



**Trinity College Dublin**  
Coláiste na Tríonóide, Baile Átha Cliath  
The University of Dublin



**University College Dublin**  
An Coláiste Ollscoile,  
Baile Átha Cliath

## **Single-Party Framework Agreement**

**for**

**THE PROVISION OF IRISH SIGN LANGUAGE SERVICES**

**TO**

**TRINITY COLLEGE DUBLIN (TCD), THE UNIVERSITY OF DUBLIN and  
UNIVERSITY COLLEGE DUBLIN (UCD)**

**Ref: TCD-26-C2489**



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## Contents

|                                             |   |
|---------------------------------------------|---|
| Part 1: Objectives & Requirements.....      | 3 |
| Part 2: Specifications & Requirements ..... | 4 |



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## **Part 1: Objectives & Requirements**

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### **1.1 The Contracting Authorities**

Trinity College Dublin, the University of Dublin (“**Trinity**”) and University College Dublin (“**UCD**”) are Ireland’s leading university. Further information on Trinity and UCD can be found on the websites – [www.tcd.ie](http://www.tcd.ie) and [www.ucd.ie](http://www.ucd.ie)

### **1.2 About the Contracting Authorities**

At **Trinity College Dublin**, the University of Dublin we provide a liberal environment where independence of thought is highly valued and all are encouraged to achieve their potential. We promote a diverse, interdisciplinary, inclusive environment which nurtures ground-breaking research, innovation, and creativity through engaging with issues of global significance.

Located in a beautiful campus in the heart of Dublin’s city centre, Trinity is Ireland’s highest ranked university. It is home to 18,000 undergraduate and postgraduate students across all the major disciplines in the arts and humanities, and in business, law, engineering, science, and health sciences. Trinity’s tradition of independent intellectual inquiry has produced some of the world’s finest, most original minds including the writers Oscar Wilde and Samuel Beckett (Nobel laureate), the scientists William Rowan Hamilton and Ernest Walton (Nobel laureate), the political thinker Edmund Burke, and the former President of Ireland and UNHCR Mary Robinson. This tradition finds expression today in a campus culture of scholarship, innovation, creativity, entrepreneurship and dedication to societal reform.

**University College Dublin (UCD)** is a dynamic, modern University and is the largest University in Ireland with six Colleges and thirty-seven Schools offering a comprehensive range of undergraduate and postgraduate programmes. Its student population is over 33,000, including almost 8,000 international students based in the Dublin campus and almost 5,000 students based in overseas facilities. Approximately 31% of the student body is engaged in postgraduate study and research. UCD is committed to maintaining a high level of research activity and to further developing its collaborative links with industry and commerce, and with educational and research institutions internationally. UCD is also a major employer with 3,700 personnel (full-time and part-time).

This is a joint tender between UCD, Support Services to Access and Lifelong Learning along with Trinity College Disability Service (and Disability to the associated College of Trinity – Marino Institute of Education). These services will be available to all enrolled students, staff and for any events that may take place on either campus.

In UCD Access and Lifelong Learning, we are committed to creating an inclusive, equitable learning experience for every student. From that first question of “Is University for me?” Right through to graduate employment opportunities, we are here for students on every step of their journey.

On our website you will find out about routes to studying in UCD, student supports such as disability support, scholarships, and financial assistance, and our University for All initiative – [www.ucd.ie/all/](http://www.ucd.ie/all/)

### **1.3 Contract Duration**

The successful tenderer will be awarded the service contract for the **Provision of Irish Sign Language Services** for an initial term of 12 months. The Contracting Authority reserves the right to extend the contract term for a 12-month period, with a maximum of three (3) such extensions. Not exceeding a period of 4 years



## **Part 2: Specifications & Requirements**

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### **1.4 Specifications of Requirements – Irish Sign Language Services**

#### **Synopsis of Requirements**

The Contracting Authority intends to establish a single party framework agreement with a suitably qualified and experienced service provider for the provision of Irish Sign Language (ISL) interpreters exclusively for the student population of UCD and TCD during the academic year. The service provider must deliver a timely, reliable, high-quality, and effective Irish Sign Language (ISL) interpretation service to support students with moderate to profound hearing loss/deafness.

#### **Scope of Requirements**

UCD and TCD each have their own Access and Lifelong Learning Departments to support students with moderate to profound hearing loss/deafness. Each university, in their own right, will be the point of contact for this Framework Agreement. The respective universities are responsible for providing access to this service to students registered with the Disability Support Team.

#### **General Requirements**

The following services will be required from the successful framework members:

1. The successful service provider must ensure all assigned ISL interpreters are suitably qualified, experienced, and proficient in Irish Sign Language (ISL). It is mandatory requirement that all the interpreters provided are registered with the Register of Irish Sign Language Interpreters (RISLI).
2. All assigned ISL interpreters must hold a recognised professional accreditation. The successful service provider must ensure that all the interpreters meet the qualification detailed on the RISLI Qualification Portal.
3. The successful service provider must ensure that sign language interpreters are vetted, have the appropriate qualifications and are registered with RISLI. Such measures must be sufficient to ensure that all sign language interpreters engaged are sufficiently proficient in both English and ISL.
4. All ISL Sign Language interpreters must adhere to the code of ethics from the [Council of Irish Sign Language Interpreters \(CISLI\)](#) or the Irish Association of translators and Interpreters (ITIA). Sign language interpreters must adhere to strict professional and ethical standards in the performance of their work and must at all times provide accurate and truthful interpretations.
5. Sign Language interpretation service may be required from 8 am to 6 pm, Monday to Saturday during term time (September – May). However, support may be needed during the summer period as well for other occasions such as examinations, resits and for first year orientation week. The successful service provider must have adequate measures in place to ensure that all requests for sign language interpretation service can be facilitated.



### **Service Provider's Responsibilities**

1. The successful service provider must deliver both onsite and remote Irish Sign Language (ISL) interpretation services. Onsite services will require interpreters to travel to the Contracting Authority's premises. The provider must utilise a robust management system to log, schedule, track, and invoice all service requests. Upon booking confirmation, the provider (or allocated interpreter) will coordinate directly with the student to finalise timetable and assignment details.
2. In particular, upon receipt of a request for sign language interpretation services, the successful service provider must issue an electronic confirmation to the Contracting Authority acknowledging the booking and confirming the following:
  - (1) the booking reference number;
  - (2) the date and time of the booking;
  - (3) the name of the assigned interpreter(s);
  - (4) Total cost
  - (5) the date and estimated time of the interpreter's arrival at the Contracting Authorities premises.
3. Following the completion of an onsite assignment, the successful framework member's sign language interpreter must have a suitable attendance record signed by the student. A copy of this attendance sheet must be sent to the Contracting Authorities.
4. Timetables may change on a six-weekly basis. ISL interpreters must arrive on time in line with the student timetable.
5. When a request for service is made by the Contracting Authorities, 100% of phone calls must be answered by the successful framework member's live operator within one minute.
6. The successful service provider shall ensure sufficient numbers of affiliated ISL interpreters are available to ensure the reliable delivery of interpreting service to the Contracting Authorities at all times.
7. In the event of a significant delay to a scheduled Irish Sign Language (ISL) assignment, the successful service provider must notify the Contracting Authority immediately. The service provider is responsible for sourcing and providing a qualified replacement ISL interpreter to cover the assignment. The Contracting Authority reserves the right, at its absolute discretion, to cancel the affected assignment without incurring any cost or liability.
8. The successful framework member must ensure that all interpretation work is carried out to a high standard of accuracy and that all interpreters are of neat and tidy appearance.
9. In the event that the interpretation services provided by the successful framework member are objectively determined by the Contracting Authorities to be of a poor standard, the successful framework member will not be reimbursed for the provision of the services in question.

The successful service provider must have appropriate mechanisms in place to review interpreters performance on an ongoing basis to ensure a quality service to the Contracting Authorities



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### **Account Management Support**

1. Nominate a contract manager who will be responsible for ensuring the delivery of a quality service throughout the duration of the framework and who will act as liaison person with each University. The contract manager must have the necessary authority to make decisions and deal directly with all matters relating to this framework agreement and any contract awarded pursuant to the establishment of the framework.
2. Nominate a deputy contract manager so that there is a point of contact at all times to ensure that any issues which may arise are resolved in a timely manner. The nominated contract manager/deputy contract manager will attend, free of charge, any meeting/s when required in order to review the performance of the overall relationship.
3. The successful framework member will provide regular management reports to the Contracting Authority (i.e., monthly or at agreed intervals), which must detail the quantity of interpretation services provided during the preceding period. At a minimum, such reports must detail matters such as the date of the interpretation assignment, the nature of the assignment, the name of the interpreter, the scheduled time of the assignment, the actual time of the assignment and the duration of the assignment and any feedback from students.
4. Invoices shall be submitted by the successful service provider monthly in arrears. Invoices must comply with any protocols laid down by the Contracting Authorities and, at a minimum, must break down each assignment in terms of the applicable booking reference number, the name of the interpreter, the nature of the assignment, the duration of the assignment, the applicable rate and the resulting cost.

### **Garda Clearance**

It shall be a condition for the performance of this framework agreement that all staff of the successful framework member who are afforded access to the Contracting Authority's premises under this framework agreement will have been fully and satisfactorily Garda vetted, as required by legislation. The successful framework member shall be required to provide appropriate evidence to this effect prior to the commencement of service delivery under this framework agreement.