| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0335  Responded to: 06 February 2025 |
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Your recent request for information is replicated below, together with our response.

## I hope this email finds you well. I’m reaching out with a question regarding the 23-0062 - Translation/ Interpreting Services contract.

## Could you help clarify what happens if the awarded suppliers are unable to meet the demands or specific requirements?

The current interpreting contracts are the primary source of these services, but they are not exclusive. In rare circumstances where none of the three contracted suppliers can support a request this would be managed on a case-by-case basis at a department/division level to decide on the most appropriate action to source the necessary interpreting services.

## If that’s the case, are your police forces able to approach language service providers (LSPs) who are not on the approved list to fulfil these needs?

Other non-contracted interpreting suppliers could be approached to provide services if deemed to be an appropriate route in the given circumstances.

## And what would be the process to take this route?

This would be dealt with case by case.  It would be required to be compliant with the SPA/Police Scotland Procurement Manual and Contract Standing Orders and also considerations of the policing/judicial implications to determine what would be the most appropriate solution

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.