



Glasgow City Council

**Contracts and Property Committee
Report by Director of Legal and Administration**

Contact: Maureen Fitzpatrick Ext: 76406

**The Provision of Translation Services
Tender Reference :- GCC005559CPU**

Purpose of Report:

To submit details of the tenders received for the provision of translation services and recommend acceptance of the most economically advantageous tender as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a contract for the provision of translation services to the supplier listed below.

D A Languages Limited
Companies House Number 06207784

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes No consulted: Yes No

1 Background and Tender

- 1.1 Glasgow City Council's ("the council's") annual budget for the provision of translation services is £1,300,000.
- 1.2 Post transfer of Cordia (Services) LLP to the council on 30th September 2018, all Care Services, including translation services, transferred to Glasgow City Health and Social Care Partnership ("GCHSCP").
- 1.3 It was agreed by officers and elected members that a review of the in-house translation services provision would be undertaken, and a Project Group was set up in September 2019. This review is led by GCHSCP with contributions from key stakeholders. It was agreed the provision of translation services should be changed to an outsourced model.
- 1.4 This contract is to ensure that any barriers to accessing council services, due to English not being the primary language, are removed. Providing person centered services and identifying and addressing health inequalities, with the provision of an effective and efficient interpreting and translation service, to support wider service delivery is key to the promotion of equality, diversity and inclusion across the council family.
- 1.5 This will be achieved by the supplier providing the following services:-
 - Spoken Language face-to-face interpreting
 - Spoken Language telephone interpreting
 - Spoken Language video conference interpreting
 - Written translation to other spoken languages
- 1.6 A commodity team consisting of stakeholders from GCHSPC and the CPU was formed to develop the sourcing strategy and deliver a new contract.
- 1.7 In line with the efficiency and effectiveness aim of the council's previous Corporate Procurement and Commercial Improvement Strategy 2018-2022, located at <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=42092&p=0>, (which promotes consideration of National and Collaborative Frameworks), it was agreed that a mini competition process from Lot 5k of the Crown Commercial Services (CCS) Framework for Language Services, reference RM6141 would be the most appropriate method to deliver this contract.
- 1.8 The duration of the contract is from 15 September 2023 to 14 September 2025 with an option to extend for a further 3 periods of 12 months.
- 1.9 The contract will be utilised by GCHSCP, Education, Neighbourhood and Regeneration Services, and Chief Executives Department.

2 Evaluation

- 2.1 9 suppliers appointed to Lot 5k of the CCS Framework for Language Services were invited to submit a bid. 2 suppliers submitted a compliant bid. 1 Supplier declined to register on PCS-T for this opportunity. Of the remaining 6 suppliers which did not submit a bid, 1 cited lack of capacity to bid and 5 failed to provide a response.
- 2.2 The award evaluation was based on the following criteria and weightings:-

Price	Quality	Quality Sub Criteria
30%	70%	Contract Delivery - 30%
		Interpreting Services Delivery - 20%
		Continuity Plan - 5%
		Human Resources – 5%
		Innovation – 2%
		Sustainability – 3 %
		Fair Work First (including the Glasgow Living Wage) - 5%

- 2.3 The evaluation of award scoring and award value of the supplier which has been recommended for award is shown in the table below:-

Supplier	Total Evaluation Score	Value (per annum)	Rank
D A Languages Limited	100%	£1,061,429	1

A summary of the unsuccessful tender evaluation result can be found at Appendix A.

- 2.4 On award of this contract there will be maximum 12-week mobilisation period which will include the Transfer of Undertakings Protections of Employment regulations (TUPE) consultation stage which will involve 5 internal Admin Staff and 123 sessional interpreters employed by the council.
- 2.5 A user group will be established, chaired by HSCP, to monitor the supplier's day to day operational performance. Overall contract and supplier performance will be managed by CPU.

3 Policy and Resource Implications

**Resource
Implications:**

Financial:

The estimated annual award value of £1,061,429, totaling £5,307,125 over the 60 months duration of the contract (including the extensions), will be met by the service areas revenue budget.

The contract results in an overall annual budget saving of £238,571 (18.4%).

The contract will be awarded based on the schedule of tendered rates. The rates are fixed for the first 24 months of the contract. The contract value is estimated based on historical and projected future demand.

Management information will be monitored in the first year to ensure that usage is consistent with the forecast model and volumes.

Legal:

The report raises no new legal issues

The Director of Legal and Administration will be responsible for concluding the contract

Personnel:

TUPE will apply to 5 admin staff and 123 sessional interpreters

Procurement:

Mini competition process via the CCS framework as detailed in section 1.7

**Council Strategic
Plan:**

The contract supports Grand Challenge 1, missions 1, 3 and 4 and Grand Challenge 4, mission 2.

**Equality and Socio-
Economic Impacts:**

*Does the proposal
support the Council's
Equality Outcomes
2021-25*

Outcome 3 - This contract will ensure that any barriers to accessing services due to English not being a primary language are removed. This will provide a citizen centered services which will allow for the identification and addressing health equalities, support wider services delivery, promote equality, diversity, and inclusion across the council through an effective and efficient interpreting and translation provision.

What are the potential equality impacts as a result of this report?

No Impact

Please highlight if the policy/proposal will help address socio economic disadvantage.

All bidders were evaluated on Fair Work First at a 5% weighting for this contract.

The Supplier recommended for award, D A Languages Limited, confirmed the following fair work practices:

- A Real Living Wage employer
- No Zero hours contracts
- Support flexible working

Community Benefit – the supplier recommended for award, D A Languages Limited, has committed to provide community benefits which is based on accumulated spend, as detailed below:

- School Mentoring or Enterprise Programme x 5 (50 Points)
- Career event x 4 (20 Points)
- Supply Chain Briefing x 1 (10 Points)
- Community Engagement – Non-Financial Support (Min 5hrs) x 6 (30 Points)

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

This contract supports the climate action plan 7 by reducing traffic congestion by utilising;-

- Spoken language telephone interpreting
- Spoken Language video conference interpreting

What are the potential climate impacts as a result of this proposal?

A quality question was included as part of the tender in relation to sustainability and how the supplier intends to support via this contract the council's objective of achieving its net Zero Carbon goal for 2030. This question was allocated a weighting of 3% .

Will the proposal contribute to Glasgow's net zero carbon target?

Yes, by reducing traffic congestion by utilising Spoken Language telephone interpreting and Spoken Language video conference interpreting.

Privacy and Data Protection impacts:

Data Sharing Agreement included as part of contract award.

4 Recommendations

The Contracts and Property Committee is requested to approve the award of a contract for the provision of translation services to the service provider listed below.

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Appendix A

Supplier	Total Evaluation Score	Rank
Global Connections (Scotland) Ltd	88.36%	2