

**United Kingdom-Oxford: Interpretation services**

OJ S 241/2014 13/12/2014

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Oxfordshire Clinical Commissioning Group  
Postal address: Jubilee House, Oxford Business Park South  
Town: Oxford  
Postal code: OX4 2LH  
Country: United Kingdom  
For the attention of: Harrington Donna  
E-mail: [donnaharrington@nhs.net](mailto:donnaharrington@nhs.net)  
Telephone: +44 7798781432

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Oxford University Hospitals NHS Trust  
Postal address: Level 3, John Radcliffe Hospital, Headlyway, Headington  
Town: Oxford  
Postal code: OX3 9DU  
Country: United Kingdom  
Official name: Oxford Health NHS Foundation Trust  
Postal address: Warneford Hospital, Warneford Lane, Headington  
Town: Oxford  
Postal code: OX3 7JX  
Country: United Kingdom

Official name: Southern Health NHS Foundation Trust

Postal address: Tatchbury Mount, Calmore

Town: Southampton

Postal code: SO40 2RZ

Country: United Kingdom

Official name: South Central Ambulance Service NHS Foundation Trust

Postal address: 7-8 Talisman Business Centre, Talisman Road, Oxfordshire

Town: Bicester

Postal code: OX26 6HR  
Country: United Kingdom  
Official name: Oxford City Council,  
Postal address: Town Hall, St Aldate's  
Town: Oxford  
Postal code: OX1 1BX  
Country: United Kingdom

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

Interpreting Services in Oxfordshire.

#### II.1.2. Type of contract and place of performance or delivery

Services

Service category No 25: Health and social services

NUTS code UKJ14 Oxfordshire

#### II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

#### II.1.4. Information about framework agreement

#### II.1.5. Short description of the contract or purchase(s)

Contract period for 3 years plus 1 year extension.

#### II.1.6. CPV code(s)

79540000 Interpretation services

#### II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

#### II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

#### II.1.9. Information about variants

Variants will be accepted: no

### II.2. Scope of the procurement

#### II.2.1. Total quantity or scope

The Oxfordshire Interpreting Consortium is commissioning Interpreting Services across Oxfordshire and invites bidders to express interest.

Interpreting services for the population of Oxfordshire are currently jointly commissioned by a consortium made up of 5 NHS organisations and Oxfordshire County Council. Oxfordshire Clinical Commissioning Group is the lead commissioner for the Consortium, the other members being South Central Ambulance Service NHS Trust, Oxford University Hospitals NHS Trust, Oxfordshire County Council, Oxford Health NHS Foundation Trust and Southern Health NHS Foundation Trust.

The Oxfordshire Interpreting Consortium is commissioning its services in 3 lots:

— Face to Face Language Interpreting,

- Language Interpreting by Telephone,
- Communication Support for those with a Hearing Impairment.

The Consortium aims to commission high quality interpreting services for its local population, available 24/7, 365 days per year, actively promoted to be widely available and easily accessible to both health and social care staff and to service users. Services will be responsive to demand and will make use of innovative approaches to provision, including maximising the use of new technologies to facilitate access to interpreting support and to deliver the services in the most cost effective way.

Language Interpreting by Telephone.

In 2013-14, language interpreting was provided in almost 50 languages during 4 624 calls to support consultations, procedures or emergency events in health and social care. The average length of call was approximately 15 minutes. The provider of the telephony language service will be expected to host a central point of contact for all the interpreting services to coordinate access and booking arrangements.

Face to Face Language Interpreting.

Face to face interpreting is still used in certain situations, for example when doing health promotion work with families or groups or providing services to patients with complex needs. In 2013-14, the Consortium commissioned approximately 5,500 hours of face to face language interpreting.

British Sign Language Interpreting.

The BSL service includes face to face interpreting and video conferencing and covers hospital services, community clinics, GPs, dentists and optometrists, as well as a range of social care services provided by Oxfordshire County Council. 2011 Census figures indicate that there are approximately 158 sign language users in Oxfordshire. Last year 105 deaf people in Oxfordshire were supported by a BSL interpreter at 880 appointments taking place in almost 100 different health and social care service locations. The number of deaf people using the service is increasing year on year: in 2013-14 bookings were almost 30 % higher than the previous year and the upward trend is expected to continue. The provider of this service will also be expected to source specialist communication services (such as Communicator Guide services) on a case by case basis.

The contract period will be for 3 years plus a 1 year extension.

## **II.2.2. Information about options**

## **II.2.3. Information about renewals**

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 36 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Face to Face Language Interpreting

#### **1) Short description**

#### **2) CPV code(s)**

79540000 Interpretation services

#### **3) Quantity or scope**

Face to face interpreting for health promotion work with families or groups or providing services to patients with complex needs. In 2013-14, the Consortium commissioned approximately 5 500 hours of face to face language interpreting. Further information can be found the in the ITT. The contract period is 36 months plus 12 month extension.

**4) Indication about different time frame or duration**

Duration in months: 36 (from the award of the contract)

**5) Additional information about lots**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

Lot No: 2

Lot title: Telephony Language Interpretation

**1) Short description**

**2) CPV code(s)**

79540000 Interpretation services

**3) Quantity or scope**

The commissioner is seeking a provider of the telephony language service who will be expected to host a central point of contact for all the interpreting services to coordinate access and booking arrangements, including the supporting of consultations, procedures or emergency events in health and social care. The contract period will be 3 years plus 12 months extension.

**4) Indication about different time frame or duration**

Duration in months: 36 (from the award of the contract)

**5) Additional information about lots**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

Lot No: 3

Lot title: British Sign Language Interpreting

**1) Short description**

**2) CPV code(s)**

79540000 Interpretation services

**3) Quantity or scope**

The BSL service includes face to face interpreting and videoconferencing and covers hospital services, community clinics, GPs, dentists and optometrists, as well as a range of social care services provided by Oxfordshire County Council. The provider of this service will also be expected to source specialist communication services (such as Communicator Guide services) on a case by case basis. the contract period is 3 years plus 1 year extension.

**4) Indication about different time frame or duration**

Duration in months: 36 (from the award of the contract)

**5) Additional information about lots**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

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**Section III: Legal, economic, financial and technical information**

**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

**III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

**III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

**III.1.4. Contract performance conditions**

**III.2. Conditions for participation**

**III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Suppliers Instructions 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://www.nhssourcing.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 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 user-name/password — Click the 'PQQs/ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ITT to access the content. — Click the 'Express Interest' button at the top of the page. — This will move the PQQ/ITT into your 'My PQQs/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 'PQQ/ITT Details' box;
3. Responding to the tender — Click 'My Response' under 'PQQ/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 on-screen instructions to complete the PQQ /ITT — There may be a mixture of on-line and off-line actions for you to perform (there is detailed on-line 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 on-line help, or contact the eTendering help desk.

**III.2.2. Economic and financial ability**

**III.2.3. Technical and professional ability**

**III.2.4. Information about reserved contracts**

**III.3. Conditions specific to services contracts**

**III.3.1. Information about a particular profession**

**III.3.2. Information about staff responsible for the performance of the contract**

## **Section IV: Procedure**

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**IV.1. Type of procedure**

**IV.1.1. Type of procedure**

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 5

Objective criteria for choosing the limited number of candidates: Pre-Qualifying Questionnaire, please see NHS Sourcing.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

##### **IV.2.2. Information about electronic auction**

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

project\_19573

##### **IV.3.2. Previous publication concerning this procedure**

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 8.1.2015 - 12:00

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

8.1.2015 - 12:00

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

##### **IV.3.8. Conditions for opening of tenders**

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

#### **VI.2. Information about European Union funds**

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

#### **VI.3. Additional information**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

##### **VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

9.12.2014