

5.1 TENDER FOR TRANSLATING & INTERPRETING SERVICES

(CF2022213: JL)

Responsible Senior Officer: Joanne Robertson, Executive Manager Communications and Customer Experience

RECOMMENDATION**That Council:*

- 1. Awards the tender from Translationz Pty Ltd and Etranslate to form a panel of providers for a schedule of rates based contract for Part A: Translating Services with an estimated contract value of \$365,000 for the initial term and an estimated total contract value of \$511,000 inclusive of all available extension options;*
- 2. Awards the tender from Translationz Pty Ltd for a schedule of rates based contract for Part B: Interpreting Services with an estimated contract value of \$94,095 for the initial term and an estimated total contract value of \$131,733 inclusive of all available extension options;*
- 3. Authorises the Chief Executive Officer or her delegate to execute the contract agreement;*
- 4. Notes that the contract will commence on 14 December 2022, with an initial term of five years and the contract has two extension options of one years each and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance;*
- 5. Notes that while the new contract will commence 14 December 2022, the current multilingual phone line provided by LanguageLoop will continue to operate, allowing for the new multilingual phone line to be set up. Following the transitional period, a commencement date for the new phone system will go live in February; and*
- 6. Notes that the estimated schedule of rates contract values stated above are also subject to an annual CPI indexation as per the contract.*

*(*Please note that all dollar figures are GST Inclusive unless stated otherwise).*

INTRODUCTION

Council has tendered for Translating and Interpreting Services to support our large and diverse multicultural community.

Council understands the importance of providing quality and reliable translated information to our community, with the most recent census (2021) showing that 50.4% of people who live in Monash were born overseas – compared to an average of 35.7% across the greater Melbourne area.

From the same census, it is also understood that in Monash, 52% of people spoke a language other than English at home, and 15,467 people who spoke a language other than English at home reported difficulty speaking English. The proportion of people who don't speak English well or at all is approximately 8%. Of these, most are Mandarin speakers with smaller numbers of Greek, Cantonese, Vietnamese, Korean and Italian.

Given these figures, being inclusive of our culturally and linguistically diverse (CALD) community and providing high quality translating and interpreting services is crucial when communicating various messages from Council.

Recent examples of translated information include:

- Letters about the bin collection changes and accompanying material
- Waste collection calendar
- Waste and Recycling Guide
- Community grants guidelines
- Monash Bulletin

Given the importance of this service, Council Officers considered several procurement options including whether to go to market itself, participate in regional or sector collaboration or to possibly access established contracts via other compliant Procurement agreements.

Officers determined that the best option was to seek to appoint a panel of contractors to provide Translating and Interpreting Services.

Scope of the contract**Part A: Translating Services**

To translate Council material for the Monash Bulletin, publications, letters, and brochures. These generally focus on four key languages: Simplified and Traditional Chinese; Greek and Italian, and at times Korean; Sinhalese; Hindi; Tamil; Indonesian and Vietnamese. Additional languages may also be requested.

Part B: Interpreting Services

To provide interpreting services on the phone, on-site and AUSLAN interpreters.

Telephone and on-site languages with a focus on: Cantonese; Mandarin; Greek; Italian; Korean; Sinhalese; Hindi; Tamil; Indonesian and Vietnamese. The most requested languages being Mandarin, Cantonese and Greek. Additional languages may also be requested.

Council provides a multilingual information phone line in 10 languages and provides AUSLAN (Australian Sign Language) interpreters and notetakers. Staff training (for telephone and on-site) will be required under the proposed agreement, possibly on an annual basis.

Council will review the main languages for both translating and interpreting, depending on new and emerging communities and advise of any changes.

BACKGROUND

Council currently engages the services of LanguageLoop and Etranslate under an approved Exemption memo (2022036), which is expiring on 13 December 2022 for Translating Services and 31 January 2023 for Interpreting Services.

NOTIFICATION

A public notice was placed in The Age newspaper on 23 July 2022 and the tender closed on 12 August 2022.

TENDERS RECEIVED

Eight tender submissions were received by the appointed closing time.

The tenders received are listed below:

- All Graduates Interpreting & Translating
- eTranslate
- Expressions Australia
- LanguageLoop Australia
- Oncall Language Services
- Opal Translation Pty Ltd
- Translationz Pty Ltd
- 2M Language Services

TENDER CONFORMANCE

All submissions were assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

One submission was deemed non-conforming and was not evaluated further.

TENDER EVALUATION

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

The remaining conforming tenderers were assessed in accordance with the evaluation criteria published in the tender documentation:

TABLE 1 ASSESSMENT CRITERIA	
Conforming Tender	Pass/Fail
Insurance and Indemnity	Pass/Fail
OHS	Pass/Fail
NAATI accredited	Pass/Fail

Table 2	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	20%
	Service Timelines	10%
	Sustainability (Mandatory)	10%
Quantitative Criteria	Price (Mandatory)	60%

DISCUSSION

While this tender comprises translating and interpreting, there are two interpreting components to consider - *booked* interpreting and *on-demand telephone* interpreting.

Given the complexity of the service and advances in technology, the evaluation panel sought interviews with shortlisted companies 2M Language Services, Oncall Language Services and Translationz Pty Ltd, to ascertain their respective interpreting services. Following interviews, the evaluation panel sought a demonstration of their on-demand service.

As eTranslate were on the shortlist to provide translations, they were not invited to provide a demonstration.

Referee checks for the shortlisted companies were conducted and staff using current service providers were additionally contacted for feedback.

For this contract, a panel of no more than two suppliers are required to satisfy Council's service needs. The final evaluation (including price and non-price evaluation criteria) ranked the following two suppliers the highest:

Tenderer	Part A Translating Services	Part B Interpreting Services
Translationz Pty Ltd	Yes	Yes
eTranslate	Yes	No

The evaluation panel spent a considerable amount of time over several months assessing submissions and discussed at length what each company could provide for the two target audiences; Monash's CALD community and Council Officers who use the service.

Based off **Translationz's** submission, interview, and demonstration of their multilingual phone line, they can provide value for money while delivering an efficient service and high level interpreting. Additionally, Translationz use secure, Australian based cloud technology.

Following the demonstration of their multilingual line, the evaluation panel found Translationz's booking platform to be simple and easy to use, and additionally can be customised to the client.

As translating is less complex service to the components that makes up interpreting services. Based off tender submissions and Key Selection Criteria scores, and additionally as a current supplier whose service and quality of work Council is familiar with, the evaluation panel recommend **eTranslate** also sit on the panel of service providers.

There were many aspects to consider, especially for the interpreter services component, where interviews were sought from the shortlist of suppliers followed by a demonstration of their multilingual phone line and booking systems.

After much deliberation, the evaluation panel recommends these suppliers as representing the best outcome for both Monash's diverse CALD community and Council.

FINANCIAL IMPLICATIONS

The initial contract period is for a five (5) year period, with two (2) extensions of one (1) year each. The combined estimated annual value for Part A & Part B of the contract based on the submitted prices of the recommended submissions is approximately \$91,819 (GST inclusive). The total estimated expenditure including extension options is \$642,733 (GST inclusive with CPI to be applied as per the contract conditions).

The expenditure is within the projected budgets during the period of the contract.

CONCLUSION

That Council approves the recommendations contained within this report.