

## Translation and Interpreting Services

Translation and Interpreting Services are organised by government into three service groups:

**Translation**, whereby meaning is transferred from one language to another in written form;

**Telephone Interpreting**, whereby the meaning of what is said in one language is transferred in spoken form into a second language, by means of a conference telephone call between an interpreter and other participants; and

**Face-to-face Interpreting**, applicable to interviews, hearings, or other relevant events, whereby the meaning of what is said in one language is transferred at the event in spoken form into a second language, by an interpreter in personal attendance.

## Service Provision Arrangements

**Translation:** the Home Office has framework agreements for these services with **K International plc** (website: [www.k-international.com](http://www.k-international.com)), and **thebigword** (website: [www.thebigword.com](http://www.thebigword.com)). The framework agreements were awarded in August 2006 for two years, with an option to extend for up to two further years (to August 2010), and are available for use by other government departments and agencies (GDAs) and public sector bodies (PSBs), in addition to the Home Office, under a phased implementation programme.

**Telephone Interpreting:** the Department for Work and Pensions (DWP) has a framework agreement for these services with **thebigword**, awarded in June 2006 for 2 years, with an option to extend for up to 2 further years (to June 2010). Arrangements for use by other GDAs and PSBs apply, as for Translation services.

Expressions of interest in the Translation and Telephone Interpreting service framework agreements were invited by advertisement in the Official Journal of the European Union in early 2006. Notices alerting interested parties to all intended public service contract opportunities are published by the European Union at <http://ted.europa.eu/> and are updated daily.

**Face-to-face Interpreting:** there are no current plans for any tendering exercise at the time of writing (June 2007). Relevant GDAs and PSBs meet from time to time to discuss arrangements for meeting demand for these services, which are provided in the main (but not exclusively) by individuals acting essentially on a sole-trader basis. These GDAs and PSBs consult and communicate appropriately with stakeholders, including those in the commercial domain, when developing plans for procurement of these services.

During the course of 2007, some public-sector organisations having direct or indirect relationships with the Home Office introduced standardised terms and conditions for individuals providing these services. The corresponding, currently prevailing terms and conditions are available at the internet URL given below.

<http://commercial.homeoffice.gov.uk/doing-business/terms-and-conditions/>

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