

UK Police Language Services DPS

This is the full supplier list as of Wednesday 28th October 2020.

There are 6 overarching Lots on the Police DPS for Language Services. The suppliers that have qualified for each Lot are detailed below together with those suppliers that have also qualified for Regional Lots under Lot 1 Face to Face, Lot 2 Translation/Transcription, Lot 4 BSL and Lot 6 Managed service.

Lot 1 Face to Face

Cintra

DA Languages

thebigword

Global Language Services

Language Line

Lot 3 Telephone

thebigword

DA Languages

Capita

Language Line

Lot 2 Translation/Transcription

Cintra

DA Languages

thebigword

Global Language Services

Capita

Lot 4 BSL

thebigword

DA Languages

Clarion

Lot 5 Evidential Video/remote

Currently no suppliers have qualified for this Lot. In particular the due diligence process for signing off the Information security requirements has not been evidenced satisfactorily. Mark Lewis the National Contract Manager for Language Services will be working with the supply network to develop further the category of Evidential/remote.

Lot 5 Non-evidential video/remote

Language Line

Thebigword

Capita

Lot 6 Managed service

Cintra

DA Languages

thebigword

The Language Shop

Capita

Language Line

Regional Lots – Applicable from 22nd October 2020.

Lot 1 Face to Face											
	North East	North West	Yorkshire and The Humber	Midlands	East	South East	South West	London	Wales	Scotland	GB
thebigword	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DA Languages	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Global										✓	
Cintra				✓	✓		✓				
Language Line	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Lot 2 Translation / Transcription											
	North East	North West	Yorkshire and The Humber	Midlands	East	South East	South West	London	Wales	Scotland	GB
thebigword	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DA Languages	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Global										✓	
Cintra				✓	✓		✓				
Capita		✓	✓	✓		✓					✓

Lot 4 BSL											
	North East	North West	Yorkshire and The Humber	Midlands	East	South East	South West	London	Wales	Scotland	GB
thebigword	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DA Languages	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Clarion	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Lot 6 Managed Services											
	North East	North West	Yorkshire and The Humber	Midlands	East	South East	South West	London	Wales	Scotland	GB
thebigword	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DA Languages	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Cintra				✓	✓		✓				
The Language Shop				✓	✓	✓					
Language Line	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Capita		✓	✓	✓		✓					✓

Audit Regime

All of the Language Service Providers on the DPS have been audited in August/Sept 2020

Next audits will commence in July/August 2021

All have received a Green status pass, meaning they fully comply with all aspects of the National Police Dynamic purchasing System for Language Service.

The audit covered the following aspects:

1 Compliance with Policies and Procedures

- 1.1 Equality/Diversity Policy
- 1.2 Business Continuity Plan
- 1.3 Complaints Policy
- 1.4 Quality Assurance
- 1.5 On-Boarding Linguists
- 1.6 Record Keeping
- 1.7 Information Security
- 1.8 Suppliers Terms & Conditions Policy

2. Operational Effectiveness

- 2.1 Call Centre
- 2.2 Interaction with Interpreters
- 2.3 Sub-Contractors

3. Management Information

- 3.1 Continuity and Minimum Standards



Ian Fraser MCIPS

Head of Procurement & Support Services

Leicestershire Police