**INVITATION TO QUOTE: For an Interpretation and translation service for deaf, deaf blind and hard of hearing people in Shropshire: 1st April 2025- 31st March 2028**

**CONTRACT REFERENCE: AQCV 026**

**Background**

Under the [Equality Act 2010](https://www.gov.uk/guidance/equality-act-2010-guidance), deaf people have a right to reasonable adjustments to help them communicate, including a British Sign Language (BSL) interpreter, from any service provider or public-facing organisation.

Shropshire Council is seeking a provider who has a good working knowledge of Shropshire, it’s health and care system and Voluntary and community sector and is inviting quotations for a 3-year contract to provide Interpretation and sign language services for Deaf, deaf-blind and hard-of-hearing people within Shropshire, which will take the form of:

* British sign language/English interpreters
* Deafblind interpreters
* Lipspeakers
* Speech-to-text operators
* Notetakers
* Sight translations of written documents into British sign language
* Translation of written documents into British sign language onto DVD/digital files
* Telephone interpretations
* An out of hours and emergency message service and
* To coordinate this provision, via a comprehensive booking service using both in-house and freelance Communication Professionals.

**Specification / Brief**

A Service Specification / Brief has been developed and is shown at Appendix 1.

**Current volumes (for information only)**

49 Interactions (Apr-Jun 2023)

41 Interactions (Jul-Sept 2023)

37 Interactions (Oct 2023-Jan 2024)

60 Interactions (Jan-Mar 2024)

**Contract Period and Payment**

The contract will be effective from 1st April 2025 and will be for a period of 3 years.

Contract payments will be **fixed at £14,500 per annum**

Any additional cost not set out in the contract will be paid with prior discussion and agreement from the Council, at a half hourly rate.

**TUPE**

As this is an existing undertaking the Council does consider that the Employee ‘Transfer of Undertakings (Protection of Employment) Regulations ‘2006 (‘TUPE’) may apply to this contract.

**Quotation Process**

Key dates for this quotation process are set out below:

Quotation notice issued 2nd December 2024

Quotations returned 23rd December 2024

Evaluation of quotes week ending 10th January 2025

Appointment week ending 17th January 2025

Contract starts: 1st April 2025

A formal quotation must be submitted which provides the following:

* Details of the organisation (including any consortium partners or sub-contracting partners).
* A named contact with whom we can liaise over all aspects of the quotation, contracting and mobilisation process
* Financial details for your organisation including copies of the last 2 years’ audited accounts
* Insurance details – including employer’s and public liability insurance held and the value of cover
* With regard to the General Data Protection Regulation:
  + Confirmation that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects.
  + Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:
    - to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services
    - to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data.
    - to ensure that any consent-based processing meets standards of active, informed consent, and that such consents are recorded and auditable.
    - to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place).
    - to maintain records of personal data processing activities; and
    - to regularly test, assess and evaluate the effectiveness of the above measures.
* A statement of how you will provide quality assurance for the service
* Details of relevant experience and skills in delivering similar services including, where applicable, details of who will be carrying out the work and their relevant training, experience and qualifications
* Details on how you will access and manage volunteers if applicable
* Compliance with appropriate safeguarding processes
* A description of your approach to outcomes and performance reporting including any added social value you will bring whilst undertaking the work.
* Details of your implementation plan with timetable.
* **How many interactions do you expect to deliver for the fixed contract price, and what is the cost per half hour interaction? Please also provide a price quotation per half hour interactions that may be required above and beyond the fixed contract price.**
* **A full description of how you will deliver the service in accordance with the specification and the evaluation criteria below, and which will also include management of the service and provision for the health and safety of staff, volunteers and service users (Max 1000 words)**

**Evaluation Criteria**

Proposals will be assessed based on the following quality criteria. In reaching this judgement, the following will be considered:

|  |  |
| --- | --- |
| **Evaluation criteria** | **Percentage weighting** |
| * Your organisation’s proposals for and experience of delivering: An Interpretation and sign language service * Your organisation’s knowledge and understanding of Shropshire’s Health and social care system and its voluntary and community sector activities and groups * Your organisation’s knowledge of the local sign language dialect | 60% |
| * The numbers of expected interactions under the fixed contract value and the price quotation for additional interactions above and beyond the fixed contract price | 25% |
| * Description of any added Social Value (15%) | 15% |

Shropshire Council reserves the right:

* To determine whether an appointment is made (using the criteria above) based on the proposal submissions alone, or through further competitive interviews if necessary to further inform the decision.
* To not make an appointment.

**Conditions of Contract**

The contract will be between Shropshire Council and the successful provider and will cover the terms for undertaking the service. This contract must be agreed by both parties before any payments are made.

Your quote should be emailed to Ness Hicken at: [ness.hicken@shropshire.gov.uk](mailto:ness.hicken@shropshire.gov.uk) **by 12.00pm (midday) on 23rd December 2024**

A copy of the Shropshire Council General Terms and Conditions for the supply of goods, services and works is available to download from the Shropshire Council website:

<https://www.shropshire.gov.uk/doing-business-with-shropshire-council/>

[However, the General Terms and Conditions will need to be reviewed and finalised prior to the contract being agreed]

**APPENDIX 1**

**SERVICE SPECIFICATION / BRIEF**

The Service Provider shall ensure that they work within the Shropshire Plan. [Shropshire Plan May 2022 (adobe.com)](https://indd.adobe.com/view/6704262d-b1c5-4f27-b1bc-d803ccebb2bf)The overarching vision for Shropshire Council as described within The Shropshire Plan (2022-2025) is: ***“Shropshire living the best life”.***

This vision is supported by four strategic aims which place a focus on: Healthy People; Healthy Environment; Healthy economy and a Healthy organisation.

For the purposes of this contract, the activity delivered will emphasise the importance of promoting **healthy people**. The objectives aligned to this element of The Shropshire Plan concern the importance of: *Tackling inequalities*; *Early intervention*; *Partnerships* and *Self-responsibility*: [Shropshire Plan May 2022 (adobe.com)](https://indd.adobe.com/view/6704262d-b1c5-4f27-b1bc-d803ccebb2bf)

**The service provider will also ensure that they work within the following principles:**

* **Localities based** - having a strong identity and local presence in Shropshire
* **Community focussed** - understanding and making the most of what is within our communities
* **Digitally confident** - recognising the benefits of digital technology, building the confidence of others and using it to connect and engage
* **Person centred** - understanding the person we are working with and always providing support with them at the centre of our thinking
* **Strengths based** - focussing on strengths not deficits
* **Embracing and welcoming diversity** - embracing a culture of inclusion
* **Co-produced** - working alongside people with lived experience to ensure services and activities are well designed and effective
* **Listening and responding** - demonstrating active listening and reflection

**The role of the Organisation will be to provide services in the following areas:**

Provide Interpretation and Translation services for Deaf, deaf-blind and hard-of-hearing people within Shropshire

* 1. Functions / Role

Interpretation and translation services should be:

* provided in a timely manner,
* free to use,
* of a high quality,
* accessible and responsive to an individual's linguistic needs, including:
* British sign language/English interpreters
* Deafblind interpreters
* Lipspeakers
* Speech-to-text operators
* Notetakers
* Sight translations of written documents into British sign language
* Translation of written documents into British sign language onto DVD/digital files
* Telephone interpretations
* Out of hours support system

The provider will coordinate this provision, via a comprehensive booking service using both in-house and freelance Communication Professionals.

* 1. Geographical Area

The Service will be delivered and accessible across Shropshire Council’s administrative area for customers who are ordinarily resident in Shropshire.

1.3 Hours of Operation:

The service will be available from Monday–Thursday 9am-5pm and Friday 9am-4pm. (Including access to an out of hours message service)

1.4 Staffing

The Service Provider will ensure that there are sufficient communication professionals **who are NRCPD Registered and Association of lip speakers registered (or other professionally recognised qualifications) and have** the appropriate experience to deliver the services.

The Service Provider will hold appropriate quality standards relevant to the provision of this service.

2. Outcomes, Social Value and Reporting

* 1. Outcomes:

1. Shropshire’s deaf, deaf blind, and hard of hearing individuals have access to quality services in ways that work for them and that meet their needs and wishes (This can be virtually, via Apps over the telephone or face to face for example)
2. Individuals have access to professional interpreters who are suitably qualified, with the relevant service experience: Deaf sign language users will get access to qualified interpreters that are familiar with the local sign dialect.
3. The deaf, deaf blind and hard of hearing community benefit from informative guidance and signposting, by a provider who has a good working knowledge of the Shropshire health and care system and the Voluntary and Community sector activity and groups available.
4. The provider develops positive and collaborative relationships with individuals who access its services, other professionals and organisations that are working with and supporting the deaf community.
5. The provider has Easy-to-follow procedures to access services, which maintains confidentiality and enables feedback to be received about the services

2.2 Social Value

The Service will be delivered and organised in a way that maximises positive social, economic and environmental impacts in accordance with Shropshire Councils Social Value approach: <https://shropshire.gov.uk/social-value/>.

Initiatives to address social and rural isolation NT27 RE31 Initiatives to be taken to support older, disabled and vulnerable people to build stronger community networks (e.g. befriending schemes, digital inclusion clubs)

2.3 Measures and Reporting

The Service Provider will provide quarterly update reports and six-monthly meetings to discuss the activity being delivered

Quarterly reports will be submitted to the Council and will include how the Provider has met the Functions of the contract as per paragraph 1.1 and the Outcomes as per paragraph 1.2 above. This will be discussed and finalised with the successful Provider