

Officer Decision Record

Record of Decision of Michael Potter.

Subject

We are looking to identify a single organisation provider for telephone interpretation, face to face and written interpretation and on a preferred-provider basis, in a timely, cost-effective way.

Authority

As part of designated Equality and Inclusion budget.

Decision Taken

We provide a full range of Council services and so our interpretation and translation requirements will cover a wide spectrum – from resolving simple enquiries, through social care assessments and tenancy agreements to preparing documents for court hearings. We are looking to identify a single organisation provider for telephone and face to face interpretation and written translation on a preferred-provider basis, in a timely, cost-effective way.

The services provided must meet the highest standards of quality based on both the needs of the customer and the Council.

These services cannot be provided in-house and a provider with the necessary skills, experience and quality assured processes are required.

The value of the contract is estimated to be £40k per annum.

Initially the tender is for two years with an option to extend this for up to two further 12 month periods.

What decision

By working closely with the Strategic Commissioning and Procurement Team we are looking to provide a suitable supplier from the framework agreement to deliver our translation and interpretation services - all the vetting, checks, and evaluations have been carried out on all suppliers that are part of the framework agreement.

Date of Decision

1st April 2019

Elected Member Conflicts of Interest

Officer decision no elected member conflict of interest.

Signature



Michael Potter,
Service Director, Business Improvement
and Communications

*Scan / email the completed form and appendices to the Council Governance Unit and
keep the original on the project file*