

Invitation to Tender (ITT) For Translation Services

Midland Heart Ref: MH340

Midland Heart is headquartered in Birmingham and is one of the leading housing groups in the country and the largest housing and regeneration business based in the Midlands. It operates in 54 Local Authority areas, providing and maintaining homes for more than 70,000 people, managing over 32,000 properties and delivering care and support services to 6,700 customers.

Midland Heart is a not for profit organisation. In 2014/15, our turnover was £191m and the operating surplus was £29.4m. We have gross housing assets of £1,662m.

Midland Heart is comprised of three areas: General Needs Affordable housing, Care & Support and Commercial Operations dealing with leasehold and a range of other housing tenures. We also have a financial interest in around 50 mutual schemes for older people in which the resident is an owner occupier and the residents are the sole shareholders in the mutual.

Midland Heart's purpose is to support people to live independently and achieve their aims in life. Whilst we own 32,000 homes across the midlands, the buildings are just a small part of what we do. We deliver over 1.5 million hours of care and support to 7,000 customers at any one time with over 1000 staff serving 15,000 people each year across the midlands. We provide services to some of the most vulnerable individuals in society, including older people, people with learning disabilities, homeless people and those with mental health issues, and create an environment where they can transform their lives and maximise their independence.

Midland Heart's mission is to transform lives and communities through housing care and opportunity. As part of this our vision will always remain the same; it is to be the best national housing and care business working with those in the greatest need.

We want our customers to be at the centre of everything we do. We are a business driven by quality, constantly looking to innovate and improve on each and every activity we undertake, whether small, large or complex.

To support this vision we have built our business around five key interrelated values to provide us with a unique dynamic and flexible approach.

- Ambition - to set new standards for housing management and participate actively in sustaining, re-building and developing communities where we manage properties.
- Imagination - to transform the lives of our customers by harnessing and integrating the skills of our staff.
- Customer First - to deliver reliable, right first time, accessible and beneficial services across the organisation.
- Empowerment - to make all our stakeholders feel empowered, enthusiastic and passionate about the services we deliver, to devolve responsibility to where it makes the most impact.
- Inclusive - to adopt an open, respectful and understanding attitude that is fair and supportive to our staff and customers.
- Courageous - to continue to be a courageous organisation that takes risks where appropriate and challenge ourselves to work in new ways. To embrace change within working environments to provide transformational services.

Contract Value and Duration

The Contract is due to commence on the 1st June 2016 and the duration will be for three years with the option to extend for a further one year subject to satisfactory continuous performance monitoring and annual performance review.

The Contract value is approximately £32,000 per annum. It must be noted that these figures are inclusive of VAT and are in no way guaranteed.

Description of the Translation Services Contract:

To communicate effectively with our customers, Midland Heart uses telephone and written translation services across many areas of our operation. Given the nature of our business it is extremely important that we employ translation and interpretation services to ensure that the information and advice we provide our customers with is understood and customers are able to raise their concerns or queries.

Our aims are to provide a high quality service to our customers and ensure that our Contract with a provider represents value for money.

A recent report from our current telephone interpretation provider indicates demand for the following languages (listed in descending order of call volumes):

Polish	French	Swahili
Bengali	Gujarati	Cantonese
Urdu	Farsi	Portuguese
Somali	Amharic	Vietnamese
Arabic	Hindi	Lithuanian
Punjabi	Russian	Spanish
Kurdish	Slovak	Bosnian
Tigrinya	Dutch	Thai
Mandarin	German	Dari
Latvian	Croatian	Turkish
Czech	Italian	Korean
Tamil	Pashto	Swahili
Bulgarian	kirundi	Sorani

Total usage of telephone translation services is circa 12,000 minutes.

The information we provide to a customer over the phone may have significant legal implications and any unfair or unequal treatment may be detrimental to the Human Rights of an individual.

For these reasons it is imperative that we are able to provide a professional, confidential and accurate telephone translation service.

Midland Heart is therefore looking to commission an interpretation service to provide us with instant telephone translation

The minimum requirements to be considered for this Contract are pass/fail and are as follows:

- ✓ **Financial Standing** - Midland Heart has a turnover requirement which is a maximum of 2x the Contract value per annum. You will be required to submit a copy of your audited accounts as part of the tender to evidence that you meet this criteria.
- ✓ **Insurance** - Midland Heart requires you to have the following insurance levels in

place. If your current insurance levels do not comply it is satisfactory to submit a statement which details you will put the required levels in place should you be successful in being awarded the tender. The insurance levels needed are: **Public and Product Liability £5 million, Employers Liability £5 million and Professional Indemnity Insurance £1 million.** Insurance certificates and/or your statement of intent will be required for submission with your tender.

- ✓ The **Contractors Duty Form must be signed** and returned as part of the tender process.
- ✓ Midland Hearts **Health & Safety Code of Conduct** (included in Appendix F) **must be signed** and your **Health & Safety policy submitted** if you have over 5 employees - if not we expect you to submit your processes for Health & Safety as part of the tender process.
- ✓ **Grounds for Exclusion**

In line with the Public Contract Regulations 2015 Section 57; you will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).

Please read through the Public Contract Regulations 2015 Section 57 on the hyperlink below, it begins on page 54; please notify Midland Heart if any of the offences apply to your organisation.

http://www.legislation.gov.uk/ukxi/2015/102/pdfs/ukxi_20150102_en.pdf

Whilst reserving the right to request information at any time throughout the procurement process, Midland Heart may enable the Supplier to self-certify that there are no mandatory/ discretionary grounds for excluding their organisation.

The tender will open and be available from 12:00 on Friday the 16th October 2015.

The Specification is available on the Bravo Solutions Portal:

https://iewm.bravosolution.co.uk/web/login.shtml?_ncp=1375434462958.69516-1

Suppliers Instructions

How to express interest in this Tender:

1. Register your company on the E-Sourcing portal (this is only required once) - Browse to the E-Sourcing Portal:
https://iewm.bravosolution.co.uk/web/login.shtml?_ncp=1375434462958.69516-1
and click the link to register - Accept the terms and conditions and click 'continue' - Enter your correct business and user details - Note the username you chose and click 'Save' when complete - You will shortly receive an email with your unique password (please keep this secure).
2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'ITT's Open To All Suppliers' link. (These are Invitation to tenders open to any registered supplier) - Click on the relevant ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the ITT into your 'My ITT's page. (This is a secure area reserved for your projects only) -You can now access any attachments

by clicking 'Buyer Attachments' in the 'ITT Details' box.

3. Responding to the tender - Click 'My Response' under 'ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion, then follow the onscreen instructions to complete the ITT - There may be a mixture of online & offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the e-Tendering help desk free of charge on 0800 3684850.