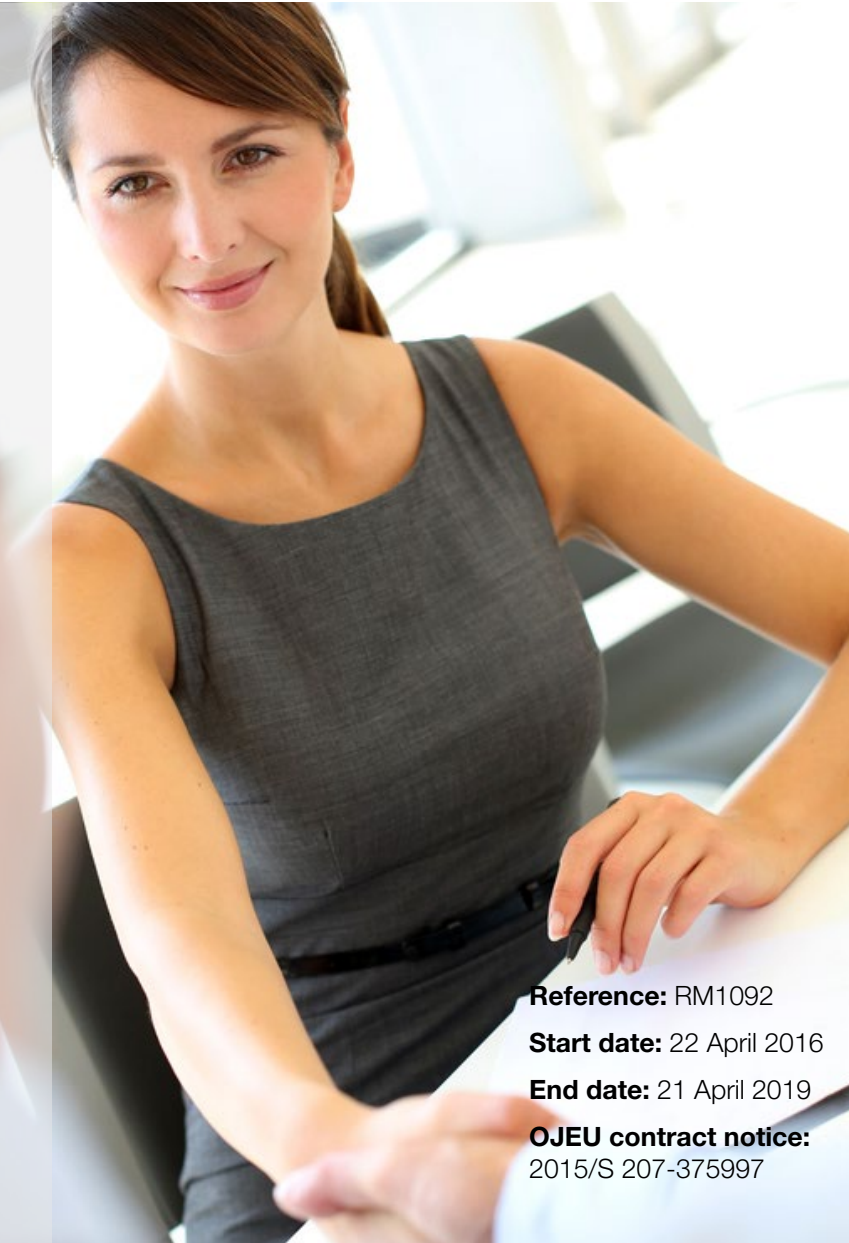




Crown
Commercial
Service

People 

Language Services



Reference: RM1092

Start date: 22 April 2016

End date: 21 April 2019

OJEU contract notice:
2015/S 207-375997



What you can buy through this framework

This agreement gives you access to interpreting and translation services across 250 languages and dialects. Services include face to face, telephone, video, non-spoken and written options.

Who can use this framework

All public sector and government organisations can use this agreement.

Why choose us

- We have carried out a rigorous competitive tender testing suppliers to ensure that the best quality of service will be provided to our customers
- With more public sector bodies using the agreement, the resulting combined spend will drive better value for money and cashable savings for all of the public sector – so taxpayers' money is being put to best use.
- Strategic relationships with key suppliers to the public sector to gain better value for money, reduce cost, improve performance and align suppliers with government/ organisational priorities.
- The agreement is fully compliant with the Public Contracts Regulations 2015.
- The use of standard process templates and eProcurement tools reduces timescales and promotes consistency through 'Lean' Processes.



Benefits of using the framework:

- Free to use: no customer fees or charges.
- The regional structure provides increased opportunities for small businesses - 75% of suppliers on the agreement are SMEs.
- The regional structure also supports sustainable procurement by helping you reduce your carbon footprint through less travel.
- The managed service providers (lot 1) will work with you to help you reduce your costs.
- Fixed pricing model for telephone interpreting and video language services (lot 3).
- UK based, security cleared translators are available to ensure confidentiality and security.
- Real time management information is available free of charge.
- Translation formats include braille, audio, large print and transcription.
- Secure exchange of documents available 24/7/365.
- Duplication of effort and time taken within the tendering process (for customers and suppliers) is minimised, freeing up resource so you can focus on other key activities within your organisation. You can call-off from the agreement for your combined requirements, removing the need to conduct full tender exercises or lengthy supplier evaluations each time you require the service.
- The use of standard terms and conditions minimises commercial risk through robust management of terms and conditions and standardisation

How the framework is structured



You can choose from 5 service options (known as 'lots'):

Lot 1: Managed service provision of all language services (6 suppliers)

Lot 2: Written translation, transcription and ancillary services (6 suppliers)

Lot 3: Telephone interpreting and video language services (1 supplier)

Lots 4a to 4e: Non-spoken face to face and video language services by region (6/7 suppliers)


Lots 5a to 5n: Face to face spoken interpreting services by region, plus a national option (3 to 5 suppliers per region)




Translate


Help and advice

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts:

 Email: languageservices@crownccommercial.gov.uk


If you need general advice about using CCS please contact our helpdesk:


 Email: info@crownccommercial.gov.uk

 Call: 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

 www.gov.uk/ccs

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