

United Kingdom-Derby: Interpretation services
OJ S 47/2018 08/03/2018
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Arden & GEM CSU on behalf of Nottingham City CCG

Postal address: Cardinal Square, Nottingham Road

Town: Derby

NUTS code: UKF11 Derby

Postal code: DE1 3QT

Country: United Kingdom

E-mail: David.Bailey@ardengemcsu.nhs.uk

Telephone: +44 1332888023

Internet address(es):

Main address: <http://www.nottinghamcity.nhs.uk/>

Address of the buyer profile: <https://ardengemcsu.bravosolution.co.uk/>

I.1. Name and addresses

Official name: NHS Nottingham City Clinical Commissioning Group

Postal address: 1 Standard Court, Park Row

Town: Nottingham

NUTS code: UKF14 Nottingham

Postal code: NG1 6GN

Country: United Kingdom

E-mail: David.Bailey@ardengemcsu.nhs.uk

Internet address(es):

Main address: <http://www.nottinghamcity.nhs.uk/>

Address of the buyer profile: <https://ardengemcsu.bravosolution.co.uk/>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://ardengemcsu.bravosolution.co.uk/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://ardengemcsu.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5.

Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Interpreting and Translation Service Nottingham City CCG
Reference number: AGEMCSU/TRANS/18/511

II.1.2. Main CPV code

79540000 Interpretation services

II.1.3. Type of contract

Services

II.1.4. Short description

The aim of the service is to provide a comprehensive and effective Interpreting and Translating Services to ensure equity of access to health services for those patients within whose first language is not English registered with a GP within Nottingham City. Effective management of the Interpreting and Translation service will help improving communication with those whose first language is not English and, avoiding where possible, the need to rely on family members and friends for interpreting through the provision of face-to-face interpretation, the use of the telephone interpreting service and supporting healthcare colleagues to translate information into accessible formats.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79530000 Translation services

II.2.3. Place of performance

NUTS code: UKF14 Nottingham

II.2.4. Description of the procurement

The aim of the service is to provide a comprehensive and effective Interpreting and Translating Services to ensure equity of access to health services for those patients within whose first language is not English registered with a GP within Nottingham City. Effective management of the Interpreting and Translation service will help improving communication with those whose first language is not English and, avoiding where possible, the need to rely on family members and friends for interpreting through the provision of face-to-face interpretation, the use of the telephone interpreting service and supporting healthcare colleagues to translate information into accessible formats.

Objectives are:

— to provide an Interpreting and Translation service to GP Practices, including the GP Plus Service in Nottingham City,

- to provide an accurate and confidential interpreting and translation service that adheres to the 4 Principles of the Interpreters Professional Code of Conduct – Honesty and Integrity, Professional Competence, Client Confidentiality and Trust, and Relationships with other members and to comply with the Interpreting Service standards for quality of interpretation,
- demonstrate the existence of clear policies and guidelines around the use of interpreters including training interpreters for working with healthcare professionals,
- demonstrate that interpreters are trained to work with healthcare professionals around breaking significant news to patients whose first language is not English,
- ability to evidence that interpreters have received training specifically around medical terminology and understand how to translate probing questions and in a culturally acceptable manner,
- establish and maintain trust and confidence between patients and professionals,
- assistance in giving patient / carer the opportunity to convey how they are feeling,
- encourage patients to ask questions and be able to make an informed choice regarding their treatment,
- ensure the understanding of the nature of the health problem, the purpose and the type of treatment,
- awareness of cultural attitudes and beliefs that may exist and which will influence the acceptability and appropriateness of care, whilst being sensitive and respectful to the patients.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Option to extend for an additional 2 years.

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

As set out in the procurement documents.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 06/04/2018 Local time: 17:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30/06/2018

IV.2.7. Conditions for opening of tenders

Date: 09/04/2018 Local time: 09:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

ITT reference Number in Bravo ITT_951.

How to Express Interest in this Tender.

1. Register your company on the eSourcing portal (this is only required once).

Browse to the eSourcing Portal: <https://ardengemcsu.bravosolution.co.uk> and click the link to register.

Accept the terms and conditions and click "continue" Enter your correct business and user details note the user-name you chose and click "Save" when complete. You will shortly receive an e-mail with your unique password (please keep this secure).

2. Express an Interest in the tender — Login to the portal with the user-name/password and Click the "ITTs Open To All Suppliers" link. (These are ITTs open to any registered supplier). Click on correct tender (ITT_951) to access the content.

Click the “Express Interest” button at the top of the page. — This will move the ITT into your ‘My ITTs 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.

VI.4. Procedures for review

VI.4.1. Review body

Official name: NHS Arden & GEM CSU

Postal address: Cardinal Square, Nottingham Road

Town: Derby

Postal code: DE1 3QT

Country: United Kingdom

VI.5. Date of dispatch of this notice

06/03/2018