

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: Project 29170 – Language Services for Interreg funded Project PACCo

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# PURPOSE

1.1 Remote/video (and possibly face to face) Interpreting and translation services for meetings and documents relating to the PACCo (Promoting Adaptation to Changing Coasts) Interreg European funded project between December 2020 and 30 June 2023.

##

# BACKGROUND TO THE CONTRACTING aUTHORITY

##

## The Environment Agency (EA) is an executive non-departmental public body, sponsored by the [Department for Environment, Food & Rural Affairs](https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs). The EA Is The lead partner in the PACCo project and is responsible for PACCo Project Management. This includes sourcing remote/video interpreting (and possibly face to face) and translation services for project partner meetings and communication documents.

## PACCo comprises two projects being delivered in England and France. There is a large amount of coordination and discussion in both English and French among the project team. There is a glossary in English and French which sets out some common vocabulary to support this structure. There is also however a need to supply separate translating and remote/video and possibly face to face) interpreting services to support the project teams in the delivery of PACCo.

## Developed part of the project, the PACCo model, which features new solutions for more natural and effective management of heavily modified estuaries, could be replicated at 70 other sites in the France (Channel) England (FCE) area.

The re-creation of 100 hectares of saltmarsh will remove the equivalent of 170 Olympic swimming pools full of CO2 each year. PACCo will also increase green tourism to the two valleys. Significant public health benefits are also expected due to the increased access to the natural environment that the project will provide.

Key stakeholders include the Local Authority, non-Departmental bodies, Government Departments and non NGOs. Based in Norfolk, Interreg is the Managing Authority for the project which sits in the France Channel England Area. Interreg is funded by the European Regional Development Fund.

## Wider social, economic and environmental benefits of the project will be:

1. A cross border replicable and scalable methodology
2. A scalable and replicable PACCo Model incorporating new solutions for more natural, effective, efficient and economic adaptive management of modified estuaries
3. A cross border risk assessed set of replicable and scalable tools to deliver new solutions for adaptive management of heavily modified estuaries and transitional and coastal waters across the FCE area and beyond
4. Across border replicable and scalable methodology to deliver new solutions for maintaining and enhancing the socioeconomic fabric of estuaries and transitional coast waters across the FCE area and beyond.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| INTERREG | is a series of programmes to stimulate cooperation between regions in and out of the [European Union](https://en.wikipedia.org/wiki/European_Union) (EU), funded by the [European Regional Development Fund](https://en.wikipedia.org/wiki/European_Regional_Development_Fund). |
| PACCo | is the project title, Promoting Adaptation to Changing Coasts. |
| EA | is the Environment Agency |
| ERDF | is The European Regional Development Fund |
| eMS | is he financial claims system used by Interreg for FCE projects |
| FCE | is the France Channel England programme, the overarching programme within which the PACCo project sits |

# scope of requirement

## Translation and interpreting services for general commercial purposes.

Remote/video simultaneous or consecutive interpreting, French/English for:

Project partner meetings (and possibly face to face meetings, Covid 19 dependent).

4 full partner meetings, 6 monthly with 20 participants approximately, for 1.5-2.5 days approximately, to include all project partner meetings, smaller break-out meetings and Covid 19 dependent, site visits. The first of these full partner meetings has draft dates of 12 and 13 January 2021. Simultaneous remote interpreting is the most likely requirement for this meeting, to be agreed. The requirement is likely to be for 2 interpreters, to be agreed.

Individual partner meetings across the year with smaller numbers of participants for individual work packages, i.e. communications, socio-economic benefits, water quality, financial claims, PACCo replicable model.

2 specific technical meetings per year for 4 different work packages where partners will feedback on progress and discuss technical issues.

Translation of project related documents and communications both English to French and French to English. e.g.

Attendance forms, minutes and actions lists

Translation of project website

Translation of project promotion materials

Translation of press releases and social media content

Financial claims using the eMS Interreg claims programme

Six monthly Progress Reports, qualitative and quantitative

End of project meeting

End of project toolkit

### 4.2 Day-to-day inter project partner email/telephone communication does not require translation.

# The requirement

## The requirement and Contract deliverables are:

## Provision of translation and remote/video interpreting (face to face if possible) services to an appropriate standard and within the agreed timescales.

## Standard software such as Word, Excel, PowerPoint and commonly used remote/video platforms must be used.

# key milestones and Deliverables

## Interpreting (remote/video and possibly face to face) and translation will be used to support the delivery of all of the Work Packages in PACCo. These are the following: Project Management, Communications, Socio-Economic, Water Quality and PACCo Replicable Model. Key milestones and deliverables to be confirmed.

# MANAGEMENT INFORMATION/reporting

## There will be a monthly Contract Performance Review meeting between the Client and the Supplier when performance is assessed.

# volumes

## It is anticipated that volumes for remote/video (and possibly face to face) interpreting will be as follows:

Average length of shorter project partner meetings 1-2 hours, occasionally half day.

Average length of full project partner meetings 2 days - 2.5 days. If and when Covid permits face to face site meetings, these will be 2-4 hours approximately.

The different nature of meetings will include: financial/technical/promotional/project management related/discussion of socio-economic academic studies/construction.

It is anticipated that translation volumes will vary between 1 page and several thousand words.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

It would be desirable that the same interpreters/translators provided by the supplier be used regularly to provide continuity of provision over the course of the contract.

It would be desirable that the supplier requires interpreters and translators to share glossaries and research they have created across the life of the project as this will promote best quality provision and permit continuous improvement. The client will provide glossaries and any relevant reference material where possible.

## The Supplier should present potential new and improved ways of working to the Authority during monthly/quarterly Contract Performance Reviews.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## Should any face to face meetings occur over the life of the project, interpreters should be sourced from the South West of England as a priority in line with EA policy to reduce energy use and unnecessary travel and to reduce travel costs. Use of public transport to attend meetings should be prioritised. All travel costs to be included in quotes. Should any interpreters be required for face to face work in France, air travel may not be used.

# quality This information is cross referenced from Attachment 2: How to bid including evaluation criteria (call off only) and located in the Questionnaire 1 Qualification on pages 3 and 4 as pass/fail questions.

## To ensure quality of interpreting or translation, all interpreters and translators must be members of one of the following bodies:

* NRPSI (National Register of Public Service Interpreters)
* CIOL (Chartered Institute of Linguists) as a Member (MCIL) or as a Fellow (FCIL)
* ITI (Institute of Interpreters and Translators)
* APCI (Association of Police and Court Interpreters)
* AIIC (International Association of Conference Interpreters)

Alternatively, (a) letter(s) of endorsement issued by a translation agency or another type of organisation within the last 12 months is acceptable. The endorsements will need to confirm at least 400 hours of interpreting experience.

11.2 Qualifications. All interpreters and translators can provide proof of one of the following for each language combination.

* DPSI (Diploma in Public Service Interpreting)
* Dip Trans (Diploma in Translating)
* DPI (Diploma in Police Interpreting)
* MET Test (The Metropolitan Police Test)
* A Degree or Diploma in translation or interpreting from a UK or an overseas university.
* 11.3 All interpreters and translators who will be delivering the service will have the right to work in the UK and hold a National Insurance Number. The client will hold the following information on record for all interpreters and translators delivering the service, one from each group):

RIGHT TO WORK IN THE UK: a document confirming a candidate's right to work in the UK

ADDRESS: A copy of correspondence, not older than 6 months, from one of the following sources:

* a bank / building society
* an official government body, e.g. HMRC, local council
* a utility company

# PRICE

## Attachment 4: Pricing Schedule needs to be submitted using the information provided within this section.

Remote/video interpreting should be quoted per minute.

Any face to face interpreting attendance, foreign or domestic, should be quoted at a minimum rate of 2 hours and include all travel and subsistence.

Any travel required to PACCO events should be reasonable and at standard class rates. Interpreters local to the meeting place and public travel should be prioritised. Travel and subsistence costs incurred should be included in the quote for attendance. Air travel is not permitted to foreign attendance.

Translation to be quoted by rate per 1,000 words for English/French as a common European language.

Details of any minimum charges to be provided where less than 1,000 word translations are required.

Word counts on translation documents shall be calculated based on the source (original text) language.

## Prices are to be submitted via email to PACColanguagebids@environment-agency.gov.uk by submitting a completed 4 – Price Schedule, excluding VAT and including all other expenses relating to Contract delivery.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery using Key Performance Indicators and Service Level Agreement.

### The supplier and the client will mutually agree delivery timescales on effecting and delivering translations and on procuring an interpreter. These will be added to the information in skeleton form below.

### The supplier will meet agreed turnaround deadlines for translations and interpreter bookings.

### The client will aim to give advance notice on as many translation documents as practicable to enable provision.

### The supplier will share relevant glossaries provided by the client to drive accurate delivery. The supplier will ensure interpreters and translators share any relevant glossaries and notes to enable continuous quality provision and continuous improvement across the life of the project.

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Delivery timescales | 1 -2 page translations to be received within 2 working days from order issue | 90% |
| 2 | Delivery timescales | As a volume guide, 10,000 word translations to be received within 2-3 weeks from order issue | 90% |
| 3 | Maximum word count | Translations may be required with a maximum word count. This will be respected to meet Interreg rules. | 100% |
| 4 | Knowledge sharing | Interpreter/translator /client created glossaries to be shared across the team of interpreters/translators working on the project | 75% |
| 5 | Speed of confirmation of booking an interpreter | The client will confirm booking of an interpreter within 1 day of request | 90% |

## An exit strategy will be applied where poor Supplier performance requires early termination of the Contract. See attachment 5 of Framework conditions.

# Security and CONFIDENTIALITY requirements

## Not applicable.

# payment AND INVOICING

## Invoices should be submitted for payment promptly after the completion of deliverables in section 7 to allow the Environment Agency to claim funding from Interreg.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to:

Our preference is for all invoices to be sent electronically, quoting a valid purchase order number (PO Number), to Accounts-Payable ea\_procure\_to\_pay@gov.sscl.com.

Alternatively you may post to the below address. Within 10 working days of receipt of your countersigned copy of this letter, we will send you a unique PO Number.  You must be in receipt of a valid PO Number before submitting an invoice.

SSCL (Environment Agency), Po Box 797, Newport, Gwent NP10 8FZ

## All invoices must reference the project title: “PACCo (Promoting Adaptation to Changing Coasts) Interreg FCE contract number 193’ and the respective work package. This may be ‘WPM Management’ / ‘WPC Communication’ / ‘WP Water Quality’ / ‘WP Socio-Economic’ / ‘WP PACCo Model’.

# CONTRACT MANAGEMENT

## A Performance management system will be used with Contract Performance Reviews.

1. Periodic review of performance, e.g. monthly or quarterly with the client, feedback from clients e.g. after a partner meeting
2. Random quality checks will be carried out by the client.
3. The client will have the right to replace translators or interpreters who do not meet the client’s expectations.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# Location

## The location of the Services will be carried out remotely/ via video unless face to face meetings take place. Should face to face interpreting attendance be requested in France, the price quoted must include all travel and subsistence, air travel not being permitted.

## The PACCo Project Management team is based in Exeter. The English partners are based in the Otter Valley in Devon area and the French partners are located in the Sâane Valley in Normandy.