



THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

REQUEST:

Approve the award of the Interpreting and Translation Contract

Title:

Interpreting and Transaltion Contract

Executive Summary:

The NHS Shared Business Services have awarded a framework contract on behalf of the public sector for Interpreting and Translation Services. Northumbria Police have carried out a further competition exercise against the North East Lot on behalf of Northumbria, Cleveland and Durham to award a contract until November 2016. Following this exercise a recommendation was put the T/ACO and PCC.

Decision:

The PCC is asked to award the Interpreting and Transaltion services to Tenderer 2.

Implications:

Has consideration been taken of the following:

Yes

No

Financial

Legal

Equality & Diversity

Human Rights

Sustainability

Risk

(If yes please provide further details below)

Decision Required – Supporting Information

Financial Implications: (Must include comments of the PCC's CFO where the decision has financial implications)

The spend on face to face services in 2012/13 was £120,276. This equates to 871 2.5 hrs visits. The cost for the same number of visits with Tenderer 2 would be £76,300. This would generate savings of approximately £43,976 per annum.

The spend on telephone services in 2012/13 was £9,000. This equates to 12,857 minutes. The cost for the same number of minutes with Tenderer 2 would be £3,471. This would generate savings of approximately £5,529 per annum.

The total saving per annum would be £49,505, and over the total contract term of 3 years the savings would equate to £148,515. These savings have been calculated on a full contract year, but as the Force will be joining the contract part way through the year, the Force will only realise part year savings in the first year.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)

Contract to be awarded under the NHS Shared Business Framework and therefore its terms and conditions will be used. There are no Legal implications associated with the award of this contract.

Equality and Diversity Implications

Contract to be awarded under the NHS Shared Business Framework and therefore all Diversity and Equality considerations have been taken into account on award of the framework. There are no Diversity and Equality implications associated with the award of this contract.

Human Rights Implications

Contract to be awarded under the NHS Shared Business framework and therefore all Human Rights considerations have been taken into account on award of the framework. There are no Human Rights implications associated with the award of this contract.

Sustainability Implications

Contract to be awarded under the NHS Shared Business framework and therefore all Sustainability considerations have been taken into account on award of the framework. There are no sustainability implications associated with the award of this contract.

Risk Management Implications

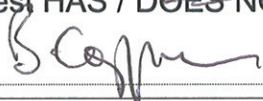
Contract to be awarded under the NHS Shared Business framework and therefore all risk considerations have been taken into account on award of the framework. There is a risk that individual interpreters currently used will complain, there are no other risk implications associated with the award of this contract.

I have been consulted about the decision and confirm that financial, legal, and equalities advice has been taken into account. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signed: _____  _____ Date: 19/4/13

Police and Crime Commissioner:

The above request ~~HAS / DOES NOT HAVE~~ HAS my approval.

Signed: _____  _____ Date: 19/6/13

**Report of the Chief Constable to the Police and Crime Commissioner of
Cleveland
13th June 2013**

Status: For Decision

Procurement Report for the Provision of Interpreting Services

1. Purpose

- 1.1 The purpose of this report is to advise the Police and Crime Commissioner of the procurement process undertaken during the recent exercise to award a contract for Interpreting Services.
- 1.2 There is currently no formal contract in place for the provision of face to face interpreting. Interpreters used by the Force are taken from the National Register for Interpreters; however the Interpreters on this register have not been through a competitive process.
- 1.3 There is a national contract in place for telephone interpreting which is currently used by the Force.
- 1.4 As a result of this procurement exercise a managed service contract will be put in place to cover all aspects of interpreting, including face to face, telephone and translation services.

2. Recommendations

- 2.1 That the Police and Crime Commissioner note the Procurement process used to appoint a contract for Interpreting Services.
- 2.2 The Police and Crime Commissioner accept that Tender 2 met the relevant scoring and commercial criteria required to enter into a contract until 31st October 2014, with an option to extend until 2016.

3. Background

- 3.1 Cleveland Police currently spend over £100,000 per annum on face to face interpreting services. This spend is split over 120 individuals who provide services to the Force without a formal contract in place.

- 3.2 The current process requires interpreters to be paid for a minimum of 3 hours regardless of whether they provide 30 minutes or 3 hours service.
- 3.3 The current process for managing interpreters is inefficient. The Force has to maintain a register of interpreters, ensure vetting is carried out, when a requirement for service is recognised the officer must identify from the register which interpreters provide the language they require and contact the interpreter direct. If the Interpreter is unavailable then the Officer will then contact the next Interpreter on the register that provides the language required. In addition, in 2012/13 over 500 individual invoices were processed for interpreting services.
- 3.4 The NHS Shared Business Service awarded a framework contract for Interpretation and Translation Services in November 2012. The framework contract is open to all Public Sector Organisations to use.
- 3.5 The Framework Contract was split into regional lots, there are six suppliers on the North East and Yorkshire Lot, and therefore a further competition exercise was required to award a contract.
- 3.6 Northumbria and Durham Police have requirements for Interpreting Services and currently utilise the previous NHS contract. This contract had not been taken up by Cleveland as on completion of Northumbria's trial, the contract was due to expire.
- 3.7 A decision was made that a further competition exercise would be carried out by Northumbria Police on behalf of the three Forces in the North East Region to achieve economies of scale and greater value for money.
- 3.8 Only three of the six suppliers on the Framework responded to the further competition documentation.
- 3.9 The responses were evaluated in terms of price and quality and on completion of the evaluation it was identified that Tender 2 should be appointed for face to face and telephone interpreting services. Although Tender 2 are not an approved contractor on the NHS framework for translation services, it is felt that this service can not be removed from the face to face service and therefore due to the low value spend on this service it is proposed that Tender 2 is also appointed to provide translation services.
- 3.10 The benefits of using a managed service contract, include:
- One number for Officers to call and then the organisation will organise the relevant interpreter to attend;
 - One invoice per month, reducing invoice processing from 500 to 12 per annum, resulting in efficiency savings;
 - The company organises vetting of the Interpreters;
 - The company manages register of Interpreters;
 - The Interpreters supplied meet the required standard i.e. DPSI/ Met Police Tested

4. Implications

4.1 Finance

Face to Face

Service	Current	Tender 2
Face to Face – 1 st Hour	£34	£28
Subsequent 15 mins	£8	£7
Minimum Engagement (Hrs)	3	1
Cost of 2.5 hrs – in hours	£101	£70
Out of Hours – 1 st Hour	£51	£32
Subsequent 15 mins	£13	£8
Cost of 2.5 hrs – out of Hours	£150	£80
Average Total Cost 2.5 hrs	£127	£75
Mileage Rate (ppm)	35p	42p
Mileage cost based on 30 mile assignment	£11	£12.60
Total cost for 2.5 hours	£138	£87.60

In 2012/13 spend was £120,276, which equates to 871 2.5 hour visits. The cost for the same number of visits with Tenderer 2 would be £76,300. This would generate savings of approximately £43,976 per annum.

Telephone

Service	Current	Tender 2
PPM	70p	27p

In 2012/13 spend was £9,000, which equates to 12,857 minutes. The cost for the same number of minutes with Tenderer 2 would be £3,471. This would generate savings of approximately £5,529 per annum.

The total saving per annum would be **£49,505**, and over the total contract term of 3 years the savings would equate to **£148,515**. These savings have been calculated on a full contract year, but as the Force will be joining the contract part way through the year, the Force will only realise part year savings in the first year.

4.2 Legal

There are no Legal implications associated with the award of this contract, the contract will be based on the terms of the over arching framework contract agreed by the NHS Shared Business Service.

4.3 Diversity & Equal Opportunities

There are no diversity and equality implications associated with the award of this contract.

4.4 Human Rights Act

There are no Human Rights implications associated with the award of this contract.

4.5 Sustainability

There are no sustainability implications associated with the award of this contract.

4.6 Risk

Northumbria Police experienced a number of complaints from Interpreters when they initially moved to the managed service solution, there is a risk that when Cleveland Police move to the managed service a number of complaints will be received regarding loss of income.

5. Conclusions

5.1 The NHS Business Services Framework for Interpretation and Translation Services has been awarded in full compliance with EU Legislation.

5.2 Northumbria Police have carried out a further competition exercise on behalf of the three Forces in the North East Region. It is their recommendation that the contract be awarded to tender 2

5.3 The use of a managed service for Interpreting services will deliver efficiency savings in the process of appointing, managing and payment of Interpreters.

5.4 Cashable savings of approximately £49,505 per annum, or £148,515 over the 3 year contract term, will be achieved.

Jacqui Cheer
Chief Constable

Evaluation Team
Procurement and Fleet Lead Business Partner - Steria