

Nottinghamshire Police and Crime Commissioner**Notice of Decision**

Nottinghamshire

POLICE & CRIME COMMISSIONER

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For Decision or Information	Decision
Date received*:	27/02/2017
Ref*:	2017.011

*to be inserted by Office of PCC

TITLE: AWARD OF CONTRACT FOR LANGUAGE SERVICES**EXECUTIVE SUMMARY:****1. PURPOSE OF THE REPORT**

- 1.1 Recommend approval for the award of contract to Cintra Language Services Limited.
- 1.2 The procurement for **Language Services - Face to Face Interpreting** was coordinated by Leicestershire on behalf of the 5 East Midlands Forces and 3 West Midlands Forces for the supply of Face to Face Interpreting Services to Custody. A Crown Commercial Service Framework (RM1092 – Lots 5F & 5G) was used to run this procurement. There is no fixed financial commitment as the contract is based on usage; estimated annual spend is £400,000 based on 2015/16 spend although this may vary due to changes in population demographics, new legal requirements and usage. There are 2 other small areas of activity which are closely related to interpreting but which are not included in the Framework, and these are detailed below.
- 1.3 **Language Services – Translation (non-Custody)** – it is recommended that this is awarded to Cintra through a single tender award. The justification for this decision relates to the need for continuity of the service with face to face interpreting. The annual spend for this requirement in 2015/16 was £14,000; again there is no fixed financial commitment.
- 1.4 **BSL / Non Verbal (Custody only)** - it is recommended that this is awarded to Cintra through a single tender award. The justification for this decision relates to the need for continuity of the service with face to face interpreting. The annual spend for this requirement in 2015/16 was £3,300; again there is no fixed financial commitment.
- 1.5 **There is no commitment to use any of these 3 services until or unless there is a need.**

2. SUPPORTING INFORMATION

- 2.1 The requirement for the Language Services procurement was undertaken via a compliant framework, CCS RM1092 Lot 5F (East Midlands). The Translation and BSL / Non Verbal requirements will be single tendered to Cintra.
- 2.2 The Evaluation team was composed of the following people:

Name	Force	Role
Ian Fraser	Leicestershire	Head of Procurement and Support Services
Nicola Kidd	Nottinghamshire,	Customer & Supplier Relationship Manager

Nottinghamshire Police and Crime Commissioner

Notice of Decision

	Northamptonshire	
Rob Atkinson	Derbyshire	Procurement Officer
Stephen Allt	Staffordshire	Procurement Manager
Fergus Green	WestMercia/Warwickshire Alliance	Police Sergeant
Aldona Andrew	Leicestershire Police	Contracts Officer for Criminal Justice.
Mike Smith	WestMercia/Warwickshire Alliance	CI Custody

1. There are 4 organisations listed on RM1092 Lot 5Fas follows:

Organisation	To bid or not to bid
Cintra	Bid submitted
thebigword	No bid – too busy
DA Languages	No bid
Prestige	Too busy

2. Cintra were the only organisation to submit a bid for the tender. Their bid was evaluated by the team and found to be acceptable. Based on historical annual usage, the pricing model for interpreting offers a price reduction of approximately 9.76%. This has been achieved due to the additional volumes with the addition of the 3 West Midlands Forces, the removal of BSL from the main interpreting contract, and process improvements within Cintra. BSL costs will increase by 33%; BSL is typically a difficult service to source and more costly than other (foreign) languages which are all charged at the same rate regardless of the cost of individual interpreters (rare languages tend to cost more than more widely available languages). Non-custody Translation costs have been held at the same rate as the previous contract dating from 2010. Given the relative volumes of the 3 different areas of activity there will be a significant saving for Nottinghamshire Police under the new contract.
3. As Cintra were the only bidder they scored the highest mark in all sections of the tender as follows:

Nottinghamshire Police and Crime Commissioner
Notice of Decision

	Marks available	Cintra
Price score	30	30
Best price		30
Price score		30
Method statement 1Scope of supply	20	3
Method statement 1 best mark		3
Method statement 1 score		20
Method statement 2 Training	10	3
Method statement 2 best mark		3
Method statement 2 score		10
Method statement 3 Continued competence	10	3
Method statement 3 best mark		3
Method statement 3 score		10
Method statement 4 Mobilisation	10	3
Method statement 4 best mark		3
Method statement 4 score		10
Method statement 5 Complaints	5	3
Method statement 5 best mark		3
Method statement 5 score		5
Method statement 6 Business continuity	10	2
Method statement 6 best mark		2
Method statement 6 score		10
Equality / diversity policy	5	3
Equality / diversity policy best mark		3
Equality / diversity policy score		5
Total score		100

Nottinghamshire Police and Crime Commissioner

Notice of Decision

INFORMATION IN SUPPORT OF DECISION: (e.g report or business case)

Further information on the procurement process and its outcomes can be found in the tender award report.

FINANCIAL INFORMATION (please include if is it capital or revenue or both. What the split is and the totals being requested. Is this a virement/ something already budgeted for or something that requires additional funding. Are there any savings that can be offered up/or achieved)

Summary of historical spend and current budget available.

Language Services - Historical Cost Breakdown Nottinghamshire				
	2013/14	2014/15	2015/16	2016/17 Apr-Nov
Cintra Contract				
Face to Face Interpreting	£329,753.10	£353,089.30	£356,855.39	£212,985.35
Translation				
- Custody	£29,146.70	£36,130.33	£45,970.80	£21,861.42
- Non-Custody	£10,267.92	£20,626.53	£13,954.02	£9,270.82
Total Translation	£39,414.62	£56,756.86	£59,924.82	£31,132.24
BSL				
- Custody	£5,384.70	£3,569.10	£3,327.10	£1,958.30
- Non-Custody (e.g. training)	£6,482.90	£5,660.75	£6,479.20	£2,315.70
Total BSL	£11,867.60	£9,229.85	£9,806.30	£4,274.00
Total	£381,035.32	£419,076.01	£426,586.51	£248,391.59

The table above shows the historical breakdown of spend for the last 3 years and the current financial year to the end of November 2016.

The total spend for custody related activity (Face to Face, all Translation and BSL custody) in 2015/16 was £420,107.31. The budget for this same activity for 2017/18 is confirmed as £420,000 although actual spend will vary based on usage. Cintra were the only bidder and therefore no price comparisons are available. However, they have provided a good service over the life of the existing contract with all East Midlands Forces and were appointed to the national CCS Framework in April 2016.

Nottinghamshire Police and Crime Commissioner

Notice of Decision

Cintra have offered to reduce the hourly rates for Face to Face Interpreting by an average of 9.76% and maintain rates for non-Custodial Translation. BSL rates have gone up by 33% but this is a low-volume service in Custody; alternative arrangements will be explored for non-Custodial use. All rates will remain the same for the 4 year contract term.

Cintra has an existing pool of interpreters in Nottinghamshire and adjoining East Midlands Counties who can supply most of the language requirements from within the local areas. Language requirements differ by area, for example in Nottinghamshire the top 3 languages for interpreting in 2015/16 were Polish, Romanian and Urdu, whereas in Leicestershire the top 3 were Polish, Gujarati and Punjabi (Indian). Interpreters are typically based within the local communities and travel times to custody suites are minimised wherever possible. For immediate assignments, the target is for 85% of Linguists to arrive within 2 hours of the booking being made, and the remaining 15% within 5 hours; since 2012, over 94% of Cintra interpreters have arrived within the 2 hour target time. Appointing a single supplier across the 5 East Midlands Police Forces (and the 3 West Midlands Forces) has generated cost savings, and also facilitates cross –Force working for teams such as EMOpSS and EMSOU.

The reduction in hourly rates for Face to Face Interpreting by an average of 9.76% will give rise to a potential net saving of £34,829.09 based on 2015/16 usage. This may vary based on the way the service is used as costs for out of hours, weekend and bank holidays are higher than the standard 'In-hours' rate. The table below summarises the potential annual savings that may be achieved in 2017/18 across the 3 areas of activity that Cintra will supply and takes into account the increase in costs for BSL in Custody.

	2015/16 at current rates	2015/16 at new rates	Cost Saving/(Increase)
Face to Face Interpreting	£356,855.39	£322,026.30	£34,829.09
Translation			
- Custody	£45,970.80	£41,484.05	£4,486.75
- Non-Custody	£13,954.02	£13,954.02	£0
BSL			
- Custody	£3,327.10	£4,425.04	(£1,097.94)
Total saving			£38,217.89

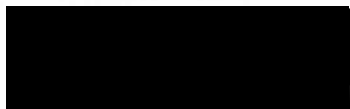
All prices are applicable from the 1st April 2017 and valid until the 31st March 2021. Payment is monthly based on usage; monthly reports containing full details of each assignment (time, duration, language, location, call centre and attendance response times and name of police officer requesting service) are to be supplied by the 16th day of the month.

Full price breakdown can be seen within the tender award report.

Nottinghamshire Police and Crime Commissioner
Notice of Decision

Signature:
Chief Finance Officer

Date:



1st March 2017

Is any of the supporting information classified as non public or confidential information?**

Yes

X

No

If yes, please state under which category number from the guidance**

3 - Information relating to the financial or business affairs of individuals or organisations (including the Police Force and the Police and Crime Commissioner). This could include contemplated as well as past or current activities.

DECISION:

Approval to the following recommendations is therefore to award the contract for Face to Face Interpreting and Custodial Translation to Cintra following the procurement exercise using CCS Framework RM1092. There is a further recommendation to award non-Custodial Translation and Custodial BSL activities to Cintra using the Single Tender Award procurement route as these 2 activities are closely linked to the Face to Face Interpreting activity and are of low volume/value on an annual basis.

OFFICER APPROVAL

I have been consulted about the proposals above and confirm that the appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signature:
Chief Executive

Ken Dennis

Date:

6th March 2017

DECLARATION:

I confirm that I do not have any disclosable pecuniary interests in this decision and I take the decision in compliance with the Code of Conduct for the Nottinghamshire Office of the Police and Crime Commissioner. Any interests are indicated below:

The above request has my approval.

Signature:

[Signature]

Nottinghamshire Police and Crime Commissioner

Date:

13/3/17

** See guidance on non public information