



The Planning Inspectorate
Yr Arolygiaeth Gynllunio

Welsh Translation Services 2018

Reference: PINS 17/2/817

17th September 2018



Invitation to tender for the provision a Welsh Translation Services for the Planning Inspectorate

The Planning Inspectorate invites you to submit a tender for the provision of Welsh Translation Services for the Planning Inspectorate.

Please read this document carefully. If accepted, your tender, this document and any clarifications will form a binding contract between you and The Planning Inspectorate.

Thank you for taking the time to consider working with the Inspectorate, I look forward to hearing from you and encourage you to ask any questions should you require any clarification once you have reviewed all of the documentation.

Yours sincerely

A handwritten signature in black ink that reads "Robert Cook". The script is cursive and fluid, with the first letters of "Robert" and "Cook" being capitalized and prominent.

Robert Cook
Commercial Officer

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1 Introduction

Purpose of This Document

- 1 This document is the Statement of Requirements for the provision of Welsh Translation Services to The Planning Inspectorate to commence on 1st November 2018.

Introduction to the Planning Inspectorate

- 2 The Planning Inspectorate (PINS) is an Executive Agency in the Ministry of Communities and Local Government and the Welsh Government. We are responsible for a wide variety of tasks under planning, housing, environment, highways and allied legislation. Most of our work relates to the consideration of appeals against the decisions of local authorities on planning applications.
- 3 Our headquarters are in Temple Quay House in Bristol, where about 370 administrative support staff and senior management are based. We also have a small office in Cardiff which deals with casework arising in Wales. Administrative staff carry out a wide range of functions such as those relating to all aspects of casework administration (including dealing with the public); providing direct support for Inspectors (particularly at long inquiries), formal decision making for some types of casework and ensuring essential organisational support through the provision of Corporate Services such as Finance, HR and Information Technology.
- 4 The rest of our workforce consists of some 300 Planning Inspectors, all of whom are professionally qualified (for example, as town planners, architects, lawyers or engineers). They work from home and come into the office only infrequently but they are provided with remote access to the Planning Inspectorate's ICT systems.
- 5 More information about the Planning Inspectorate is available at:
<https://www.gov.uk/government/organisations/planning-inspectorate>

2 The Requirement

Details of our Requirement

- 6 In accordance with our Welsh language scheme, we have a requirement for the translation of English to Welsh and Welsh to English.
- 7 Our specific requirements are:
- **Written Translation English to Welsh**
This involves translating decisions, reports and other documentation prepared by the Inspectorate. Samples of the type of work required are attached at Annexes A, B & C.
 - **Written Translation Welsh to English**
This involves translating replies to correspondence initiated with the Inspectorate in Welsh. Samples of the type of work required are attached at Annex D.
 - **Nationally Significant Infrastructure Projects (NSIP)**
There may occasionally be other work requiring translation. This would probably be from English to Welsh, but it is unlikely to be more complicated than the general work specified above and it is required that this work will be required in shorter timescales. This expedited service could include:
 - The translations required can be single or multiple documents;
 - The Planning Inspectorate will provide as much advance notice of our requirements;
 - The Planning Inspectorate will put every possible effort into minimising the size and number of documents that need translating within 2 days or less;
 - When there are overlapping translation requirements The Planning Inspectorate will work with the contractor to help minimise the potential impacts of this;
 - The Planning Inspectorate will provide the contractor with the expected timetables of project translations as soon as available;
 - The Planning Inspectorate will clearly indicate if a document is to be expedited under the NSIP requirements or if the normal contractual timescales will apply;
 - We would expect the NSIP work to be priced separately under Section 2 of the Annex G. Timescales would reflect the table below:

Up to 500 words	1 - 2 hours
Up to 1,000 words	1 working day
Up to 5 documents in parallel of each up to 1,800 words	2 working days
Up to 5,000 words in a single document	2 working days
Up to 10,000 words	4-6 working days
More than 10,000 words	Open to negotiation

Live Translation

We may occasionally have a requirement for live simultaneous oral translation. Please provide details on how this could be booked and the amount of notice required.

- **Estimated Volumes**

The volume of translation work is about 60,000 words per month. The bulk of this is the translation of English to Welsh.

- **Administration of Contract**

One designated contact point within your organisation. Please provide details of how you would meet this requirement.

Invoices must clearly state the customer name and cost centre as there will be 2 ordering points with 2 different cost centres.

- 8 Your Tender should include details of how you propose to deliver each element of the requirement.

3 Outputs

Deliverables

- 9** Generally all work to be translated will be sent electronically, although occasionally it may be necessary for it to be posted. All requests for work will be sent directly to the designated contact point within your organisation.
- 10** Once translated this work is to be returned to us appropriately headed using the templates that will be supplied by the Inspectorate. All completed work should be emailed to the Inspectorate's office in Cardiff or Bristol (depending on the source) electronically in Word format.
- 11** Our software is currently Word 2010 although we will be upgrading to Office 365 in the near future.
- 12** Work should be completed and returned within 5 working days of receipt. However, on occasion it is necessary for work to be returned within 2 working days, and in exceptional circumstances on the same day. It is therefore essential that the translator is also able to receive and send facsimile copies as well as electronic versions.

4 Other matters

Qualifications, Skills & Experience required

- 13** The successful Tenderer will demonstrate:
- **Relevant translation experience** – Demonstrable recent experience in the delivery of a high level translation service, specifically Welsh translation services. Planning experience is desirable.
 - **Service delivery** – the ability to respond to our requirements and meet our deadlines including how response times can be improved in times of emergency requirements.

Duration of the appointment

- 14** The duration of the Contract will be for 3 years from 1st November 2018 until 31st October 2021 with an option to extend for up to a further 1 + 1 years following satisfactory performance and business need.

Terms & Conditions of Contract

- 15** This Contract will be subject to the following Terms and Conditions of Contract:
- The Planning Inspectorate's General Conditions of Contract for Services attached at Annex E
- The Planning Inspectorate's special terms for Transparency detailed in Section 5 below.

Selection Criteria

- 16** Tenders will be evaluated using the scoring matrix attached at Annex F. The criteria is listed below:
1. Relevant experience in providing translation services with emphasis on delivering high quality Welsh translation services. Planning experience is desirable.
 2. Specialist Skills for both the organisation and the individuals proposed to work on this assignment
 3. Suitability of the services offered and how well they meet the requirements outlined in Section 2.
 4. Standard of the proposed project/contract management and quality control arrangements.
 5. NSIP Project work
 6. Overall Costs (excluding VAT).

Tenders will be marked on a technical/costs ratio of 60:40.

Basic Checks

- 17** The award of this Contract will be subject to the successful candidate(s) completing acceptable basic security checks. The Planning Inspectorate strictly adheres to the HMG Baseline Personnel Security Standard – the Cabinet’s Office’s guide to the pre-appointment screening for Government staff and Contractors.
- 18** It shall be the Tenderer’s responsibility to ensure that, where access to The Planning Inspectorate’s premises or confidential information is necessary, personnel engaged in the performance of this Contract shall have undergone pre-employment checks covering identity, the last three years employment history, nationality and immigration status and criminal record for unspent convictions. Such checks shall meet the requirements of HMG Baseline Personnel Security Standard.
- 19** The Planning Inspectorate reserves the right, at its sole discretion, to carry out audits and spot checks at any time during the Contract period to satisfy itself that the checks have been carried out.

Contract Management

- 20** The day to day management of the contract will be undertaken by staff based in both Cardiff and Bristol with whom the supplier will be expected to work closely. Names and contact details will be provided on award.
- 21** Any changes to the agreed scope/cost of the contract must be authorised by the PINS by variation order prior to the commencement of work without exception.

- 22** Any work undertaken which has not been specifically authorised by PINS must not be invoiced.

Questions about this requirement

- 23** Questions should be emailed to Robert Cook at procurement@pins.qsi.gov.uk to arrive no later than noon on Tuesday 25th September 2018. The Planning Inspectorate will endeavour to respond within 2 working days.
- 24** Applicants are advised that the Planning Inspectorate reserves the right not to respond to such enquiries where this would be inappropriate. Any information provided in response to such enquiries will be provided to all potential applicants on the Planning Inspectorate website, where it is judged to be of value to them in preparing their Tenders.

5 Special Terms

Procurement Transparency

- 25** In its publication 'The Coalition: our programme for Government', Government set out the need for greater transparency across its operations so that the public could hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to achieve better value for money.
- 26** As part of the transparency agenda, a commitment has been made to publish¹ all new central Government Contracts over the value of £10,000 in full. For clarity, this may include:
- Specification
 - Terms and Conditions
 - Associated Schedules (which may include the winning tenderer's bid)
 - Pricing – overall and/or breakdown
- 27** Should any resulting Contract fall within this category, the following special terms (ST) will apply:

ST1 Confidential information

ST1.1 The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Customer shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

ST1.2 Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Customer to publish the Contract in its entirety, including from time to time agreed changes to the Agreement, to the general public.

ST2 Consultation and assistance

ST2.1 The Customer may consult with the Contractor to inform its decision regarding any redactions but the Customer shall have the final decision in its absolute discretion.

ST2.2 The Contractor shall assist and cooperate with the Customer to enable the Customer to publish this Contract.

- 28** In addition to the above our Secretary of State has challenged the Department for Communities and Local Government (DCLG) Group, which we form a part of, to

¹ Applicable contracts will be published in full on '[Contracts Finder](#)' which is the online Government portal which hosts the publication of various documents in relation to procurement and contracting.

publish all spend in excess of £250. This spend is published on a monthly basis and can be viewed on [DCLG's website](#) and data.gov.uk.

- 29** Further information on the Government's transparency agenda is available via the 'Programme for Government' website:
<http://programmeforgovernment.hmg.gov.uk>

6 Submission of Tenders

Contents of your Tender

30 As a minimum your tender should include the following information:

- **Unqualified Acceptance** of all terms and conditions relating to this contract including The Planning Inspectorate's special terms in Section 5 of this Statement of Requirements.
- **Contact point** for your organisation including name, address, telephone/mobile numbers and email address;
- **Details of relevant experience** in delivering a translation service with emphasis on the delivery of a Welsh translation service; Planning experience is a desirable yet not essential
- **Specialist Skills** for both your organisation and the individuals proposed to work on this assignment. This should include names, CVs, relevant qualifications, specific skills and experience and details of each role;

PLEASE NOTE: CVs for individual team should not normally be longer than 2 pages.

- **Details of the proposed approach** to be adopted for the provision of the service including:
 - an explanation of the service delivery;
 - any potential problems identified at this stage and proposals for their resolution; and
 - a full description of how you would deliver the key requirements listed in paragraph 7.
- **Details of any proposed Partners and/or Sub-contractors** and a description of how any Partnership/Sub-contracting arrangement between contractors will operate. For the avoidance of doubt the selected Tenderer will be the Prime Contractor responsible for service delivery under the Contract;
- **Details of your proposed project management & quality control arrangements**, including availability of key members of the team throughout the contract, arrangements for managing this contract alongside other commitments that team members may have and arrangements for avoiding slippage by employing stand-by resources;
- **Provision of 2 referees** for the delivery of similar services, to include name and contact details.
- **Completion of the attached price schedule** attached at Annex G.

- **Any other proposals** you may wish to put forward which might add value.

Where to send your Tender

- 31 Tenders (1 x priced and 1 x unpriced) must be submitted as a Microsoft Word or PDF document and emailed to procurement@pins.gsi.gov.uk **to arrive no later than Noon on Friday 28th September 2018.** Tenders received after this deadline will not be accepted.
- 32 It is important that you entitle the email **"TENDER RESPONSE – WELSH TRANSLATION SERVICES"**.
- 33 Should you encounter problems with submitting your tender, please contact Robert Cook via the above email address or on 0303 444 5278 before this deadline.

7 Further Information

Procurement timetable

34 Key dates are as follows:

DATE	EVENT
18 th September 2018	Invitation issued
25 th September 2018	Closing date for submission of questions
28th September 2018	Deadline for the Submission of Tenders
WC 1 st October 2018	Evaluation of Tenders
18 th October 2018	Award of work (anticipated)
1 st November 2018	Commencement of work

Contact

35 For all enquiries please contact:

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The Planning Inspectorate
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2 The Square
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8 Annexes

Annexes A, B & C – Samples of work requiring translation of English to Welsh

Annex D - Sample of work requiring translation of Welsh to English

Annex E - The Planning Inspectorate's Conditions of Contract

Annex F – Selection Criteria/Scoring Matrix

Annex G – Price Schedule