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Tender

NHSGGC0738 - Intepreting, Communication Support and Transcription Services

NHS Greater Glasgow and Clyde

F02: Contract notice

Notice identifier: 2022/S 000-031669

Procurement identifier (OCID): ocds-h6vhtk-03805a

Published 9 November 2022, 11:28am

The closing date and time has been changed to:

16 January 2023, 1:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

Contact

Claire Quinn

Email

Claire.Quinn2@ggc.scot.nhs.uk

Telephone

+44 1412013649

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.nhsggc.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHSGGC0738 - Interpreting, Communication Support and Transcription Services

Reference number

GGC0738

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Greater Glasgow and Clyde (NHSGGC) is committed to providing equal access to healthcare for all patients, as outlined in 'A Fairer NHS – Greater Glasgow and Clyde, 2016-2020'. The provision of interpreting services is a vital part of the ongoing work to ensure that everyone receives the best possible care. The NHSGGC interpreting service aims to provide an effective and efficient service for patients and staff.

This tender process will identify a framework of suppliers which will be split by Lots, identified by speciality to work with the internal service to provide interpreting services

compliant with all relevant legislation

II.1.5) Estimated total value

Value excluding VAT: £5,014,752

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Deaf Relay Interpreting

Lot No

3

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and out of hour's service.

The services which will arise under this lot includes:

-Provision of deaf relay interpreters at health appointments

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

International Sign Language

Lot No

4

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The services which shall arise under this lot includes:

-Provision of International Sign Language interpreters at health appointments

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lip Speaking, Note-takers and Speech to text reporters

Lot No

5

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require Lip speaking, note-takers and speech to text reporters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The services which will arise under this lot includes:

-Provision of Lip speaking, note-takers and speech to text reporters at health

appointments across the services within the background section of this document in both NHSGGC and NHS Lanarkshire

-The service to be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Telephone Interpreting/Video Conferencing

Lot No

6

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The contract will work with core hour's service and an out of hour's service.

The service will require to be able to access common as well as rare languages at short notice to match the need in NHSGGC.

The service will be required to estimate average connection time to interpreter and meet 90% of calls within this estimated timeframe.

The service is expected to provide NHSGGC with a live webpage containing guidance for NHSGGC staff including video links demonstrating good practice for telephone interpreting when the patient is with the clinician and when they are calling out to the patient.

The service will deliver direct patient access. This will allow NHSGGC patients to utilise telephone interpreting directly enabling them to call NHS services on demand. This service requires non-English speaking patients to access the service through direct calling or on an app.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

British Sign Language

Lot No

2

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire.

The service will require interpreters at short notice to deal with crisis events or unforeseen situations.

The provider will on occasion be required to cover consecutive appointments within an agreed time period to reflect best value.

Interpreters will support appointments at different locations, including hospitals, clinics, health centres, patient's homes and any other address as designated by NHSGGC or NHS Lanarkshire. Interpreters will also support appointments carried out by remote video / video calls.

The services which will arise under this lot includes:

- Provision of BSL interpreters at health appointments
- The service will be provided both in hours and out of hours to meet the upside capacity from the in house interpreting service

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Written Translation

Lot No

7

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

This lot includes the provision of written translation from English in to the language requested by the patient and from those languages into English or other languages. Translation refers to the conversion of written documents in to another language as text. This translation should be accurate and maintain the accurate meaning and spirit of the content of a document requiring translation.

The service will be available 09:00 – 17:00 Monday to Friday

The service will sometimes require to translate material at short notice to deal with crisis events or unforeseen circumstances.

All translations will be back translated by a second transcriber quality assurance.

The services which shall be provided under this lot include Translation / Transcription of patient information, patient records, clinical information and patient letters / guidance.

The services which will arise under this lot includes:

- The service to be provided in hours
- Translation of NHSGGC patient facing information, clinical information, letter and any other written patient information from English to the target language
- Translations of patient medical record from another language to English

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Spoken Language Face to Face Interpreting

Lot No

1

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

The service will be available 24 hours a day, 365 days a year within the geographical area of NHSGGC and NHS Lanarkshire. The service will require interpreters at short notice to deal with crisis events or unforeseen situations. Interpreters will support appointments at different locations, including hospitals, health centres, patients homes and any other address as designated by NHSGGC or NHS Lanarkshire. The services which will arise under this lot includes:

- Provision of face to face interpreters at health appointments
- Provision of interpreting in information and therapeutic group work
- The service will be provided both in hours and out of hours to meet the upside capacity of in house interpreting services
- Provision of written translation of medical records when required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 x 12 month periods

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

With reference to SPD question 4B.4, tenderer are required to state the value for the following financial ratio:

Current Ratio (Liquidity Ratio)

(Total Current Assets divided by total current liabilities)

The acceptable range for this financial ratio is:

>0.99

Tenderers should be able to provide 2 years financial accounts when requested by NHSGGC

With reference to SPD question 4B.4, tenderer are required to state the value for the following financial ratio:

Net Profit Margin

(Net profits divided by revenue x 100)

The acceptable range for this financial ratio is:

>0 (i.e positive)

Please note: Organisations with Charitable Status are not required to provide a response to this question

Minimum level(s) of standards possibly required

With reference to SPD question 4B.5.1a it is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract Professional Indemnity Insurance = GBP2m

With reference to SPD question 4B.5.1b it is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract Employer's (Compulsory) Liability Insurance = GBP5m

With reference to SPD question 4B.5.2 it is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract Public Liability Insurance = GBP10m

III.1.3) Technical and professional ability

List and brief description of selection criteria

With reference to SPD question 2D.1 Bidders must upload separate SPD questionnaires for each third-party supplier they intend to sub-contract to. Please note: this does not apply to self-employed Linguists. This is a pass/fail question. If the information is not provided, this will result in a fail.

With reference to SPD question 2D.1.1 Bidders must list the proposed sub-contractors. Please note: this does not apply to self-employed Linguists. This is pass/fail question. If the information is not provided, this will result in a fail.

With reference to SPD question 4C.1.2 Tenderers are required to provide examples that demonstrate they have the relevant experience to deliver the service. Examples must be from within the last 3 years. You should use the attached template to provide 2 examples that demonstrates experience that is relevant to this procurement exercise. Your completed response should be no more than 2 pages of A4. The completed response should be uploaded to question 4C.1.2. This is pass/fail question. If examples are not provided, this will result in a fail. If the examples provided do not demonstrate the required level of experience, this will result in a fail.

Minimum level(s) of standards possibly required

With reference to SPD question 4D.1, Bidders must evidence a regularly reviewed and documented policy for Health and Safety (H&S) management endorsed by the Chief Executive Officer, or equivalent. The policy must be relevant to the nature and scale of the work and set out responsibilities for H&S management at all levels within the organisation. The policy must be relevant to the nature and scale of

your operations and set out your company's responsibilities of health and safety management and compliance with legislation. This is a pass/fail question. Failure to evidence your policy will result in your tender being rejected. Failure to evidence a policy that meets the requirements will result in your tender being rejected.

With reference to SPD question 4D.1, Bidders should hold and evidence or commit to obtain, within 6 months of the contract start date, a whistleblowing policy consistent with the National Whistleblowing Standards that can be found at the following link:

<https://inwo.spsso.org.uk/national-whistleblowing-%20standards>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

13 December 2022

Local time

1:00pm

Changed to:

Date

16 January 2023

Local time

1:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

13 December 2022

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 21690. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

Bidders will be required to inform the Board if they intend to sub-contract in line with the requirements of the SPD

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Potential framework participants are required to summarise any proposed community benefits that will be developed and delivered as part of this contract if successful. Note, it is not sufficient to simply state adherence, bidders must provide sufficient evidence to allow the bid assessment team to be satisfied this requirement will be met. This may include but not limited to: procedures and protocols, staff responsibilities, previous experience, management information statistics'

(SC Ref:702275)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk>