

DECISION NOTICE (GMP)

Decision author and proposer: Nigel Rudyard

Subject:
A0294 Language Services

Type of decision: Approval to Award			
Deputy Mayor's decision	X	Chief Officer's decision	

<p>The decision is that:</p> <p>The Deputy Mayor approves the award of Language Translation Services using the ESPO 402 framework (under Lot 7) to Capita Translation and Interpreting (CTI) as the most economically advantageous tenderer (subject to successful Due Diligence) for an initial period of 2 years with an option to extend for a further period or periods up to a total of 2 years taking the contract term to a maximum of 4 years.</p> <p>Main services:</p> <ul style="list-style-type: none"> • Face-to-face interpretation; • Telephone interpreting; • Translation and Transcription; • Services for the deaf and deaf/blind (including British Sign Language, Sign Supported English, Note Taking, Finger Spelling and Lip Speaking); and • Other specialised services as required (inc video / remote services) <p>The reasons for the decision are:</p> <p>GMP is the lead authority for the North West Contract (GMP, Lancs, Merseyside, Cumbria, North Wales, Cheshire) for Language Translation Services. The current contract will expire 14 October 2017.</p> <p>Bidders were required to respond to 14 method statements which evaluated key aspects of the suppliers' proposals, covering response times; compliance with framework price ceiling; prices being all inclusive; booking arrangements; Welsh Language Act provisions; resource levels relating to response; language trend monitoring and management; account management</p>
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arrangements (including complaints and dispute escalation); Social Value; Invoicing, Billing and validation; Implementation and Mobilisation; Recruitment of Interpreters; Value-added elements; Cancellations.

The evaluation panel comprised representatives of all nine participating organisations, with North Wales Police Language Team assessing the Method Statement relating to the Welsh Language Act.

Pricing was assessed independently of the quality assessment.

Capita Translation and Interpreting scored highest in both quality and price and therefore provided the most economically advantageous tender.

Social Value considerations will be an important component of service delivery, with the successful provider committed to supporting and harnessing the existing skills and talents of local populations, making long-term improvements to communities, and individuals' well-being, via several core commitments:

- Education, training and skills
- Youth engagement
- Local community commitments
- Supporting local economies

Specific initiatives will include:

- the education and training of 132 interpreters
- subsidised training for all existing linguists
- preferential use of local sub-contractors and partners
- Interpreting courses to members of (all seven) local communities
- Annual "Capita in the Community" event
- Sponsored internship programme for each of the 7 force areas

Alternative options considered and rejected:

Specialised language service frameworks provided by MOJ, CCS and ESPO were considered as commercial solutions. The MOJ framework was not considered suitable for police requirements (minimum 3 hour charge and rates non-negotiable with further uplifts). The CCS framework rates do not include travel and expenses. It was therefore determined that the ESPO framework, with all-inclusive rates and fixed costs over the duration of the framework, with a police-specific sub-lot, presented the best solution.

Financial comments:

A thorough evaluation process was completed and the other bidders scored less in both quality and price. The basis of the evaluation was 40% price and 60% quality.

The annual value of the contract across all nine partner organisations is estimated at £2.9m p.a. (based on current annual volumes), of which GMP spend is £726,467, and NWCTU a further £48,328.

Savings have been estimated at a minimum value of £100,000 p.a. across all nine partners, based on:

- Prices (Hourly / Per minute) of the successful supplier are broadly in line with current rates, so there will be an inflationary saving;
- Rates are fixed for the duration of the Framework
- The supplier's charges are fixed regardless of the language requested, time of day and location;
- Current services (e.g.) Non-Verbal and Face-to-Face are currently exclusive of travel and expenses, whereas on the new contract all rates are inclusive of these costs.

Legal comments:

EU compliant ESPO 402 Further Competition process undertaken, with agreement of representatives of all nine organisations, and with regular advice from ESPO.

All participating forces will "call-off" the contract as required for up to 4 years (15/10/2017-14/10/2021).

Risk Assessment:

A compliant contract run through an established national Framework Agreement reduces risk of challenge or poor performance.

Is safeguarding of children relevant and has this been considered:
N/A

Signed on behalf of GMP

Signed: 

Name: Nigel W. M. P. 10770

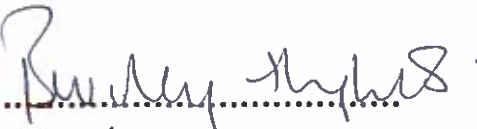
Date: 21/7/17

Signed on behalf of GMCA ^{Treasurer} (~~Director of Policing, Crime, Criminal Justice & Fire~~)

Signed: 

Date: 25/7/17

Agreed by Deputy Mayor

Signed: 

Date: 25/7/17

Contact Officer: Nigel Rudyard, Procurement Manager.