**DWP Language Services – Request for Information (RFI)**

1. What interpreting and translation services do you offer (e.g. face-to-face, telephone, video remote, document translation)?

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2. What range of languages (spoken and non-spoken) can you support, including rare or regional dialects?

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3. Do you have experience working with government or public sector organisations?

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4. What technology platforms do you use to deliver Language services?

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5a. What innovative solutions (including AI) do you use, or could you offer?

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5b. Have you experienced any limitations generated by the client in delivering AI or innovative solutions?

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6. What do you foresee as emerging risks or risk factors within the industry that may impact Language Services and how would you mitigate them?

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7. Do you foresee any changes in the market over the next 3 years that need to be considered within future procurements?

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8. How do you handle high-demand periods or short notice requests for Language Services?

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9. What cost efficiencies can you offer for high-volume contracts?

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10. In your opinion, which pricing index/indices would be most applicable for indexation and why?

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11. How do you handle inflationary pressures, including National Living Wage (NLW) changes?

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12. What are your standard pricing structures for different service types (e.g. per-minute, per-hour, per-word rates)?

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13. Would you be interested in attending a virtual meeting on 31/03/2025 to discuss in further detail?

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14. Please provide details of your key contact(s) for any follow up discussion.

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| Name:Organisation:Contact number:Email Address: |

Thank you.