

## Call to interpreting agencies

### New tenders for interpreting services

Since 1 April 2017, the programme *Tolken in de Toekomst* (Interpreting in the Future) of the Netherlands Ministry of Justice and Security seeks to effect efficient deployment and professional procurement of high-quality interpreters by the government, with a focus on the competence of the professional group, the wishes of customers and room for innovation.

The programme seeks to update the systems for quality, deployment and procurement of interpreters by the government. This includes innovation of the Register of Sworn Interpreters and Translators and more efficient methods for the deployment of registered interpreters in the work processes.

In addition, the full tender regime now governs the procurement of interpreting services by the government as a result of amendments to European legislation. This is not new to a number of government organisations: they were already procuring such services through calls for tenders. After going through European tendering procedures, a number of other large government organisations which at present directly provide individual interpreters and translators with a considerable number of separate jobs will conclude contracts with interpreting agencies.

During the preparation and design of these new calls for tenders, attention is being paid to aspects such as a healthy market approach and development of the profession. The intention is that the market and professional sector will develop and expand optimally, in a way that makes the playing field transparent to all parties involved. To achieve this, the programme *Tolken in de Toekomst* is developing a clear vision of the market and an idea of potential market players.

### Expected series of calls for tenders

It is expected that several tendering procedures will be started from mid-2018 for provision of interpreting services. These tender procedures will be implemented for various government organisations. Work is being done at present on division into lots, the exact structure of the calls for tenders, as well as their order, while a good balance is being sought between volume and whether a broad range of services or specialisation is required.

### Picture of the market

In order to develop a clear picture of the market of interpreting agencies, a survey was held among a number of parties, and several parties gave presentations of their businesses. This produced the following picture:

- There is room for expansion of the market: a number of potential parties at home and abroad are interested in entering it;
- Less prescription and more room for the abilities of parties to distinguish themselves will create more opportunities for current and new parties;
- The power of the market to innovate itself is not sufficiently used at present, but offers extensive opportunities.

### Call

To complete its picture of the market, the programme *Tolken in de Toekomst* calls upon potentially interested and relevant interpreting agencies at home and abroad to make their interest known in participation in future tendering procedures for interpreting services for the Dutch Government. This call was published with a prior information notice on TenderNed.nl.

No rights may be derived from this call with regard to future calls for tenders.

If you have any questions or would like to make your interest known, please use the following e-mail address: [tolkenindetoeekomst@minvenj.nl](mailto:tolkenindetoeekomst@minvenj.nl)

Please include in your message the contact person on behalf of your organisation and how they can be contacted.

Yours sincerely,

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