Translation & Interpretation Services

Service Specification

**1st February 2023 – 31st January 2025**

**With 1 x 24 months and 1 x 12 months optional extensions. Total term 5 years.**

**Reference C0813 / DN30261**

# **Introduction**

* + 1. **Cheshire East Council has a requirement for translation and interpretation services. These services include the written translation of documents and information as well as verbal and non verbal language interpretation.**
		2. **The population of Cheshire East is now 398,800[[1]](#footnote-1) and remains the third largest of the 39 local authorities in the North West – behind Manchester and Liverpool – and fifteenth largest in England.**
		3. **The Council wants to work with local and regional partners to support Cheshire East residents with language services, to ensure access to economic prosperity for all. The Service shall actively champion the Council’s aspirations to deliver upon its Social Value considerations and obligations which are to be supported through the service delivery.**

# **Summary Scope**

* + 1. **The Council intends to appoint a single Provider to deliver a fully managed Translation, Interpretation and Transcription Service. The service shall include provisions for: -**
		- **Face to Face Interpretation Services (Verbal)**
		- **Face to Face Interpretation Services (Non-Verbal)**
		- **Telephone Interpretation Services Scheduled**
		- **Telephone Interpretation Services on Demand**
		- **Video Interpretation Services (Verbal)**
		- **Video Interpretation Services (Non-Verbal)**
		- **Document translation, including Braille, Large Print, Easy Read and Audio Transcriptions.**

# **Background to the Requirement**

* + 1. **The ethnic profile of Cheshire East continues to become increasingly diverse with the borough hosting support for Syrian families, the Afghan resettlement scheme and latterly the Homes for Ukraine scheme, as such, the demand for such Services is increasing, requiring additional resource to meet such demand.**
		2. **Included at Appendix G is a representation of the volumes (by type) of services provided during 2019/20 (pre covid), as well as 2021/22 (post covid). The annual cost of language translation and interpretation services is estimated to be £190,000 per year. The main driver for activity in this area is the work that Children’s Services do with Children and Families in the borough. The Council seeks a provider willing to work closely with Service users to plan language service needs and to enhance the efficiency of the provision going forwards.**
		3. **Polish and Slovak continue to be the most popular languages requiring translation & interpretation services, occupying 68% of all Face to Face interpretations and 47% of all document translations. See Appendix F for the language data. This could easily change depending on the circumstances of any refugees settling in the borough.**

# **Service Deliverables**

* + 1. **Interpretation and translation services are required by a varied cross section of the Council but predominantly Children’s Services. The services are commissioned from all Council office locations across Cheshire East and can take place in a variety of locations, including but not limited to schools, courts, children’s centres, clients homes and hospitals across the borough.**
		2. **The most frequent users of the services are the Child Protection Teams based in Crewe and Macclesfield. The locations for Face to Face interpretations are outlined in Appendix F**
	1. ****The Languages****
		1. **The successful bidder will be able to provide translation and Interpretation services to a range of languages. The current Top 2 languages that the Council has requirements for are Polish and Slovak.**
		2. **The languages will be split into 2 categories:**
		+ ****Common languages** – to include Eastern European, Western European, Asian, African, Arabic and Oriental.**
		+ ****Specialist/rare languages** - It will be necessary for each bidder to provide a list.**
		1. **A full list of languages supported in 2021/22 can be found in Appendix F. A wider range of languages may be required at any point in the future.**
		2. **Face to Face interpretations make up over 68% of all translation and interpretation requests and the service provided must meet the highest standards of quality.**
		3. **Over 90% of all Face to Face interpretations concern the welfare of Children or young adults and it is expected that the same interpreter be provided on an on-going basis where possible, for this vulnerable group.**
		4. **There will often be a requirement for urgent/immediate face to face interpreters to attend Court, general meetings or medical appointments and for telephone interpreting to be available immediately, on demand.**
		5. **The interpreter should be available within a reasonable time from booking and be able to attend any location within Cheshire East and potentially a limited number of locations within the Cheshire West and Chester local authority area. On some occasions, the Council may need to provide further constraints on who should provide the interpretation. Examples may include:**
			+ **Where for cultural, religious and gender reasons we need a male or female interpreter.**
			+ **Where for reasons of confidentiality and the small size of some of the communities in Cheshire East, we require an Interpreter who has no links with the local area.**
			+ **Where someone with a particular dialect is required**
			+ **Where vulnerable children or adults are involved.**
	2. ****Contract Hours****
		1. **There shall be 2 time bands for which 2 rates will apply:**
			+ **Contract Hours will be Monday to Friday 8.00am - 6.00pm**
			+ **Out of Office Hours shall be Monday to Friday 6.00pm – 8.00am; weekends (Friday 6.00pm - Monday 8.00am) and Public Holidays.**
		2. **It is assumed that all document translations will take place within “The Contract Hours”.**
	3. ****Minimum Chargeable Hours****
		1. **Where the requirement is for Face 2 Face and video interpretation, there shall be a fee chargeable by successful bidders based on the below minimum chargeable hours:**
			+ **Face to Face verbal – 1 hour minimum. Where the time exceeds one hour, the Contractor will charge for each subsequent 15 minute period at the pro rata rate.**
			+ **Face to Face non verbal (BSL) – 3 hours minimum. Where the time exceeds three hours, the Contractor will charge for each subsequent 30 minute period at the pro rata rate.**
			+ **Video interpretation verbal on demand – no minimum. Chargeable per minute at the per minute rate.**
			+ **Video interpretation verbal scheduled – minimum 30 minutes. Where the time exceeds 30 minutes, the Contractor will charge for each subsequent minute at the per minute rate.**
			+ **Video interpretation non verbal (BSL) – minimum 30 minutes. Where the time exceeds 30 minutes, the Contractor will charge for each subsequent minute at the per minute rate.**
		2. **Bidders should bear in mind that currently the major location for service requirements is Crewe. The Council cannot confirm that the status of this location shall remain the same throughout the life of the contract. Crewe is not too far from the M6 and has direct rail links and regular trains to and from London, Manchester and Chester.**
		3. **Where an interpreter for a specialist / rare language is unavailable within Cheshire East, expenses will be paid as in **6.3 Travel Expenses**.**
		4. **It is anticipated that Telephone Interpreting will be charged in minutes with no minimum number of minutes applicable.**
	4. ****Document Translation****
		1. **Where there is a requirement for document translation, rates charged will be per 100 words.**
		2. **Quotations and the agreed output formats to be submitted to the requestor prior to the commencement of any document translations.**
	5. ****Bookings Procedure****
		1. **The Service will operate 365 days per year. Contractors will be expected to provide contact arrangements for both office hours and out of office hours, weekends and any public holidays. Out of office hours requests are relatively rare but often critical in maintaining an efficient response from the Council’s Emergency Duty team and to ensure the safety of hospital patients.**
		2. **The Provider will offer the Council a range of 24 hour booking facilities to book assignments, such as (but not limited to) email, dedicated telephone line (non‐premium rate) and booking portal.**
		3. Where appointments and interpreters require pre-booking, Contractors shall ensure there is a booking procedure for Approved Organisations to follow which allows for booking via the following methods;
			+ Telephone
			+ E-mail
			+ Secure on-line Portal / Extranet / web based order form. Where services utilise online booking portals, it is expected that bookings will be made via the online portal where possible
		4. The Contractor shall ensure Interpreters are able to be booked through a single point of contact which Contracting Authorities are able to contact 24hrs a day, 7 days a week, every day of the year including all public holidays.
		5. The Contractor shall provide a unique Telephone number - this telephone number should be a non-premium rate number with no additional connection charges, and be accessible from UK landlines and Mobile Phone, and overseas via a UK dialing code.
		6. Where electronic booking systems, or other innovative technology based booking systems, are used, these should employ the appropriate UK Government standards for encryption to prevent interception of data.
		7. **Regardless of the booking method used, the Provider will ensure that the following information (as a minimum) is captured when the Council make a Booking: -**
* **Service and/or language required (including source and target language where applicable)**
* **Date and time of Booking**
* **Date and time the assignment needs to be undertaken/completed by**
* **Anticipated duration/length of the assignment**
* **Nature and/or purpose of the assignment (for example, children social care interview, housing marketing collateral)**
* **Level of Linguist required**
* **Turnaround time**
* **Authorisation and/or personalisation codes (where applicable);**
* **Cost code**
* **Name and contact details of the Council Staff member, Service and Directorate making the Booking**
* **Location of the assignment**
* **Named Linguist (if requested)**
* **Format and delivery of completed assignment material**
	+ 1. The Provider shall construct a standardised booking template to capture the above information.
		2. The Provider will ensure that all bookings made by the Council are logged accurately and completely onto a centralised booking system prior to the Provider allocating the work to a Linguist. Each Booking will be given a unique reference number by the Provider to ensure that the Booking can be easily identified and traced.
		3. The Provider shall propose a method and means for the amendment of bookings after confirmation.
		4. Once full details are obtained from the Council regarding the booking, the Provider will match and allocate an appropriate Linguist to the requirement by taking into account all requirements set out on the booking form.
		5. Any change to the original request must be agreed in writing by the requesting officer who made the booking. The Contractor must not replace a Service with an alternative option without this prior agreement. This is in order to avoid duplicate bookings or Provider’s suggestions being taken up (e.g. telephone interpretation when request for face to face can’t be met, etc.)
		6. The notice period for booking a Service will depend on the nature of urgency. Contractors will be expected to handle and confirm availability as per the Turnaround Times in **APPENDIX H**
		7. There is a requirement for an out of hour’s emergency face to face interpretation service. This is a rare requirement, but an out of hours contact number must be available as per 4.6.5. Telephone interpreting must also be available 24 hours per day, 7 days per week throughout the year.
		8. The Council will allocate the successful bidder a set of cost centre codes for each of its Service areas in order to identify the Services delivered as well as for provision of an audit trail. These codes may change from time to time as a result of Service restructuring and/or business reviews.
		9. The Provider will supply within the contract price information, advice and training to Council Staff on how Services may be booked and will ensure arrangements are in place to support Staff throughout the booking process, including helpdesks, user manuals, web‐based support and language cards.
	1. **Duty of Care**
		1. The Provider shall ensure that the current Health and Safety legislation applies to both the physical and psychological health of Linguists and that their organisation’s Health and Safety policy shall cover this. Providers shall have a 'duty of care' to protect psychological as well as physical health and to act in a reasonable manner in the light of what is known about psychological reactions to traumatic events.
		2. Providers shall have standard operating procedures in place to prevent Linguists being unduly traumatised due to the nature of some Assignments and provide appropriate aftercare e.g. access to counselling services.

# **Constraints**

* 1. ****Qualifications & Registers****
		1. **The Council classifies interpreters into 3 categories, these categories are detailed below. Unless otherwise detailed within this specification or requested by a Client during the commissioning process, the category of interpreter that attends appointments shall be left to the discretion of the successful bidders. However, the Council estimates that Category B and C will be the most common categories of interpreters required due to the nature of the Client.**
		2. **The successful bidder will have access to a sufficient number of appropriately qualified and experienced translators/interpreters to ensure that they can fulfil the obligations under the contract.**
		3. **The successful bidder will continually review the number and quality of Interpreters and Translators available to fulfil all obligations under this contract.**
	2. ****Spoken Language Categories****

**Tenderers should base hourly rates on interpreters being from groups B and C**

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| Category A – Spoken |
| Interpreters are required to have the Diploma in Public Service Interpreting (DPSI) or equivalent qualification when working in the public sector legal environment e.g. for court cases, benefits investigation.Interpreters to be registered as a Member with the National Register of Public Service Interpreters (NRPSI) or equivalent registration.If it is not possible to source an interpreter from the NRPSI (for example where the language is rare), the interpreter may be sourced from some other list, for example the Association of Police and Court Interpreters (APCI), the Institute of Translation and Interpreting (ITI). It is essential that any interpreter sourced from another list should meet standards at least equal to those required for registration with NRPSI in terms of academic qualifications or proven experience and professional accountability. |
| Category B – Spoken |
| Interpreters to hold the Diploma in Public Sector Interpreting (DPSI) or an equivalent qualification deemed acceptable by the Chartered Institute of Linguists and / or the Interpreters and Translators Institute and / or by any other appropriate professional body.Documented evidence of a minimum of 400 hours experience of public sector interpreting in the United Kingdom, or equivalent experienceDocumented evidence of language specific training and/or continuing professional development within the last 12 months. |
| Category C – Spoken |
| Interpreters to hold the Diploma in Public Sector Interpreting (DPSI) or an equivalent qualification deemed acceptable by the Chartered Institute of Linguists and / or the Interpreters and Translators Institute and / or by any other appropriate professional body.Documented evidence of on going and developing experience of public sector interpreting in the United Kingdom, but not yet having attained the 400 hours threshold, or equivalent experience.Documented evidence of language specific training and/or continuing professional development within the last 12 months. |
| Category D - Spoken |
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* 1. ****Non Spoken Languages Categories****

**Tenderers should base hourly rates on interpreters being from group A**

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| Category A – Non Spoken |
| Linguists at this level will be required to be registered as a member with:The National Register of Communication Professionals working with Deaf and Deafblind people (NRCPD), working as a Registered Sign Language Interpreter (RSLI)ORThe Scottish Association of Sign Language Interpreters (SASLI); |
| Category B – Non Spoken |
| Linguists at this level will be required to be registered as a Member with:The National Register of Communication Professionals working with Deaf and Deafblind people (NRCPD), working as a Registered Sign Language Interpreter (RSLI) or a Trainee Sign Language Interpreter (TSLI).ORThe Scottish Association of Sign Language Interpreters (SASLI); |

* + 1. **The Successful bidder must provide on request by the Council NRCPD registration details for interpreters in question.**
		2. **Interpreters for each Spoken Language or British Sign Language assignments should use the ‘Linguistic Model’ (this is where the interpreter only interprets what they hear), i.e. does not ask questions or gets involved in the discussion.**
		3. **The Interpreter may only use the ‘Advocate Model’ (the interpreter asks question to ensure that the client fully understands and appreciates what is being said) upon request by the representative from the Council.**
	1. ****Disclosure and Barring Service (DBS)****
		1. **The Contractor shall operate clear written processes and procedures for the recruitment and selection of Interpreters that meet all of the legislative requirements and employment law including in relation to equal opportunities and anti-discrimination practice.**
		2. **Contractor vetting and selection procedures for Interpreters MUST include, as a minimum, Standard Disclosure and Barring Service (DBS) checks for all Interpreters (including existing and new Interpreters) providing services under this agreement prior to the Interpreter working on any assignments.**
		3. **Where an interpreter will be working with Children or Vulnerable Adults an Enhanced DBS check is required to be in place at the time of booking the appointment\*. Evidence may be requested to show that interpreters have an up-to-date DBS check (within 3 years).**

\*Excluding members registered with the National Register of Communication Professionals working with Deaf and Deafblind people (NRCPD). Enhanced DBS check is a condition of registration.

* 1. ****Safeguarding****
		1. **The Provider will ensure services comply with safeguarding procedures outlined by Cheshire East Council through the** [Cheshire East Local Safeguarding Children’s Partnership](https://www.cescp.org.uk/homepage.aspx)**, the** [Cheshire East Safeguarding Adults Board](http://www.stopadultabuse.org.uk/home.aspx)**, and** [Cheshire East’s Domestic and Sexual Violence Partnership Abuse Partnership](https://www.cheshireeast.gov.uk/livewell/staying-safe/domestic-abuse-and-sexual-violence/cheshire-east-domestic-abuse-and-sexual-violence-partnership.aspx)**:**
		2. **Cheshire East has adopted** [**Signs of Safety**](https://www.cescp.org.uk/professionals/signs-of-safety.aspx) **as our way of working with families because this supports us to achieve the type of service that children, young people, parents and carers have told us they want. Best practice is child-focused, solution-orientated, and respectful and inclusive of families, and this is what we want to achieve through adopting Signs of Safety.**
		3. **The Safer Recruitment and selection of Staff, and Volunteers must be robust and include appropriately the undertaking of Disclosure and Barring Scheme checks [DBS]. If these checks reveal information which would make the person unsuitable for work with children or vulnerable adults the Provider shall not employ or otherwise use such persons in any way.**
		4. **The Provider must immediately notify the Commissioner of any improper conduct by any of its staff or by one service user towards another, in connection with any part of this contract.**
		5. **Interpreters working with families and representing the voice of a child or young person should have sufficient experience in safeguarding to recognise any safeguarding concerns in the language and/or interchanges taking place within any assignment and to bring this to the attention of the Council officer in attendance.**
		6. **Workforce training on the prevention of abuse and safeguarding practice as well as domestic abuse must be given to all employees as a part of their induction and continued professional development.**
		7. **The Provider will identify a named safeguarding lead. The ‘named’ safeguarding lead will have arrangements in place to ensure they are able to access enhanced safeguarding advice, support and knowledge.**
		8. **Cheshire East Safeguarding Children’s Partnership (CESCP) and provides governance and guidance to services for Children, Young People and families. The Service will be delivered in accordance with the policy and procedures of the** [CESCP](https://www.cescp.org.uk/homepage.aspx)**.**
	2. ****Standard of Conduct****
		1. **Cheshire East Council is a large organization delivering a wide variety of services meeting complex needs. The service provider will provide single point of contact to enable service providers to access bookings in a simple, easy to use way.**
		2. **All bookings should be as described in section **4.6 Bookings Procedure**, in this specification. A job sheet with individual job reference numbers should be provided for each interpretation or translation job.**
		3. **The service must be delivered according to this specification. Best business practice and professional conduct is expected at all times, with the confidentiality of clients being respected.**
		4. **The Provider will ensure that all Linguists have signed a confidentiality agreement providing a commitment to confidentiality to the Council before their first assignment and will provide copies of all confidentiality agreements where requested.**
		5. **Contractors must ensure that guidance is communicated to all interpreters clarifying their specific roles and responsibilities (aligned to linguistic interpreting model and associated industry-specific competency/best practice); and evidence individual interpreters understanding and agreement to adhere to these.**
		6. **Where Linguists are required to undertake an Assignment off‐site, the Provider shall ensure that all Linguists possess and wear identification badges which display their full name and a clear photograph.**
		7. **There must be strict guidelines in place in the Linguists code of conduct with the Contractor when entering and working within the homes of vulnerable adults and children.**
		8. **The code of conduct for all Interpreters for the successful bidder will be reviewed and agreed or amended by the Council prior to commencement of the contract.**
		9. **The Provider should have a process in place to ensure that agreement to the Code of Conduct is renewed annually**
		10. **The Provider shall ensure the records of onboarded Interpreters/Translators are kept up to date to reflect the validity of their qualifications, security clearances and right to work in the UK. These records should be held in a secure manner and upon request shared with the Council within 5 working days**
		11. **At any time during this Contract, the Council may request the removal of any of the Provider’s staff or Linguist who the Authorised Officer reasonably believes to be unsuitable in terms or their qualifications, skills or conduct.**
		12. **The Provider should have robust and clear procedures to deal with complaints. These procedures must ensure a written record of all complaints is kept along with the response and record of any action taken. This record is to be available for inspection by the Council upon request.**
		13. The Provider will share information on complaints received and subsequent corrective actions as part of the routine contract review process.
	3. ****Quality Management****
		1. **Tenderers will need to demonstrate a commitment to quality. We define quality in relation to this Service in the following terms:**
			+ **Accurate, effective translation and interpretation Services.**
			+ **Attention to detail and meeting agreed timescales.**
			+ **A commitment to client confidentiality – evidenced by a code of conduct.**
			+ **A commitment to equality and diversity, in relation to both employment and Service delivery.**
			+ **The capacity to provide accurate, timely and detailed management and financial information for both internal use and to respond to freedom of information requests.**
			+ **A commitment to innovation and Service improvement; being adaptable to changing customer requirements and needs.**
			+ **The translators/interpreters must declare any vested interest, familiarity with the clients, difficulty with dialect or language and agree to withdraw from the assignment, if the officers, after discussing with the translators/interpreters and the client, feel this to be the best solution to avoid dissatisfaction with the respective Service.**
			+ **Given the level of quality expected by the Council, successful bidders must demonstrate their commitment to quality by holding accreditations ISO9001:2015 and or ISO17100:2015 or equivalents.**

# **Payments and Expenses**

* 1. ****Payments****
		1. **Bidders should note that the Council operates a No PO, No Pay policy, therefore any invoice received without an appropriate live purchase order or booking number or with insufficient committed funds on the order, will be sent back to the successful bidder in question without payment.**
		2. **It is acceptable to the Council to receive a consolidated invoice listing all booking references within the invoicing period, providing that all booking references are detailed in an accompanying file / spreadsheet. The Council’s payment terms are thirty days from receipt of undisputed invoices. All rates will be net of VAT and will include all travel time.**
		3. **It is expected that the successful bidder will ensure that any sub-contractors will also conform to these same payment terms.**
	2. ****Cancellation Fees****
		1. **If bookings are cancelled 24 hours or more prior to the date of the assignment, then there will no payment made.**
		2. **Bookings cancelled on the same day as the interpreting session will incur a cancellation fee equivalent to the minimum chargeable hours interpreting fee plus VAT.**
		3. **For BSL interpreters – bookings cancelled within 0-5 working days will incur 100% of the minimum chargeable hours and bookings cancelled within 6-10 working days will incur 50% of the minimum chargeable hours plus VAT.**
	3. ****Travel Expenses****
		1. **Mileage expenses shall not be chargeable within a 10 mile radius of the requested appointment venue.**
		2. **For travel distances greater than 10 miles and less than 50 miles, a mileage rate equal to the Council’s standard rate shall be paid. This is currently 45.0 pence per mile and may be subject to change.**
		3. **For assignments greater than a 50 mile (one way) journey, travel time may be charged.**
		4. **Where payment for travelling time has been agreed as in 6.3.3, the Interpreter may claim no more than 50% of their hourly rate for each hour they spend traveling and will only be allowable for the actual time spent travelling. The point of origin of the journey being the Interpreters/Translators home or current location whichever is the closest to the place of the assignment. For example, if the hourly rate was £30.00 then the Interpreter may claim a maximum of £15.00 for per hour for travel.**
		5. **Rates within the Borough and within a 50 mile radius shall not include subsistence, added in travel time or travel-related costs (excluding mileage) to and from an assignment and shall exclude meal breaks.**
		6. **Any out of Borough Service beyond a 50 mile radius will be subject to a separate agreement with the nominated officer to include subsistence (where applicable).**
		7. **The successful tenderer must demonstrate that they have adequate resources in place to capture all expenses charged to the Council.**
		8. **No other expenses shall be considered.**

# **Performance Management**

* 1. ****Contract Monitoring****
		1. **The Council may employ the Services of Independent translators on an ad hoc basis to monitor the standard of translation and interpretation provided by the successful bidder.**
		2. The contract performance will be monitored quarterly based on provision of management and monitoring for each quarter. The information breakdown will be agreed with the Council.
		3. A Nominated Officer will be provided by the Council and an Account Manager should be nominated and made available by the successful bidder. The Nominated Officer and the successful bidder Account Manager shall arrange regular meetings as appropriate.
		4. Any issues raised at any point may be monitored and followed up. Translators/Interpreters may be subject to spot check monitoring in house by the Council. The Contractor must share a copy of their Employers Liability insurance and Public Liability (Third Party) insurance with the Council once a year when these are renewed.
	2. ****Management Information (MI)****
		1. **Management reports will be received in the first week of each month.**
		2. **The following Management Information will be required: -**

**• Unique Booking Reference Number**

**• Service Code / Cost Centre**

**• Requester Name**

**• Request Date**

**• Required Date**

**• Location**

**• Urgent / Non urgent**

**• Response Time (time taken to confirm booking)**

**• Unable to provide Service / Provider rearranged appointment.**

**• Booking cancelation by requestor.**

**• Task - Spoken, Non Spoken or Translation**

**• Type of Interpretation – F2F, Telephone, Video**

**• Type of Translation – L2L, Braille, Easy Read etc.**

**• Source Language**

**• Target Language**

**• Requested Duration**

**• Actual Duration**

**• Document Translation - Word Count**

**• Interpreter / Translator Name**

**• Instances of non compliance – DBS checks, Safeguarding, Interpreter qualifications.**

**• Instances of complaints or poor quality feedback**

* + 1. **Successful bidders will be expected to provide this information within 3 days of such a request. Bidders should state what other information they are able to provide as part of standard reports and provide examples.**
		2. **Feedback cards will be used by the Council to monitor the service level provided by the interpreter: to include professional conduct, timeliness and perceived accuracy**
		3. **Where necessary remedial plans will be put into place by the successful bidders and should the remedial plan fail to improve service levels to that expected by the Council, the Council may initiate proceedings to terminate the contract.**
	1. ****KPI’s****
		1. **The performance of successful bidders will be measured against the following example KPI’s and discussed at meetings between Cheshire East Contract Manager and the nominated account manager of the successful bidder, at a frequency agreed by both parties: -**

****Example KPI’s****

* **Number of languages accessed**
* **Total duration of all tasks**
* **Number of bookings per month**
* **Average duration per booking**
* **Spend totals**
* **Cancellation charges**
* **Fulfilment rates**
* **Cancellation of a booked appointment by successful bidder, or “No show” by interpreter**
* **Inability to source an interpreter**
* **Instances of failure to fulfil an appointment**
* **Lateness of interpreter or exceed agreed timescale on a document translation.**
* **Travel Costs**
* **Management Information of the right quality and timeliness of receipt**
* **Number of complaints about professional conduct of Interpreters.**
	+ 1. **All KPI’s should be available by cost centre according to a list provided. They should also be split by type of service provided.**
		2. **The final list of required KPI’s will be agreed with the successful tenderer and the Council and /or partners prior to commencement of the contract.**

# **Other Requirements**

* 1. ****Innovation in Service Delivery****
		1. **Tenderers are invited to provide information on innovations in Service delivery that their company has developed or pioneered which they wish the Council to be made aware of.**
		2. **Tenderers are expected to demonstrate innovation in Service delivery within their tender response.**
		3. The successful bidder shall ensure that any added value and saving benefits are embedded into the service delivery for the Council.
		4. The successful bidder shall ensure that more efficient and innovative ways of working are shared with the Buyer and any added value and/or savings are passed on to the Council.
	2. ****Social Value****
		1. **The Public Services Social Value Act 2012 makes it a legal obligation for public bodies to “consider” the social good that could come when undertaking public procurements.**
		2. **Cheshire East Council is committed to conducting all activities in a socially responsible way and to influence our partners, communities, and those that we work with to reflect this principle. Our values and commitments to social responsibility are highlighted in the Council’s** [Social Value Policy](https://www.cheshireeast.gov.uk/pdf/business/procurement/cheshire-east-social-value-policy-nov-21.pdf) **and** [Social Value Framework](https://www.cheshireeast.gov.uk/pdf/business/procurement/cheshire-east-social-value-framework-july-21.pdf)**.**
		3. **Cheshire East Council are part of the** [Cheshire and Merseyside Social Value Network](https://www.cheshireandmerseysidepartnership.co.uk/social-value-guide/) **and supports the Cheshire and Merseyside Social Value Award, which aims to recognise local organisations making an impact in our communities.**
		4. **The following outcomes highlight our social value priorities through the delivery of this Contract for Translation and Interpretation Services:**
		+ **To work in partnership with the council and partners from the community and voluntary sector to identify volunteer community linguists in Cheshire East.**
		+ **To provide training and development opportunities to volunteer community linguists and demonstrate a commitment to the continued professional development of all Linguists.**
		+ **To work with local partners to deliver subsidised English for Speakers of Other Languages (ESOL) provision in Cheshire East.**
		+ **To source linguists locally to Cheshire East wherever possible and to reduce carbon emissions incurred as a consequence of distance travelled to fulfil the terms of the contract.**
		1. **The Provider should measure the impact of any Community engagement to understand their benefit and look to continuously seek improvements over the lifetime of the contract.**
	3. ****Service Implementation****
		1. **The Service Provider will be required to propose an implementation strategy to the Council. The implementation strategy should include, as a minimum, the following details: -**
* **Points of Contact and all Key personnel to be made available throughout the implementation process and those staff whom the Service will be handed over to upon completion of the implementation process.**
* **Implementation Schedule and timeline to include all major tasks and activities inclusive of milestone deadlines.**
* **Resource requirements during the implementation process.**
* **Proposed Security measures and data confidentiality during implementation.**
* **Additional Implementation requirements and Support including plans for the realisation of social value considerations and obligations as detailed within this Specification.**
1. According to 2021 Census Data [↑](#footnote-ref-1)