**WSCC TRANSLATION, INTERPRETING AND ADVOCACY SERVICES**

**2017 /2020 – PRICE LIST, SERVICE SPECIFICATION AND CONTACT DETAILS**

West Sussex County Council employees can access a range of services from a number of suppliers. This is managed through a framework agreement led by East Sussex County Council.

The suppliers below are ranked in priority order. So please approach those at the top of the list for each area first.

WSCC service areas need to pay for the service they receive through their local budgets (cost Centre) and should raise a purchase order (or pay via p-card, If suppliers accept this) to process payment.

If the highest ranked supplier cannot provide the services you require, place an order with the next highest ranked suppler and so on until your requirements are fulfilled.

The time limit between asking the first and next ranked supplier is determined by the person placing the order, so for example if you need an interpreter within 24 hours and the first supplier you approach cannot offer that, you should move onto the next supplier in order.

|  |  |
| --- | --- |
| **NAME OF LOT** | **FRAMEWORK PROVIDERS AND THEIR RANKING** |
| Lot 1 – Interpreting Services | **1.** AA Global Language Services Ltd  **2.** Language Empire Ltd  **3.** Sussex Interpreting Services (SIS)  **4.** Vandu Language Services |
| Lot 2 – Translation Services | **1.** Language Empire Ltd  **2.** AA Global Language Services Ltd  **3.** Vandu Language Services |
| Lot 3 – Bilingual Advocacy / Support Services | **1.** Sussex Interpreting Services (SIS)  **2.** Vandu Language Services |
| Lot 4 – Interpreting Services for People with Hearing Impairment | **1.** Action Deafness  **2.** Language Connect  **3.** Royal Association for Deaf people (RAD) |

**Please request booking forms or place an on-line order using the information below:**

|  |  |
| --- | --- |
| **Supplier Address** | **Supplier Contact Details for Bookings** |
| AA Global Language Services Ltd  Global House,  Blockhouse Close,  Worcester  WR1 2BE | Booking Forms: [interpreting@aaglobal.co.uk](mailto:interpreting@aaglobal.co.uk)  On-Line Booking: <https://www.aaglobal.co.uk/client-register/>  Guidance for on-line booking:    **Vendor Number 104960** |
| Action Deafness 10A Fleet Street Brighton BN1 4ZE | Phone: 0116 253 3212  Booking Forms Request: [ADCommunications@actiondeafness.org.uk](mailto:ADCommunications@actiondeafness.org.uk)  On-Line Booking: [www.adcommunications.org.uk](http://www.adcommunications.org.uk)  **Vendor Number 99875** |
| Language Connect  London Head Office 2 Newham’s Row London, SE1 3UZ | Booking Form request: [eastsussex@languageconnect.net](mailto:eastsussex@languageconnect.net) ;  [gdonelli@languageconnect.net](mailto:gdonelli@languageconnect.net)  **Vendor Number 105015** |
| Language Empire Ltd  Deeplish House  174 Milkstone Street  Rochdale OL11 1NA | **Face to Face Bookings**  Email: [bookings@empire-groupuk.com](mailto:bookings@empire-groupuk.com)  Tel: 0330 20 20 270  **Translations**  Email: [info@translation-empire.com](mailto:info@translation-empire.com)  Tel: 0330 20 20 273  **Vendor Number 104794** |
| Royal Association for Deaf people (RAD)  Century House South,  North Station Road,  Colchester,  Essex, CO1 1RE | Telephone: 0845 688 2626  Fax: 0845 688 2627  Booking Form Request: [interpreting@royaldeaf.org.uk](mailto:interpreting@royaldeaf.org.uk)  **Vendor Number 51357** |
| Sussex Interpreting Services (SIS)  Inside Community Base  113 Queens Road  Brighton, BN1 3XG | On-line booking: <http://www.sussexinterpreting.org.uk/booking.asp>  Telephone: 01273 234802 (24 hour emergency number 07811 459315)  Fax: 01273 234787  **Vendor Number 27794** |
| Vandu Language Services  36 St Nicholas Lane  Lewes  BN7 2JZ | On-line booking Form Request: [info@vlslanguages.com](mailto:info@vlslanguages.com)  Telephone: 01273 473986 (out of hours 0800 008 7650)  Fax: 01273 488701  **Vendor Number 26941** |

**Lot 1 Interpreting - Rates are inclusive of travel expenses.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **AA Global Language Services** | **Language Empire** | **Sussex Interpreting Services** | **Vandu Language Services** |
| Face to Face Interpretation Services  In-Core-Hours: first hour rate | £24 | £36 | £48 | £75 |
| Face to Face Interpretation Services  In-Core-Hours: subsequent hourly rate | £23 | £24 | £40 | £45 |
| Face to Face Interpretation Services  Out-of-Core-Hours: first hour rate | £29 | £48 | £48 | £112.50 |
| Face to Face Interpretation Services  Out-of-Core-Hours: subsequent hourly rate | £28 | £32 | £40 | £67.50 |
| Telephone interpreting per minute  In-Core-Hours | £0.50 | £0.50 | £0.75 | £0.80 |
| Telephone interpreting per minute  Out-of-Core-Hours | £0.50 | £0.50 | £0.75 | £1.20 |
| Video / Skype interpreting per minute  In-Core-Hours | £1.00 | £1.00 | £0.75 | £0.80 |
| Video / Skype interpreting per minute  Out-of-Core-Hours | £1.00 | £1.00 | £0.75 | £1.20 |

**Lot 2 Translation - Rates are inclusive of travel expenses.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Language Empire** | **AA Global Language Services** | **Vandu Language Services** |
| Translation – non technical. Price – pence per word | £0.06 | £0.0695 | £0.14 |
| Translation – technical. Price – pence per word | £0.08 | £0.0695 | £0.15 |
| **Easy Read – standard** |  |  |  |
| Price per A4 page (approx. 350-400 words) master copy | £30 | £15 | £95 |
| Price per Additional A4 Copies | £0.25 | £0.50 | £25 |
| Price per item - Binding, filing and stapling | £1 | £1 | £5 |
| **Easy Read – foreign** |  |  |  |
| Price per A4 page (approx. 350-400 words) master copy | £45 | £25 | £95 |
| Price per Additional A4 Copies | £0.25 | £0.50 | £25 |
| Price per item - Binding, filing and stapling | £1 | £1 | £5 |

**Lot 3 Bilingual Advocacy - Rates are inclusive of travel expenses.**

|  |  |  |
| --- | --- | --- |
|  | **Sussex Interpreting Services** | **Vandu Language Services** |
| Face to Face Advocacy services  In-Core-Hours: first hour rate | £58 | £65 |
| Face to Face Advocacy services  In-Core-Hours: subsequent hourly rate | £50 | £40 |
| Face to Face Advocacy Services  Out-of-Core-Hours: first hour rate | £58 | £97.50 |
| Face to Face Advocacy Services  Out-of-Core-Hours: subsequent hourly rate | £50 | £60 |

**Lot 4 Hearing Impairment - Rates are inclusive of travel expenses.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Action Deafness** | **Language Connect** | **Royal Association for Deaf People** |
| **Face to Face Interpretation services (non- verbal) In-Core-Hours** | | | |
| Hourly Rate | £47.50 | £65 | £75 |
| **Minimum Number of Hours** | 2 | 2 | 2 |
| Minimum Hourly Rate | £95 | £130 | £150 |
| Subsequent Hourly Rate | £47.50 | £65 | £48 |
| **Face to Face Interpretation services (non- verbal) Out-of-Core-Hours** | | | |
| Hourly Rate | £52.50 | £65 | £98.50 |
| **Minimum Number of Hours** | 3 | 2 | 2 |
| Minimum Hourly Rate | £157.50 | £130 | £197 |
| Subsequent Hourly Rate | £52.50 | £65 | £48 |
| **Lipspeaking services In-Core-Hours** | | | |
| Hourly Rate | £40 | £65 | £75 |
| **Minimum Number of Hours** | 3 | 2 | 2 |
| Minimum Hourly Rate | £120 | £130 | £150 |
| Subsequent Hourly Rate | £40 | £65 | £48 |
| **Lipspeaking services Out-of-Core-Hours** | | | |
| Hourly Rate | £45 | £65 | £98.50 |
| **Minimum Number of Hours** | 3 | 2 | 2 |
| Minimum Hourly Rate | £135 | £130 | £197 |
| Subsequent Hourly Rate | £45 | £65 | £48 |
| **Web Signing / Video BSL / Skype per minute**  **In-Core-Hours** | £0.90 | £1.75 | £3.75 |
| **Web Signing / Video BSL / Skype per minute**  **Out-of-Core-Hours** | £1.10 | £1.75 | £4 |

**Supplier Contact Details:**

|  |  |
| --- | --- |
| **Supplier Name** | **Supplier Account Manager Contact Details** |
| AA Global Language Services Ltd | Andrei Sparling  Tel: 01482 308777  Email: [andrei@aaglobal.co.uk](mailto:andrei@aaglobal.co.uk) |
| Action Deafness  **Vendor Number 99875** | Jim Robertson  Tel: 0116 253 3204  Email: [jimrobertson@actiondeafness.org.uk](mailto:jimrobertson@actiondeafness.org.uk) |
| Language Connect | Giulia Donelli (NHS Interpreting Manager)  Tel: 02079408104  Email: [gdonelli@languageconnect.net](mailto:gdonelli@languageconnect.net) |
| Language Empire Ltd  **Vendor Number 104794** | Katie Wild & Urwi Patel  Tel: 0330 20 20 270  Email: [contract.management@empire-groupuk.com](mailto:contract.management@empire-groupuk.com) |
| Royal Association for Deaf people (RAD)  **Vendor Number 51357** | Laura Herbert  Tel: 0845 688 2626  Mobile: 07738 802697  Email: [laura.herbert@royaldeaf.org.uk](mailto:laura.herbert@royaldeaf.org.uk) |
| Sussex Interpreting Services (SIS)  **Vendor Number 27794** | Arran Evans  Tel: 01273 234027  Mobile: 07765315822  Email: [Arran@SussexInterpreting.org.uk](mailto:Arran@SussexInterpreting.org.uk) |
| Vandu Language Services  **Vendor Number 26941** | Olivia Jackson  Tel: 01273473986  Email: Interpreting: [info@vlslanguages.com](mailto:info@vlslanguages.com)  Email :Translation: [translations@vlslanguages.com](mailto:translations@vlslanguages.com)  Email :Advocacy: [admin@vlslanguages.com](mailto:admin@vlslanguages.com)  <https://www.vlslanguages.com/account/login> |

**END OF DOCUMENT**