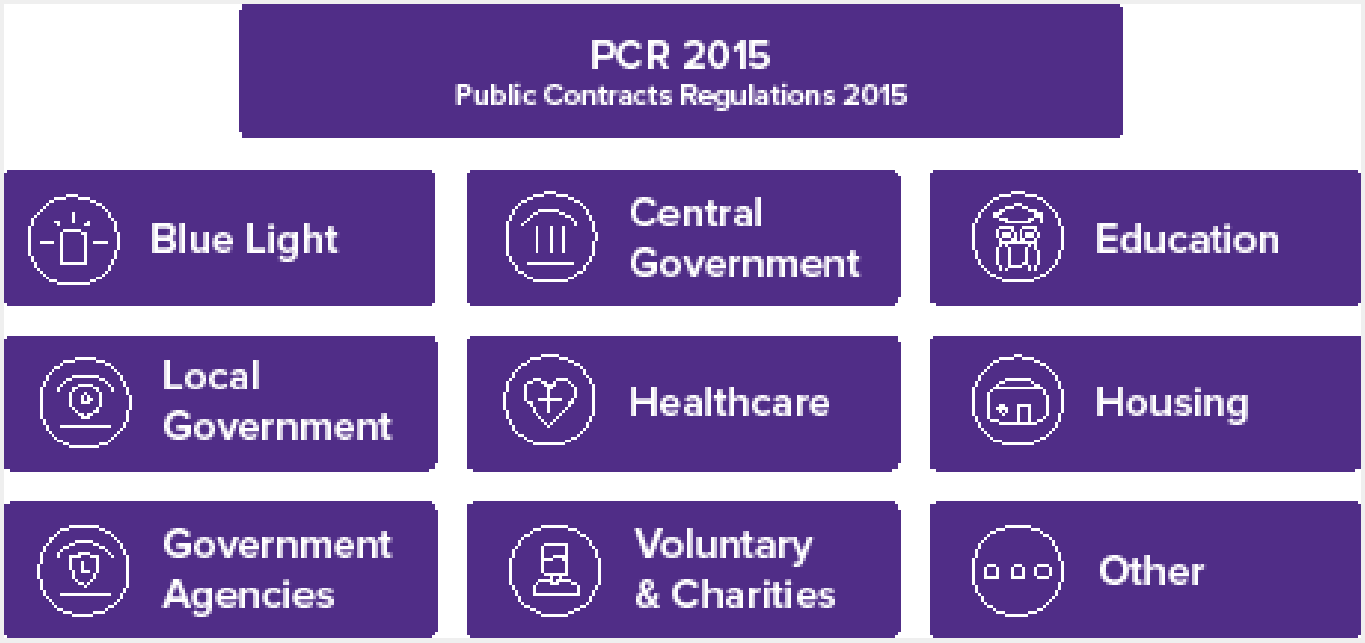
SECTION TWO – **WHO CAN ACCESS THE FRAMEWORK?**

All public bodies have access to this framework with the agreement of the contracting authority. Those organisations who may wish to access this framework will be the police service, the fire service, the NHS & NHS trusts, third sector organisations, academic centres (including academies), publicly funded organisations and publicly owned private companies, operating within the geographic boundaries of the United Kingdom, Channel Islands and Northern Ireland.

The framework is also open for use by all other local authorities and public sector bodies. Full details of the classification of potential contracting bodies and end user's geographical areas and organisation classifications can be found in the FTS notice.

https://www.find-tender.service.gov.uk/Notice/008041-2024

TO ACCESS THE FRAMEWORK AGREEMENT
Potential customers must complete the **Customer Access Agreement Form – Appendix A**



ABOUT US

SECTION THREE – **ABOUT US**

Procurement Services is a trading function of the Commercial Services Group, a Professional Buying Organisation (PBO) and one of the largest trading organisations of its kind in Europe with a turnover in excess of £500 million. Tracing its roots back to 1902, as the supplies division of Kent County Council, the Commercial Services Group has grown organically to become one of the leading suppliers of products and services to the education and public sector, serving over 10,000 customers in 80+ countries. These include local government, education establishments, the care sector and the emergency services.

We are also a member of the Public Sector Buying Organisation (PSBO) Central Buying Consortium (CBC), a group of County, Borough and City Councils, including Kent County Council. The purpose of which is to improve the effectiveness, by co-ordination, of local authority purchasing with the object of effecting savings in public expenditure for the benefit of its members. CBC procures approximately £750m goods and services per annum.

WHY CHOOSE PROCUREMENT SERVICES?

We strive to offer the best customer experience to ensure that all public sector establishments are protected from the complications and risks associated with procuring high value products and services. Below are just some of the reasons why you should consider Procurement Services as your procurement specialists.

KNOWLEDGE

With over 100 years of collective experience dealing with the public sector, every member of staff at Procurement Services can call upon the vast amount of knowledge and experience we have as a team to ensure we can assist you with even the most complicated of queries.

SUPPORT

Every member of the Procurement Services team is just a phone call away. We are here whenever you need us to help support you through the tender process, offer advice or act on your behalf when liaising with suppliers.

CHOICE

We work with some of the top suppliers and manufacturers in the industry. Every framework has been thoroughly created to ensure that you, the customer, get the best terms and conditions from the best suppliers offering the best products and services on the market.

COMPLIANCE

All of our frameworks are national, fully compliant and adhere to the latest Public Contracts Regulations (2015). As well as being able to offer you full PCR 2015 compliance and strong buying power, we provide terms and conditions that are designed specifically for the public sector to protect you. There is no necessity to run a full tender as we have already done the hard work for you.

EASY TO USE

Our ready-made frameworks are convenient and simple for all customers to access. We help make the end-to-end procurement process as easy as possible to ensure everyone gets their desired outcome.

HOW TO USE THE FRAMEWORK

SECTION FOUR – **HOW TO USE THE FRAMEWORK**

This framework allows for customers to place their orders via direct award or further competition.

The customer is strongly advised to carry out their own due diligence before selecting whether they conduct a further competition or direct award with any of the awarded suppliers. The customer will determine the requirement, specification and award based on the Most Advantageous Tender (MAT). Procurement Services takes no responsibility for the chosen contracting method of any individual customer.

DIRECT AWARD

Placing an order with any capable supplier awarded on the framework, without re-opening competition, following the criteria set out below.

Regulation 33(8)(a) of the Public Contracts Regulations 2015 (PCR 2015) sets out the criteria for making a direct award where a framework is concluded with more than one supplier:

- All the terms governing the provision of the works, services and supplies concerned are set out in the framework, and
- The objective conditions for determining which of the suppliers on the framework shall perform them are set out in the procurement documents

In accordance with the above regulation, direct award orders may be placed under this framework provided the customer can meet any one of the following objective conditions:

- Customer is satisfied that, following their own due diligence, they can identify the supplier that offers best value for their requirement
- The supplier is able to supply the required services within the customers timescales
- The supplier achieved the highest total score during the evaluation process
- Services required are unique/exclusive to one supplier
- Continuity of existing services from an awarded supplier

CASCADE AWARD

Customers can select the most appropriate supplier based on their original tender submission scoring if they are able to meet the need as determined by the customer. If no additional requirements are required of the original framework agreement then the most appropriate supplier can be used, working downwards from the highest scoring supplier.

FURTHER COMPETITION

FURTHER COMPETITION

Re-opening competition with all the capable suppliers awarded on the framework to determine the most appropriate supplier for a defined period of time or project.

The customer may choose to implement, amend or provide alternative terms and conditions to those contained within the Language Services individual contract terms and conditions. Any such amendments or alternative terms and conditions will be contained within the further competition documents and/or the order/individual contract.

In order to adhere to 'The Public Contracts Regulations 2015' when re-opening competition under this framework the customer should follow the steps below:

1. The customer must invite all suppliers on the framework who are deemed capable of delivering the particular requirement.
2. The customer shall be responsible for formulating a specification/product brief containing full details of the services required.
3. The customer will send the specification/product brief to all suppliers quoting the framework reference number. A reasonable and proportionate time limit should be set for the submission of fully completed tender responses.
4. Responses received must be kept in a secure place, unopened, until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected unopened.
5. The submitted response shall be evaluated in accordance with the criteria stated in the original specification/product brief. The headline criteria used must be the same as the headline criteria used for the original framework or part thereof, but the customer may change the weightings and add their own sub-criteria to apply.
6. The tenderers must be advised of the result in writing including brief details on where they scored points and where they did not.
7. A required 'standstill period' does not apply to further competitions held under a framework. However, it is advisable to hold a standstill period in relation to a further competition as it is possible a supplier may challenge the decision and apply to court for a 'declaration of ineffectiveness' which could lead to the individual contract being terminated and possibly a fine or compensation claim.
8. There is no scope at the further competition stage to select on the basis of general financial and economic standing or technical ability, as these issues have been addressed as part of the process to establish the framework. However, this does not mean financial due diligence should not be undertaken if considered appropriate (e.g. obtaining a report on a suppliers financial standing from an appropriate agency) as long as this does not form part of any selection process.

ASSESSMENT CRITERIA HEADINGS

ASSESSMENT CRITERIA HEADINGS

The headline criteria to be used at further competition stage shall be a combination of:

Price Quality of service/added value Social value

Customers may add their own sub-criteria underneath these headings and select their own weightings that shall be relevant to their individual requirements.

Further Competition template

A further competition template is available from Procurement Services, please contact us on **pscustomerenquiries@csltd.org.uk**

LENGTH OF AN INDIVIDUAL CONTRACT

In accordance with the 'Public Contracts Regulations 2015' individual contracts based on a framework are to be awarded before the end of the term of the framework itself. The duration of the individual contract does not need to coincide with the duration of the framework, but might, as appropriate, be shorter or longer. In particular, the customer is allowed to set the length of individual contracts based on a framework taking account of factors such as the time needed for their performance, where maintenance of equipment with an expected useful life of more than four (4) years is included or where extensive training of staff to perform the individual contract is needed.

The individual contract terms and conditions will apply and will remain in force after the expiry of the framework until such time all individual contracts expire or are terminated.

BENEFITS AND KEY POINTS

SECTION FIVE – **BENEFITS AND KEY POINTS**

	All our frameworks are free to access.
	This framework is fully compliant with the Public Contracts Regulations 2015.
	Authorised participants can re-open competition within the framework, removing the need for a full tender exercise or lengthy supplier evaluation each time they have an Language Services requirement, saving time and costs associated with procurement exercises.
	Direct award capability giving you a quick, easy and PCR 2015 compliant route to procurement.
	The terms and conditions are safe and designed to protect you.
	Free and full support on using the framework through the Procurement Services team.
	You are able to benefit from aggregated spend and lower pricing based on the value of the overall contract, even on low spend orders.
	The framework will be managed and monitored by Procurement Services (acting for Kent County Council) on behalf of our customers and your views and requirements will be taken into account when reviewing and developing the contract.
	Social value is an increasingly important way in which we look to support our customers and communities throughout the UK. Social value is now a 10% weighting within every single new framework, so we can be certain that we are awarding suppliers who are committed to contributing to communities.

AWARDED SUPPLIERS

SECTION SIX – AWARDED SUPPLIERS

The following suppliers have been appointed to this framework

AA GLOBAL LANGUAGE SERVICES LTD

To view supplier contact details VISIT HERE

CLEAR VOICE INTERPRETING SERVICES

To view supplier contact details VISIT HERE

GLOBAL VOICES LTD

To view supplier contact details VISIT HERE

HERTS INTERPRETING & TRANSLATION SERVICE

To view supplier contact details VISIT HERE

INTERTRANSLATIONS SA

To view supplier contact details VISIT HERE

LANGUAGELINE SOLUTIONS UK

To view supplier contact details VISIT HERE

For more information on all suppliers visit here

AWARDED SUPPLIERS

SECTION SIX – AWARDED SUPPLIERS

The following suppliers have been appointed to this framework

PAB LANGUAGES CENTRE LTD

To view supplier contact details VISIT HERE

PAPILLON TRANSLATIONS LTD

To view supplier contact details VISIT HERE

TRANSCRIPTION CITY LTD

To view supplier contact details VISIT HERE

TRANSLATE UK LTD

To view supplier contact details VISIT HERE

For more information on all suppliers visit here

CUSTOMER ACCESS AGREEMENT FORM

FRAMEWORK LANGUAGE SERVICES	FRAMEWORK REF Y23031

TO BE COMPLETED BY THE CUSTOMER

- On completion of this agreement form, Procurement Services will make available to the customer all details and documents relating to this framework.
- The customer will be entitled, at any time during the term of this framework, to order products/services as detailed in the framework.
- The customer will have full responsibility and ownership for each individual contract they award under this framework.
- Procurement Services will retain overall responsibility for the management of the framework.

DECLARATION

I/we accept all responsibility for both accessing and using the framework in accordance with its associated terms and conditions and in accordance with the Public Contracts Regulations 2015.
I/we agree that Procurement Services (acting on behalf of Kent County Council) have no responsibility, or liability, relating to our use of the framework.
I/we authorise Procurement Services to receive management information from the contracted supplier regarding the usage of this framework. This information shall be used by Procurement Services for contract management/administration purposes.

Name of purchasing organisation	
Address	
Customer name	
Customer signature	
Job title	
Email	
Telephone	
Estimated value £	
Length of contract (if applicable)	
Direct award or Further competition	Please choose
Supplier (if known)	
Product(s) or service(s) of interest	

Authorised by Procurement Services (on behalf of Kent County Council):

Name		Position	
Signature		Date	

PLEASE RETURN THE FORM TO pscustomerenquiries@csltd.org.uk
To submit this form online, please download to pdf first to complete.

SUBMIT

LET'S KEEP IN TOUCH!
Please tick if you are interested in receiving information on our other frameworks and services from across the Commercial Services Group. ☐

WHERE DID YOU HEAR ABOUT US?
Please choose

CONFIRMATION OF AWARD FORM

FRAMEWORK LANGUAGE SERVICES	FRAMEWORK REF Y23031

TO BE COMPLETED BY THE CUSTOMER ONCE AN ORDER HAS BEEN PLACED WITH THE SUPPLIER.
This information shall be used by Procurement Services for contract management/administration purposes.
I confirm the details of the following award of contract under framework agreement reference Y23031.

Name of purchasing organisation	
Address	
Name (printed)	
Customer signature	
Date	
Job title	
Telephone	
Email address	
Description of items/service procured	
Awarded supplier	
Contract value £	
Length of contract	
Date of award (or period of award if you are commissioning a service to be provided over a period of time)	
Savings achieved £	
Benefits you gained by using the framework	
Are you happy to be contacted by Procurement Services to discuss your experience of using the framework?	YES ☑ NO ☐

PLEASE RETURN THE FORM TO pscustomerenquiries@csltd.org.uk
To submit this form online, please download to pdf first to complete.

SUBMIT

GDPR

APPENDIX C – GDPR

WE ARE COMMITTED TO PROTECTING YOUR PRIVACY.

We take your privacy seriously and will only use any personal information that we collect from you, or that you provide, relating to the products and services you have requested from us, or whereby you make an enquiry about our products or services.

As the contracting authority for framework Y23031 Language Services, we have included a GDPR data protection legislation clause in the framework and individual contract terms and conditions.

However, we recommend that any framework users/member authorities should complete their own due diligence to ensure the suppliers they are purchasing from can provide 'sufficient guarantees' that the requirements of GDPR will be met and the rights of data subjects protected.

PRIVACY NOTICE

For more information on our Privacy Notice please go to the following link:
www.commercialservices.org.uk/privacy-policy/

To see the Privacy Notices of our trusted third party suppliers please visit their individual websites.

PROCUREMENT SERVICES FRAMEWORKS

Procurement Services offer fully PCR 2015 compliant, simple-to-use frameworks. With full, free procurement support, ensuring you can operate with complete peace of mind. Further competition service provided by our procurement experts is available.

With over 20 years of experience we'll ensure you have everything you need and are able to make the best decisions for your organisation. Our free, impartial advice will save you time and money.

We look forward to working together.
Thanks for choosing Procurement Services as your trusted partner.

> We can support and guide you through your purchase, offering security and peace of mind.
>
> **Tarryn Kerr**
>
> Director of Procurement Services

WHY CHOOSE PROCUREMENT SERVICES?

- Market-leading frameworks
- Complete peace of mind
- Continued support for the life of your individual contract
- All frameworks are PCR 2015 compliant and adhere to government guidelines
- Full tender process already completed
- All our suppliers are fully approved
- Complete public sector solutions

0808 281 9439

psframeworks@csltd.org.uk

www.procurementservices.co.uk