

**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: - GCC006168CPU****Purpose of Report:**

To submit details of the tenders received for 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.

Supreme Linguistic Services Ltd (T/A Premium Linguistic Services)  
Companies House Number - 09340464

Ward No(s): xxxxxxxx

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 translation services would be undertaken, and a Project Group was set up in September 2019. This review was 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 The 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 translation 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 It was agreed that an open process would be the most appropriate method to deliver this contract. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.
- 1.8 The duration of the contract is for a 36-month period with the option to extend for a further period of up to 27 months which includes a 3 month mobilisation period.
- 1.9 The contract will be utilised by GCHSPC, Education, Neighbourhood Regeneration and Sustainability and the Chief Executives Department.

## **2 Evaluation**

- 2.1 22 suppliers expressed an interest and 3 submitted bid. 1 bid was deemed non-compliant in relation to TUPE. Of the 19 suppliers that failed to respond, 1 cited inability to meet all specification requirements, 1 cited TUPE implications and 17 provided no response.

2.2 The award evaluation was based on the following criteria and weightings: -

Price	Quality	Quality Sub Criteria
35%	65%	Service Delivery - 40%
		Business Continuity Plan - 3%
		Human Resources - 5%
		Innovation – 10%
		Sustainability – 2%
		Fair Work First (including the Real Living Wage) - 5%

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

Supplier	Total Evaluation Score	Value (per annum)	Rank
Supreme Linguistic Services Ltd T/A Premium Linguistic Services	91%	£845,682	1

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

### 3 Contract implementation and Supplier Management

- 3.1 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. Further information is provided in section 4.
- 3.2 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.
- 3.3 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as a medium. The supplier will be monitored in line with our contract and supplier management process which includes tracking the suppliers performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

- 3.4 The agreed community benefits outcomes commitments will be monitored via Cenefits which is a web based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

## 4 Policy and Resource Implications

### **Resource Implications:**

#### *Financial:*

The estimated annual contract value of £845,682, totaling £4,439,830 over the 63-month duration of the contract (including the extension, if taken) will be met by the service areas revenue budget.

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 tender has resulted in a cost avoidance saving of £454,318 (34.9)%.

The estimated contract value and savings are 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:*

Based on our current understanding, TUPE will apply to 2 admin staff 1 assessor and 91 sessional interpreters.

#### *Procurement:*

Open tender process as detailed in section 1.7.

### **Council Strategic Plan:**

This supports Grand Challenge 4 and Mission 1.

### **Equality and Socio- Economic Impacts:**

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

Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the

area in which it operates, with a particular focus on reducing inequality.

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

The EQIA, in summary, does not detail any negative impacts by implementing this contract. Please see link - EQIA - Linguistics | Glasgow City Health and Social Care Partnership.

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

Fair Work First was included as part of the award criteria with a weighting of 5%.

The supplier recommended for award, Supreme Linguistic Services Ltd T/A Premium Linguistic Services,, has confirmed the following 7 policies within its tender submission.

- Payment of at least the Real living Wage.
- Provide appropriate channels for effective workers' voice.
- Investment in workforce development.
- No inappropriate use of zero hour contracts
- Action to tackle the gender pay gap and create a more diverse and inclusive workforce.
- Offer flexible and family friendly working practices for all workers from day one of employment.
- Oppose the use of fire and rehire practice.

Community Benefit was included as part of the tender process. The supplier recommended for award, Supreme Linguistic Services Ltd T/A Premium Linguistic Services, has confirmed the following outcomes:

- 1 x New Employee - Full Time Job (from Priority Group)
- 1 x Apprentice Transferred - Full Time
- 4 x Work Experience Placement – School
- 5 x Supply Chain Briefings
- 3 x Community Engagement - Financial Support (minimum £1k)
- 6 x Community Engagement - Non-Financial Support (min. 5 hrs.)

The proposal supports outcome 1 of the councils Equality Outcomes 2021 to 2025.

**Climate Impacts:**

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

Yes - action 7 is supported via this contract.

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

A reduction in emissions and carbon footprint by utilising telephone and video conference interpreting. Allocating local interpreters to provide face to face interpreting, purchase of refurbished laptops and utilisation of energy efficiency lighting within premises.

*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 include as part of contract award

## **5 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.

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## Appendix A – Unsuccessful Supplier

Supplier	Total Evaluation Score	Rank
Global Connections (Scotland) Ltd	86.66%	2