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|  | **Market Engagement Questionnaire** **for Organisations supplying Interpreting Services for d/Deaf and Deafblind People** |
| Complete and return via email to procurement.cli@kent.gov.uk by no later than **midday on Monday 16 April 2018**. |

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| **SECTION A: SUPPLIER DETAILS** |
| Supplier Name: |  |
| Company Registration Number: |  |
| Website: |  |
| **Supplier Contact Details** in relation to this questionnaire. |
| Contact Name and Position: |  |
| Contact Email Address:  |  |
| Contact Telephone Number: |  |

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| **SECTION A: SERVICE OFFERING** |
| **Range of Services:** Indicate the range of different interpreting services that your organisation can provide, and how many Language Service Professionals (LSPs) you currently employ that can supply each type of service. |
| Type of Interpreting Service  | Number of LSPs |
| British Sign Language (BSL)  |[ ]   |
| Irish Sign Language (ISL) |[ ]   |
| Sign Supported English (SSE)  |[ ]   |
| Deafblind Manual (Hands On and Visual Frame) |[ ]   |
| d/Deaf Relay  |[ ]   |
| Speech to Text Reporting (Remote and On-Site) |[ ]   |
| Note Taking (Electronic and Manual) |[ ]   |
| Lip Speaking |[ ]   |
| Video Relay Interpreting (VRI) |[ ]   |
| Other (please specify): |  |
| **Public Sector Customers:** Does your organisation provide these interpreting services to customers in the public sector? If so, please describe. In particular, please specify if your organisation has the capacity to deliver services in Kent. |
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| **Standard Booking Process:** Please describe a best practice example of how your organisation processes orders for fulfilling of an interpreting assignment (including the use of any online booking systems/portals, etc.). Please also explain how the performance of this process is measured and managed (e.g. service levels). |
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| **Emergency Booking Process:** Please describe how your organisation facilitates the booking of LSPs for emergency assignments, (including service availability, lead times, etc.). |
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| **Managing Assignments of Different Priorities:** Does your organisation have experience of managing bookings of different priorities? If so, please describe. |
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| **Employment of Language Service Professionals:** What ‘employment’ model does your organisation have for the employment of LSPs needed to fulfil assignments (e.g. subcontracting, employment contracts, etc.)? |
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| **Quality Assurance of LPSs:** How does your organisation currently assure the quality of the LSPs you employ (e.g. employment checks, checking [NRCDP](http://www.nrcpd.org.uk/index.php) registration, compliance with NRCPD’s [Code of Conduct](http://www.nrcpd.org.uk/code-of-conduct) for Communication Professionals, etc.)? |
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| **Quality Control of LSPs:** How does your organisation currently measure and manage the quality of the quality of the LSPs you employ (e.g. using customer feedback, performance management mechanisms, professional development, peer support, etc.)? |
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| **Cultural Competency:** Explain how your organisation develops and maintains aunderstanding of d/Deaf culture. |
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| **Marketing and Publicity:** Explain how you organisation works to publicise the services you provide for your customers to ensure that all potential service users are aware of the availability of the service. |
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| **SECTION B: VIDEO RELAY INTERPRETING** **(VRI)** – If your organisation provides VRI, please complete this section. |
| **Public Sector Customers:** Does your organisation provide VRI to customers in the public sector? |
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| **VRI Service Offering:** Describe how your organisation supplies VRI, including:* the technologies used (e.g. mobile platforms, etc.);
* service availability;
* the booking process; and
* any restrictions to any of the above.
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| **Application:** Please describe the types of assignments where your organisation has found the use of VRI the most successful. Conversely, please also describe the types of assignments where your organisation has found that VRI cannot substitute face to face interpreting. |
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| **Payment Mechanism:** Explain the mechanism by which your organisation’s customers pay for VRI (e.g. pay as you go, etc.)? |
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| **SECTION C: PROCUREMENT**  |
| **Indicative Pricing:** Please indicate how much you charge for providing interpreting services (including minimum length of assignment, unsociable hours, etc.). Do you charge more for more complicated assignments (e.g. relating to child/adult protection, victim/witness meetings, police custody, etc.)? |
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| **Cancellation Policy:** What is your organisation’s cancellation policy? |
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| **Travel Expenses:** How does your organisation typically manage travel expenses accrued by the LSPs it employs, including how these costs are incorporated into the prices customers pay for services), and how your organisation acts to minimise travel cost when allocating LSPs to fulfil assignments? |
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| **Priority Assignments:** Assignments in Kent currently vary in terms of importance and priority (e.g. child protection meetings are a higher priority than staff meetings). Where resources are limited, how does your organisation effectively manage resources to ensure that bookings for ‘priority assignments’ are fulfilled?  |
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| **Public Sector Frameworks** – Please specify under which public sector frameworks (if any) the Council would be able to procure your organisation’s services? |
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| **Contract Period** – Please specify the minimum contract period that your organisation would be interested in tendering for? |
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| **Other Information:** Is there any other information you can think of that Kent County Council should consider regarding the delivery of interpreting service for D/deaf and deafblind people in Kent? |
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