

**CONTRACT AWARD REPORT:  
TRANSLATION AND  
INTERPRETATION SERVICES PART I**



## I. EXECUTIVE SUMMARY

Plymouth City Council requires a translation and interpretation service to support the needs of clients working with or contacting the local authority. This is required to meet the needs of a broad range of clients, from Childrens Social Care to Coroners, providing an agile response to written and verbal translation including face to face and virtual means.

In February 2022 a business case was approved for the Council to join a tender led by University Hospitals Plymouth NHS Trust (Derriford Hospital), to procure a new translation and interpretation contract for both the Hospital and the Council. While the procurement would be led by the Hospital, each party would award their own contract, using the Crown Commercial Services framework terms and conditions.

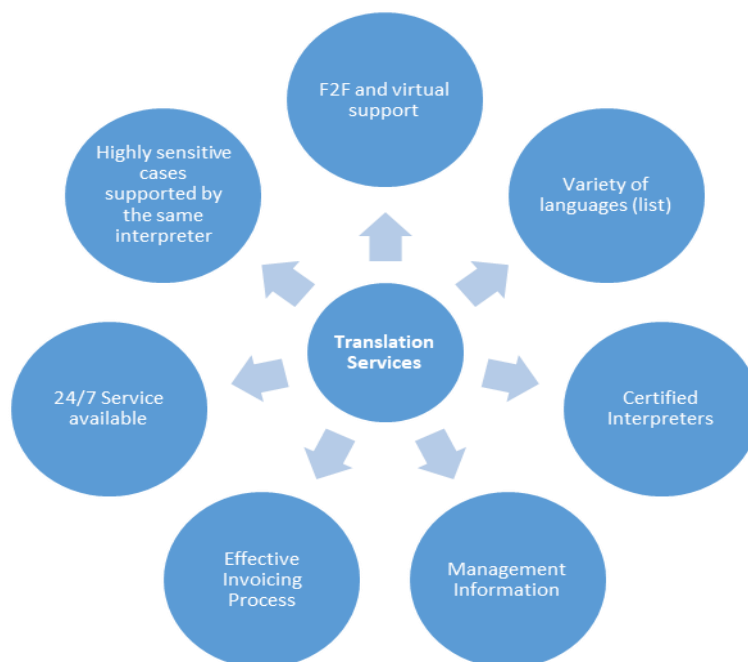
This mirrors the current arrangement, which has worked well, with the Hospital and Council coming together to work with the service provider to raise and address any issues with the performance of the contract.

As part of the procurement it was intended to include the provision of British Sign Language as this was a gap in the current service offer and spot purchased by individual departments, risking a lack of equality for citizens needing support.

The new service will include:

- Face to Face
- Telephone Interpreting
- Video Interpreting
- Written Translation
- British Sign Language

The aims of the new service are set out in the diagram below:



The incumbent provider is the Big Word, which has delivered the service for the Council and hospital since August 2019.

The estimated contract value for a 5 year period is £475,000 and the provider recommended for contract award is Oncall Interpreters Ltd. The contract start date is the 1<sup>st</sup> September 2022, until 31<sup>st</sup> August 2025 initially, but with options to extend on a 1+1 basis until 31<sup>st</sup> August 2027. The current contract with the Big Word has been extended from June 2022 until the end of September, to allow for a suitable handover period with Oncall Interpreters.

## 2. PROCUREMENT PROCESS


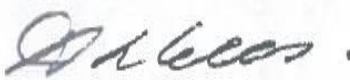
The tender opportunity was offered to providers who are already part of the Crown Commercial Services Framework and was run as a Mini Competition under NHS SBS Interpretation and Translation Services framework reference: SBS/21/NL/ZWV/10127 – LOT 6.

The providers were assessed on their responses to the specific questions set out in Appendix 1 with the tender weighted at 50% for technical and 50% for commercial. Representatives from Plymouth City Council and University Hospitals Plymouth NHS Trust evaluated the tender response. The respective provider scores for the tender are set out in the Part 2 report, which contains commercially confidential information.

## 3. CONTRACT IMPLEMENTATION

Meetings are planned with Oncall Interpreters to implement the new contract. This will include the delivery of familiarisation sessions for Council staff, for those who regularly use the service. This will support them to understand the new booking system and the services the provider offers. Pages on Staff Room will also be updated to reflect the new provider and their offer and contact details.

### Authorisation of Contract Award Report

Author (Responsible Officer / Project Lead)			
<b>Name:</b>	Emma Crowther		
<b>Job Title:</b>	Strategic Commissioning Manager		
<b>Additional Comments (Optional):</b>			
<b>Signature:</b>		<b>Date:</b>	9 <sup>th</sup> August 2022
<b>Name:</b> Anna Coles			
<b>Job Title:</b> Service Director for Integrated Commissioning			
<b>Additional Comments (Optional):</b>			
<b>Signature:</b>		<b>Date:</b>	10 <sup>th</sup> August 2022

**APPENDIX I – EVALUATION CRITERIA**

<b>Section</b>	<b>Title</b>	<b>Grade</b>	<b>Type of Question</b>	<b>Weighting (%)</b>	<b>Overall weighting</b>
Commercial	Costs for delivery of the service, including face to face, telephone, video and written translation and British Sign Language	Essential	Scored	N/A	50%
Technical: Accreditations, qualifications and references:	Confirmation of accreditation Provision of 2 references Confirmation of recognised qualifications for those supporting the contract	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
Technical: Contract Deliverables	Ability to invoice electronically	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
	Confirmation of any aspects of the specification that cannot be delivered	Desirable	Scored	25%	35%
	Confirmation that monthly management information can be provided	Desirable	Scored	25%	
	Proposed timescales for service delivery: Emergency Less than 1 day 1-3 days 4-14 days	Desirable	Scored	25%	
	Acceptance of a fulfillment target of 85% for the first 6 months and stretch	Desirable	Scored	25%	

	targets after that period				
Technical: Technology	Confirmation of suitable and reliable technology to deliver the service	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
	Ability to supply devices to support the delivery of the contract	Desirable	Scored	50%	20%
	Ability to offer App services to support delivery of the contract	Desirable	Scored	50%	
Technical: Legislation	Confirmation of meeting the public sector duties of the Equality Act 2010  Confirmation of meeting the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000 and any amendments  Confirmation of meeting the legislative requirements described in the specification	Essential	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
Technical: Implementation	Proposed implementation plan for contract start of 1 <sup>st</sup> June 2022	Desirable	Scored	100%	5%
Technical: Historical Performance	Declaration of any significant or persistent deficiencies in service delivery	Desirable	Scored	16.6%	30%
	Declaration of convictions in the last 5 years	Desirable	Scored	16.6%	
	Further information if answered yes to the above	Desirable	Scored	16.6%	

	Further reassurance measures if answered yes to the above	Desirable	Scored	16.6%	
	Declaration in respect of any breach of obligations related to the payment of tax or social security contributions	Desirable	Scored	16.6%	
	Further information if answered yes to the above	Desirable	Scored	16.6%	
Technical: Added Value/Social Value	Added Value – technology/innovation	Desirable	Scored	20%	10%
	Added Value – financial	Desirable	Scored	20%	
	Social considerations – Social Value Act 2012	Desirable	Scored	20%	
	Environmental considerations – Social Value Act 2012	Desirable	Scored	20%	
	Economic considerations – Social Value Act 2012	Desirable	Scored	20%	
Technical: Contractual details	Employers Liability insurance cover Professional Indemnity insurance cover	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
	Details of any upheld insurance of legal claims against the organisation in the last 36 months	For info	Not scored	N/A	N/A
Technical: Administrative	Details of Suppliers contract manager Details of where notices served on the contract should be delivered Details for Dispute Resolution Confirmation of	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A

	<p>participation in annual contract review meetings</p> <p>Confirmation of presentation of management information at contract review meetings</p>				
Technical: Confidentiality and commercially sensitive controls	<p>Acceptance of information as commercially confidential</p> <p>Confirmation of a fully audit trail and user activity reports</p> <p>Confirmation of provision of granular authorisation, e.g. limiting access to safeguarding records</p>	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A
	<p>Declaration in relation to information which is considered exempt from Freedom of Information Act and or Environmental Information Regulations 2004</p>	For info	Not scored	N/A	N/A
Technical: Compliance	<p>Confirmation of understanding and acceptance of key documents</p>	Essential	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.	N/A