



## **SPECIFICATION**

### **Welsh Language Translation Service CPD004/122/021 – Lot 1**

#### **1 Introduction**

1.1 The Cities and Local Growth Unit (CLGU), the 'Authority', within the Department for Levelling Up, Housing and Communities (DLUHC), formerly the Ministry of Housing, Communities & Local Government, is looking to procure a translation provider to support the CLGU's demands in relation to working with the Welsh language. Key services required include the translation of a range of public facing documents, from English into the Welsh language and vice versa. The services will be used in supporting the CLGU to communicate with a range of internal teams, external stakeholders and the public.

#### **2 Background**

2.1 Until recently, the CLGU had been primarily focused on working with the English regions. Following UK Government announcements that replacement European funding will now be delivered on a UK-wide basis, CLGU has a widened remit to incorporate jointly working in Wales, Scotland and Northern Ireland. The CLGU is therefore anticipating an increase in demand for translation work to support its operations in Wales.

#### **3 Objectives**

- 3.1 Complete and return translation work to CLGU within a pre-agreed timescale as section 5, Deliverables/Outputs and Performance Measures.
- 3.2 Complete and return translation work that is accurate and to a high quality.
- 3.3 Provide quality assurance work on pre-translated work.

#### **4 Scope**

4.1 The scope of the contract is to provide translation services and the quality assurance of pre-translated work from English to Welsh and Welsh to English for key documents used by the Department, including, but not be limited to, the following:

- Government white papers
- Prospectuses
- Guidance documents
- Press releases
- Articles
- Formal letters
- Technical documentation
- Application forms
- Website text

4.2 There are occasions where work will need to be translated internally within CLGU and there is the potential for this already translated work to be reviewed for quality assurance purposes.

#### **5 Deliverables/Outputs and Performance Measures**



- 5.1 The deliverables of this contract will be translated written work that will be required on an ad-hoc basis.
- 5.2 A key performance measure will be the time taken to turnaround written translation work, at a minimum rate of 1500 words per day.
- 5.3 A further key performance measure will be the quality of the translation services provided. We will conduct internal reviews of translated work once they are returned to evaluate the quality of the work. Work will only be paid for once the work has been deemed acceptable by the Authority. Work will be deemed acceptable if the accuracy of the work is above 98%.
- 5.4 If quality assurance work is required, the time taken to turnaround such checks will also be a key performance measure, a minimum rate of 1500 words per day.

## 6 Key Dates

- 6.1 The Contract will run for a minimum of three years from the signature of the Contract. Following Year 3 of the Contract, there will be an option for CLGU to extend for a further one-year period. The Authority will provide at least one month's notice before executing the extension option.
- 6.2 If the provider does not respond to submission of translation work within 24 hours, then the Authority reserves the right to explore alternative solutions.

## 7 Pricing

- 7.1 The pricing model will be as set out in the Pricing Schedule.
- 7.2 The pricing structure is split into four tiers, which are explained in the table below:

Tier	Definition	Meaning
1	General & non-urgent	Translation work is not technical in nature (e.g. correspondence, speaking notes, ministerial announcements, press notices) and the work will not require a word per day rate above the minimum outlined in section 5.
2	Technical & non-urgent	Work will be technical in nature but not require a word per day rate above the minimum as outlined in section 5.
3	General & urgent	Work will either require a word per day rate higher than outlined in section 5 but is not technical.
4	Technical & urgent	Work will be technical in nature and require a word per day rate above the minimum as outlined in section 5.

- 7.3 Technical documents will include, but not be limited to, the following:

- Government white papers
- Prospectuses
- Technical documentation
- Policy/strategy documents

## 8 Contract Management Arrangements

- 8.1 The contract manager from CLGU will be [REDACTED].



<p>8.2 Meetings will be held on a quarterly basis to review the progress of work and performance against pre-agreed measures and for both parties to raise any issues. These will primarily take place online.</p> <p>8.3 If any urgent issues arise between quarterly meetings the CLGU contract manager can be contacted by the supplier, or the CLGU contract manager can contact a nominated individual within the supplier, to arrange an impromptu meeting.</p>
<p><b>9 Security</b></p> <p>9.1 Some of the work may be deemed sensitive due to its content, if this is the case you will be informed and the information that we provide should not be disseminated any further than the main provider.</p> <p>9.2 Any personal data must be handled and processed in accordance with UK Data Protection legislation.</p>
<p><b>10 End of contract</b></p> <p>10.1 Upon end of contract all documents and information that has been supplied throughout the duration of the contract will need to be deleted.</p> <p>10.2 The contract end date will be as set out in the contract terms and conditions.</p>