

RFT 9033717: Request for Tenders to establish a Multi Supplier Framework Agreement for the provision of Interpreting Services (excluding Irish Language Services) – Clarification Question 29/09/2026

Message Ref No	Question	Contracting Authority Response
797035	With reference to: RFT Part 1, Clause 1.2 and Appendix 1 (Requirements and Specifications), Section 1, which outline the provision of services across three delivery channels: (a) Face-to-Face Interpreting, (b) Telephone Interpreting, and (c) Video Remote Interpreting; Appendix 2 (Pricing Schedule Instructions), which states that <i>"all items must be priced, Tenderers must not use negative costs, or omit costs, or use zero rates. Failure to comply with this rule will result in elimination from the competition"</i>; and - The evaluation cost formula in Appendix 2, which combines rates across Face-to-Face, Video Remote, and Telephone modalities to calculate the total evaluated score: Could the Contracting Authority please clarify: Mandatory Delivery Modes: Is it a mandatory requirement for an appointed Framework Member to provide all three delivery channels (including Face-to-Face Interpreting), or may a tenderer submit an offer limited exclusively to	Please find the below Contracting Authority response to the clarifications raised in respect of Mandatory Delivery Modes, Pricing Schedule Completion for Remote-Only Services and Lot Evaluation. The published RFT document at Appendix 1 states the following: "The successful Tenderer shall be capable of providing a fully managed interpreting service, including:" "...The delivery of interpreting services through multiple service channels, including: Face-to-face interpreting; Telephone interpreting; and Video remote interpreting...". As such, it is mandatory that each Framework Member be capable of providing interpreting

Message Ref No	Question	Contracting Authority Response
	remote modalities (Telephone Interpreting and Video Remote Interpreting)? 2. Pricing Schedule Completion for Remote-Only Services: If a tenderer is permitted to bid solely for remote interpretation (OPI/VRI), how should that tenderer complete the Face-to-Face line items in the <i>Appendix 2 – Pricing Schedule</i> without triggering automatic elimination under the rule prohibiting zero rates, omitted costs, or unpriced items? 3. Lot Evaluation: If remote-only tenders are permitted, will remote-only pricing submissions be evaluated on a separate or normalized basis against tenders that include Face-to-Face delivery?	services across <u>ALL</u> of the modes of interpreting specified in the published RFT document. Namely: Face-to-face interpreting; Telephone interpreting; and Video remote interpreting. Tenderers are reminded of the provisions of Part 2.5 'CONSORTIA AND PRIME / SUBCONTRACTORS' of the published RFT where a group of undertakings may wish to come together to participate in this competition. 2. Please refer to the Contracting Authority response provided in respect of Question 1. Tenderers <u>MUST</u> be in a position to provide <u>ALL</u> of the modes of interpreting specified in the published RFT document. Namely: Face-to-face interpreting; Telephone interpreting; and Video remote interpreting. 3. Please refer to the Contracting Authority response provided in respect of Question 1. Tenderers <u>MUST</u> be in a position to provide <u>ALL</u> of the modes of interpreting specified in the published RFT document. Namely: Face-to-face interpreting; Telephone interpreting; and Video remote interpreting.