

The London 2012 Business Network

Opportunities from London 2012

BULLETIN #127 – 11 March 2011

Opportunity



Opportunity Title

Language line services for London 2012

Buying Organisation

The London Organising Committee of the Olympic Games and Paralympic Games Ltd

Website

www.london2012.com

Opportunity Method

Contract Opportunity

Opportunity Type

London 2012 supply chain (private sector)

Nature of Opportunity

Services

Estimated contract value (GBP)

Not disclosed

About the Opportunity:

LOCOG Language Services is responsible for providing all oral interpretation services to the Games Family and LOCOG internal functional areas. Its services will be delivered by a team of professional interpreters and a large number of language volunteers who will be located at the key venues. However, in some instances during Games time, not all interpretation needs (e.g. rare languages, out of hour's interpretation requirements or emergencies, etc.) can be met by the team. Therefore an external company is required to provide additional over the phone interpretation support to the team.

Description

The external company will ensure the successful provision of over the phone interpretation to LOCOG to facilitate communication between Games clients that do not speak the same language. LOCOG staff will facilitate the over the phone interpretation between the parties that require the services and will be the main contact for the language line provider. Organisations wishing to tender for this service must demonstrate the ability to provide over the phone professional interpretation services on a 24/7 basis. Previous experience in providing interpretation services to major sporting events would be a plus. The provider must also be able to provide language line access cards which include information like the main

languages, codes to access these languages etc.

The language line is expected to be operational from 15 July 2012 until 10 September 2012. In addition, the language line would be tested at selected test events during the Summer/Autumn of 2011.

In addition, LOCOG also wishes to explore the potential ability an organisation may possess in terms of evaluating and assessing the language ability of its volunteers. The objective of the evaluation is to assess if the volunteers have the appropriate language skills to fulfil their roles. It is expected that approximately 200 to 400 volunteers will need to be assessed in a variety of languages between September and December 2011.

About the buyer's selection process:

Responses to these CompeteFor questions will be evaluated and a shortlist of potential suppliers will be prepared. Successful applicants will be those which, in LOCOG's sole opinion, are most capable of fulfilling LOCOG's requirements as set out in this opportunity.

Successful shortlisted suppliers will be e-mailed with details of next steps after the opportunity has closed on CompeteFor. In addition to responding to these questions on CompeteFor, applicants should be prepared to provide evidence to their responses, in the event of being shortlisted.

Bidders should note that LOCOG may manage the next phase of the procurement process online using our eTendering system.

LOCOG operates a fair and transparent procurement process. Further information on that values that underpin LOCOG procurement can be found in our Diversity and Inclusion Business Charter, available here on the London 2012 website:
<http://www.london2012.com/businesscharter>

LOCOG's view of value for money is different to that of some other companies. In support of our vision for London 2012 (as described in the 'About the buyer' section below), we must consider a broad range of criteria when assessing proposals from bidders. As such, LOCOG defines value for money on the basis of a range of criteria, namely:

- Quality, delivery and disposal
- Commercial
- Sustainability
- Diversity and inclusion
- Legal, financial, health and safety

For further information about LOCOG and our procurement process, please read the LOCOG Invitation to Tender (ITT) Part 1 which is available on the London 2012 website:
<http://www.london2012.com/ITT1>

About the buyer:

LOCOG is responsible for preparing and staging memorable Olympic and Paralympic Games in 2012. LOCOG is also responsible for staging a series of Test Events in the run-up to the Games; recruiting and training volunteers; and overseeing the four-year Cultural Olympiad leading up to the Games.

Find out more about LOCOG and the people delivering the Games:
<http://www.london2012.com/about-us>

LOCOG's vision is to use the power of the Games to inspire lasting change.

This means change in people's lives; in levels of sport participation; in attitudes to disability; and change in the communities across London, particularly east London. It means change in attitudes towards sustainability and protecting the world we live in; in how everyone participates and engages with the Games; and in how cities host the Games.

To realise this vision we aim to deliver Games that:

- provide experiences of a lifetime;
- capture the imagination of young people all over the world; and
- create physical, social and sporting legacies to meet the long-term needs of people and their communities.

Our suppliers will play a critical role in helping LOCOG to stage a memorable Games and supporting the delivery of our vision for London 2012. LOCOG contract opportunities cover a range of goods and services, split into eight different categories:

- Artists, performance and events
- Facilities management and catering
- Security
- Services
- Sports
- Technology
- Transport and logistics
- Venues and infrastructure

We will periodically update and share our schedule of future CompeteFor opportunities. View the latest information on the London 2012 website:

<http://www.london2012.com/futureopportunities>

Delivery point London

Details of specialist staff required (if any) Interpreters

Business Categories

1. Language schools
2. Translators and interpreters

CompeteFor
response
deadline 25/03/2011 17:00

Estimated
tender close
date 18/04/2011

Estimated
contract award
date 01/05/2011

Estimated
contract start
date 10/05/2011

LOCOG reserves the right at any time to alter the scope of work requested pursuant to this opportunity or to withdraw the opportunity completely.

LOCOG regrets being unable to provide feedback following responses on CompeteFor.

Suppliers who are successful in winning work with LOCOG will be required to sign up to our standard terms which can be downloaded from the London 2012 website:
<http://www.london2012.com/documents/business/locog-standard-terms-of-procurement.pdf>

**Additional
information**

for bidders
Include any
special notes
for bidders

Marketing rights are only granted to our international and UK partners:
<http://www.london2012.com/about-us/the-people-delivering-the-games/international-and-uk-partners/index.php>

To ensure that Suppliers do not prejudice LOCOG's ability to raise money from its marketing partners, contracts with Suppliers contain the London 2012 'No Marketing Rights Clauses'. These prevent Suppliers from marketing their involvement in the Games and also prohibit ambush marketing.

For further information, please see the 'No marketing rights protocol' which is available from the London 2012 website:
<http://www.london2012.com/documents/business/no-marketing-rights-suppliers-protocol-feb-2010.pdf>