

DMPC Decision – PCD 989

Title: Procurement for the Provision of Telephone Interpreting Services

Executive Summary:

This decision seeks approval for the use of the Leicestershire Police framework to source a supplier for the provision of a telephone interpreting service. The current contract expires at the end of June 2021. The contract is anticipated to be of a 4 year duration with a estimated value of £2,890,000.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve the use of the Leicestershire Police Direct Purchasing System framework as the route to market
2. Where the results of the procurement process fall within the confirmed budget, (£2,890,000) delegate approval for the award of contract to the Director of Commercial Services.

Deputy Mayor for Policing and Crime

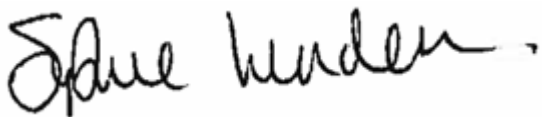
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date

14/06/2021



PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

1. Introduction and background

- 1.1. The current contract for the supply of a telephone interpreting service expires at the end of June 2021. In December the MPS received approval to initiate procurement [PCD899] via the Eastern Shires Purchasing Organisation (ESPO) framework.
- 1.2. This decision also noted that Leicestershire Police - the lead service within policing in Language Services sector - had a potential new route to market available via U.K. Police Service Language Services Dynamic Purchasing Solution (DPS).

2. Issues for consideration

- 2.1. The MPS evaluated the Leicestershire Police purchasing solution and determined that it better met the requirements as it included the Police Approved Interpreters and Translators Scheme (PAIT) which the ESPO framework did not.
- 2.2. This paper seeks approval for the procurement of the service via the Leicestershire Police Language Services Dynamic Purchasing Solution (DPS).

3. Financial Comments

- 3.1. Based on current volumes the estimated cost over the potential 4 year life of the contract is £2,890,000. This costs will be met from within the existing resources of the MPS.

4. Legal Comments

- 4.1. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). When awarding public contracts for goods and services valued at £189,330 or above, all contracting authorities must do so in accordance with the Regulations. This report confirms the value of the requirement is £2.9m. The MPS confirms the procurement process was undertaken by Commercial Services in accordance with the Regulations.
- 4.2. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent requires that approval is obtained by the Deputy Mayor for Policing and Crime (DMPC) for all requests to go out to tender for contracts of £500,000 or above.
- 4.3. Paragraph 7.23 of the Scheme provides the Director of Strategic Procurement has consent to approve the award of all contracts except for those subject to call in. Paragraph 4.14 provides the DMPC reserves the right to call in any MPS proposal to award a contract valued at £500,000 or above.

5. Commercial Issues

- 5.1. This paper is seeking re-procurement of the provision of a telephone interpreting service to support the work of the MPS in meeting a variety of linguistic requirements including but not limited to the Equality Act 2010, Human Rights Act 1988, and under the Police and Criminal Evidence Act 1984.
- 5.2. The service will include interpreters and translators, via Face to Face interviews – Remote interpreting, Video and MS Teams, and Telephone Interpreting for evidential and non-evidential purposes. The service will operate 24 hours a day, 7 days a week, 365 days a year.
- 5.3. The proposed contract is for a period of up to 4 years with an initial term of 2 years with an option to extend by a further 2 years (2x12 months). The Leicestershire Police DPS framework has been competed for national Police Forces, with the MPS being named as one of the police forces allowed to use this framework. Service providers listed on the framework were assessed during the procurement process for their financial stability, experience and technical & professional ability, as well as their Social Value benefits.
- 5.4. There are no direct awards permitted on the DPS framework and pricing can only be obtained as part of the further competition. The dynamic purchasing system is compliant with UK/EU procurement legislation. The MPS has been able to gain further savings via creating pricing tailored to MPS requirements, with a reduction in costs in line with usage.

6. GDPR and Data Privacy

- 6.1. MOPAC will adhere to the Data Protection Act (DPA) 2018 and ensure that any organisations who are commissioned to do work with or on behalf of MOPAC are fully compliant with the policy and understand their GDPR responsibilities.
- 6.2. The MPS assure that this project does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

7. Equality Comments

- 7.1. MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.2. The MPS assure that all languages that are currently required are available to the MPS with the MPS able to add any new languages as and when they are required. An EIA is being completed to mitigate any risk of languages not being included.

8. Background/supporting papers

- Appendix 1a MPS Paper PROCUREMENT FOR THE PROVISION OF TELEPHONE INTERPRETING SERVICES FOR MPS
- Appendix 1b MPS Paper Initiation of Procurement The Provision of Telephone Interpreting Service for the MPS

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If yes, for what reason:

Until what date: N/A

Part 2 Confidentiality: Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – NO

| ORIGINATING OFFICER DECLARATION | <i>Tick to confirm statement (✓)</i> |
|--|--------------------------------------|
| Financial Advice: The Strategic Finance and Resource Management Team has been consulted on this proposal. | ✓ |
| Legal Advice: The MPS legal team has been consulted on the proposal. | ✓ |
| Equalities Advice: Equality and diversity issues are covered in the body of the report. | ✓ |
| Commercial Issues Commercial issues are covered in the body of the report. | ✓ |
| GDPR/Data Privacy GDPR compliance issues are covered in the body of the report | ✓ |
| Director/Head of Service: The MOPAC Chief Finance Officer and Director of Corporate Services has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities. | ✓ |

Chief Executive Officer

I have been consulted about the proposal and confirm that financial, legal and equalities 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 Deputy Mayor for Policing and Crime.

Signature



Date 8/6/2021



MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

**PROCUREMENT FOR THE PROVISION OF TELEPHONE INTERPRETING SERVICES
FOR MPS**

**MOPAC PORTFOLIO AND INVESTMENT BOARD & INVESTMENT ADVISORY MEETING
May 2021**

Report by Chris Bray on behalf of the Chief of Corporate Services

**Part 1 – This section of the report will be published by MOPAC. It is
Classified as OFFICIAL – PUBLIC**

EXECUTIVE SUMMARY

Approval is sought in relation to procurement activity for Telephone Interpreting Services. The Metropolitan Police Service (MPS) has tendered for creating a new contract with a capable supplier for an initial term of 24 months with the option to extend for two further periods of 12 months.

Service commencement is required by 1st July 2021. The MPS must be able to continue to access telephone interpreting services to meet operational and duty of care requirements.

This service will assist MPS officers and staff to communicate with victims, offenders and the public in general is of key importance to the Mayor's Police & Crime Plan and to the MPS in its strategic direction

Recommendations

The Deputy Mayor for Policing and Crime, via the Portfolio and Investment Board, is asked to approve the following recommendations:

1. Approve the use of the Leicestershire Police Direct Purchasing System framework as the route to market
2. Where the results of the procurement process fall within the confirmed budget, (£2.89m) delegate approval for the award of contract to the Director of Commercial Services.

Time sensitivity

A decision is required from the Deputy Mayor by the end of May 2021. This is to ensure sufficient time to conduct and award a contract prior to the expiry of the existing contract, which is due to expire on 30th June 2021.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

1. The MPS is legally obliged to provide linguistic support for Detainees via European Directive 64/10 - European Convention on Human Rights (ECHR) 1953 - Enshrined by Human Rights Act 1988 - Equality Act 2010 which include disability - (BSL). The MPS is also directed to provide linguistic support by the Police and Criminal Evidence Act (Pace 1984), Code C and codes F, G, H – The detention, treatment and questioning by Police Officers of persons in police detention under S41/8 Terrorism Act 2000 - Domestic Violence, Crime and Victims Act 2004 section 33-36 legislated by MOJ, Code of Practice for Victims of Crime (2015) - MOJ Witness Charter (2013).
2. Language & Cultural Services (LCS) provide linguistic and cultural support to the MPS 24/7 365 This includes Interpreters and Translators, via Face to Face interviews – Remote interpreting, Video and MS Teams, Specialist Deployment volunteers and Telephone Interpreting for evidential and non-evidential purposes. Telephone Interpreting supports the MPS policy of minimising officer extraction time from their duties in the community by supporting immediate communications with witnesses, victims and triaging potential detainees.

Issues for consideration

3. London continues to be rapidly changing and growing city of over 8.9m residents, with more tourists and commuters visiting the city on a daily basis. The service has seen increased volume since the pandemic and start of lockdown in March 2020 without the normal levels of commuters and tourism, which will change over the next four years when these groups return to London. Amongst the city's resident population over 300 languages are spoken and this level of diversity of language is only enhanced further through the growth in London's tourist numbers.
4. The ability of MPS officers and staff to communicate with victims, offenders and the public in general is of key importance to the Mayor's Police & Crime Plan and to the MPS in its strategic direction. It is only through building relationships that the MPS can ascertain information, provide community confidence and reassure victims of crime
5. While we are constantly striving to increase the diversity of our staff, we recognize that with the number of interactions taking place between us and the public it will always be difficult to ensure that we have available staff to meet demand. The MPS language services fill this gap.

6. The current contract (SS31021) for Telephone Interpreting Services for the MPS will expire on 30th June 2021 with no options to extend. The start date of the new contract (once awarded) will commence 1st July 2021 for a permitted duration of up to 4 years. Current spend is around £600k per annum.
7. In December 2020 MOPAC approved the initiation of the re-procurement of the telephone interpreting service via the ESPO Framework. The Leicestershire Direct Purchasing System was designed and put in place for Interpreting services tailored for Police forces throughout the UK whereas, the ESPO framework is not and does not include the Police Approved Interpreters and Translators Scheme (PAIT). This new standard for policing was introduced in December 2020 whilst the initial papers were with MOPAC. The MPS had identified the Leicestershire DPS as a potential alternative to the ESPO framework. Following further work the MPS identified that the Leicestershire DPS route to market was most appropriate. As a result MOPAC will be seen to be collaborating and using the framework put in place by the leading force in the UK for this sector, along with the increased standard.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

8. By ensuring the service can assist MPS officers and staff to communicate with victims, offenders and the public in general is of key importance to the Mayor's Police & Crime Plan and to the MPS in its strategic direction.

Financial, Commercial and Procurement Comments

9. The paper seeks approval to complete the award process tender for a new contract to provide Telephone Interpreting Services for the MPS, at a maximum value of £2.89m over the 4 year period. The existing revenue budget is £722,500 per year, which equates to £2.89m over 4 years. The procurement has been undertaken via a further competition process via the Leicestershire Police DPS Lot 3. The evaluation stage has been completed.
10. The current provision in the MPS budget for the service sits with MO11 CCDS LCS A1B1420 EL130. As part of this contract LCS will have sole responsibility for telephone interpreting services.
11. The service is demand driven so spend may increase, or decrease as a result of external factors such as the migration of people to London as one of the most culturally diverse cities in the world. If spend does exceed the budget, corresponding savings will need to be identified elsewhere in existing devolved budgets.
 - This report confirms the procurement process has been and will be undertaken by Commercial Services in accordance with the Regulations. The award criteria used in the procurement procedure undertaken using the Leicestershire Police DPS were - 60% Technical, 35% pricing, 2% Social

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

Value and Responsible Procurement 3%. A heavier emphasis was put on the technical aspect of the procurement to make sure that the service would meet the requirement. Pricing within this industry is very competitive.

Legal Comments

12. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). When awarding public contracts for goods and services valued at £189,330 or above, all contracting authorities must do so in accordance with the Regulations. This report confirms the value of the requirement is £2.89m
13. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent requires that approval is obtained by the Deputy Mayor for Policing and Crime (DMPC) in respect of tender procedures for contracts of £500,000 or above. This paper seeks approval in relation to the decision to proceed with the Leicestershire DPS and the steps taken to date.
14. Paragraph 7.23 of the Scheme provides the Director of Strategic Procurement has consent to approve the award of all contracts except for those subject to call in. Paragraph 4.14 provides the DMPC reserves the right to call in any MPS proposal to award a contract valued at £500,000 or above.

Equality Comments

15. An EIA is being completed to mitigate any risk of languages not being included. All languages that are currently required are available to the MPS with the MPS able to add any new languages as and when they are required. This provision is a positive intervention for Officers to communicate with citizens in the community and in custody, who do not have English as a first language.

Privacy Comments

16. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme/project meets its compliance requirements. The programme/project does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

Real Estate Implications

17. There are no changes to the estate associated with this report.

Environmental Implications

18. N/A

Background/supporting papers

17. N/A.

Report author: (Robert Friend, Commercial Analyst, 02071611505)

Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is:

OFFICIAL-SENSITIVE [COMMERCIAL]

Not applicable as there is nothing commercially sensitive and therefore Part 2 is not necessary. Part two can be published June 2021.

Business Justification Paper

Initiation of Procurement The Provision of Telephone Interpreting Service for the MPS

Portfolio Investment Board & Investment Advisory Meeting May 2021

Freedom of Information Act Publication Scheme

| | |
|------------------------------------|---|
| Protective Marking | Commercial - |
| Publication Scheme Y/N | N |
| Title | Initiation of Procurement The Provision of Telephone Interpreting Services for the MPS |
| Version | 1 |
| Summary | Language and Cultural Services under Centrally Delivered Support Services (CDSS) Directive are seeking from this Business Justification Paper approval from Portfolio Investment Board (PIB) and Investment Advisory Meeting (IAM) to Retrospectively approve the Procurement for Telephone Interpreting Services |
| (B)OCU or Unit, Directorate | MO11 Centrally Delivered Support Services (CDSS). Language and Cultural Services |
| Run/Change | |
| Author | Chris Bray LCS Operations and Rob Friend Commercial Services |
| Date Issued | |
| Purpose of this document | |

This is the standard MPS template for the production of business cases where a business decision is required by departmental COGs, corporate or project/programme Boards. Although it follows a broadly similar structure, it is distinct from the SOP/SOC/OBC/FBC templates which are only used as part of the MOPAC/MPS Investment Appraisal process to pass through the required 'Gates'. This template should be used for all other business decisions which require management or corporate approval, in particular where a number of options are available for achieving the required outcome or funding considerations apply. It is designed to ensure that all relevant considerations are taken into account when significant business decisions are required.

Document edit history

| Version | Date | Additions/Modifications | Prepared/Revised by |
|--------------------|------------|--------------------------------------|---------------------|
| Version 1.0 | 18.09.2020 | | Chris Bray |
| Version 2.0 | 18.09.2020 | | Robert Friend |
| Version 3.0 | 18/05/2021 | New route to market and explanations | Robert Friend |

Internal consultation and assurance

The following people have either:

- assured this proposal as subject experts, by considering its impact on their area of expertise; or
- been consulted as a representative of a part of the organisation affected by the proposal.

Their opinions have been incorporated in the paper.

| Directorate / Dept. | Name & Job Role | Rank / Grade | Date Assured |
|---|-----------------|--------------|--------------|
| Procurement Services | Debby Ebanks | U | 18/05/2021 |
| Digital Policing (DP) | | | |
| HR | | | |
| Legal (DLS) | Mark Bassett | J3 | 13/05/2021 |
| Property Services (PSD) | Kyle Cullen | C | 8/10/2020 |
| Finance Business Partnering | Sejal Mistry | U | 26/10/2020 |
| Safety & Health Risk Management | | | |
| Business Change & Diversity | Wendy Norris | BB3 | 12/10/2020 |
| Integrated Design & Architecture | | | |
| Portfolio Delivery Office | | | |

1 Decisions Required

The Portfolio and Investment Board is requested to:

1. Approve the use of the Leicestershire Police Direct Purchasing System framework as the route to market
2. Where the results of the procurement process fall within the confirmed budget, (£2.89m) delegate approval for the award of contract to the Director of Commercial Services.

The key issues the Portfolio and Investment Board need to take account of are:

- London continues to be rapidly changing and growing city of over 8.9m residents, with more tourists and commuters visiting the city on a daily basis. The service has seen increased volume since the pandemic and start of lockdown in March without the normal levels of commuters and tourism, which will change over the next four years when these groups return to London. Amongst the city's resident population over 300 languages are spoken and this level of diversity of language is only enhanced further through the growth in London's tourist numbers.
- The ability of MPS officers and staff to communicate with victims, offenders and the public in general is of key importance to the Mayor's Police & Crime Plan and to the MPS in its strategic direction. It is only through building relationships that the MPS can ascertain information, provide community confidence and reassure victims of crime
- While we are constantly striving to increase the diversity of our staff, we recognize that with the number of interactions taking place between us and the public it will always be difficult to ensure that we have available staff to meet demand. The MPS language services fill this gap.
- The current contract (SS31021) for Telephone Interpreting Services for the MPS will expire on 30th June 2021 with no options to extend. The start date of the new contract (once awarded) will commence 1st July 2021 for a permitted duration of up to 4 years with the initial period being 24 months with the option to extend for two further periods of 12 months. Current spend will around £722,500k per annum, with the current trend in usage.
- The Leicestershire DPS was designed and put in place for Interpreting services tailored for Police forces throughout the UK whereas, the ESPO framework is not and does not include the Police Approved Interpreters and Translators Scheme (PAIT). The ESPO framework was already in place and went live 01/07/2020. This new standard for policing was introduced in December 2020 whilst the initial papers were with MOPAC. The MPS should be seen to be collaborating and using the framework put in place by the leading force in the UK for this sector, along with the increased standard.

2 Strategic Case

- The MPS is legally obliged to provide linguistic support for Detainees via European Directive 64/10 - European Convention on Human Rights (ECHR) 1953 - Enshrined by Human Rights Act 1988 - Equality Act 2010 which include disability - (BSL). The MPS is also directed to

provide linguistic support by the Police and Criminal Evidence Act (Pace 1984), Code C and codes F, G, H – The detention, treatment and questioning by Police Officers of persons in police detention under S41/8 Terrorism Act 2000 - Domestic Violence, Crime and Victims Act 2004 section 33-36 legislated by MoJ, Code of Practice for Victims of Crime (2015) - MoJ Witness Charter (2013).

- Language & Cultural Services (LCS) provide linguistic and cultural support to the MPS 24/7 365 This includes Interpreters and Translators, via Face to Face interviews – Remote interpreting, Video and MS Teams, SD volunteers and Telephone Interpreting for evidential and non-evidential purposes. Telephone Interpreting supports the MPS policy of minimising officer extraction time from their duties in the community by supporting immediate coms with witnesses, victims and triaging potential detainees.
- The MPS LCS underpin Police mobility, supporting victims and witnesses, community engagement and allow for swifter access to Police Services and Criminal Justice for Non English speaking members of the public. LCS provides linguistic support in all MPS Met Detention Custody suites with Interpreters and Telephone Interpreting. In 2019/20 LCS managed over 100k officer requests for language support of these 76k were via Telephone Interpreting. This equated to circa 1 million minutes of telephone activity.
- The Telephone Interpreting provision had been developed with the Incumbent over several contract renewals creating an infrastructure that best meets the MPS requirement at this time. Specific location, team usage and tracking for potential pre-trial case support to the CPS.
- Over the last 18 months LCS has worked with the Incumbent Language Line Solutions (LLS) to make available a Telephone Interpreting Application, next-generation mobile video-and-audio solution. The LLS app extends telephone interpreting capabilities empowering officers with real-time access to an interpreters – wherever and whenever they are needed. (Audio and video formats being considered for British Sign Language). Particularly supportive for MPS mobile teams. Custody Suites including on tablets where officers need to communicate away from interview rooms and front desks. All can be used on Corporate, Android and iPhone devices.
- In 2016/17 LCS highlighted MPS had a parallel contract managed by BT provided TI to MPS Command and Control Centers.
- In consultation with the service provider, HQ Commercial Services and DP, agreement was made to initiate a Contract Change Notice (CCN) to encompass MET CCC interpreter call routing requirements under the LCS sole contract. Relevant governance procedures were followed to complete the CCN and all approvals were obtained.
- The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). When awarding public contracts for goods and services valued at £189,330 or above, all contracting authorities must do so in accordance with the Regulations. This report confirms the value of the requirement is £2.89m.
- This report confirms the procurement process has been undertaken by Commercial Services in accordance with the Regulations.
- Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent requires that approval is obtained by the Deputy Mayor for Policing and Crime (DMPC) in respect of all tender procedures for contracts of £500,000 or above. This paper seeks approval in relation to the decision to proceed with the Leicestershire DPS and the steps taken to date.

- Paragraph 7.23 of the Scheme provides the Director of Strategic Procurement has consent to approve the award of all contracts except for those subject to call in. Paragraph 4.14 provides the DMPC reserves the right to call in any MPS proposal to award a contract valued at £500,000 or above.

3 Economic Case

This section examines the potential options for fulfilling the business need for interpreting services.

1. Employ Interpreters (Bring Service In-House) – Discounted Option

- Direct recruitment of interpreters would incur a large cost due to pension/national insurance contributions and upfront recruitment fees
- The MPS would require large scale investment in resource to ensure the MPS had access to the full breadth of languages required
- There would be additional challenges with the time taken to implement this solution; the need to directly manage the resources and a required investment in technology

Due to these challenges this option has been discounted.

2. Engage Interpreters via Agency Staff Contract – Discounted Option

As with Option 1 responsibility for recruiting and managing the interpreters would reside with the MPS which would be a significant logistical challenge. The cost profile would be similar to directly employing interpreters with financial contributions to statutory benefits such as pension, NI and holiday pay being required. Due to these challenges this option has been discounted.

3. OJEU Process to Contract with A Single MSP – Discounted Option

- An OJEU procurement would take a significant amount of time to complete (c 6 months) and therefore would be a more costly procurement process for the MPS and suppliers to implement.
- There are available frameworks which can be called off where a further competition can be run saving time and cost.

This option has therefore been discounted.

4. Direct Award from ESPO Framework – Discounted Option

- This option would not guarantee best value as there wouldn't be any competition to reduce price or the service levels/requirement that the MPS currently receive. This framework also Does not use the PAIT Scheme.
- Under the current framework agreement there isn't a provision for handsets which the MPS currently use to provide simultaneous translation between 3 or more individuals. Similar with the app that the MPS are currently using which allows video calling to assist with British Sign Language (BSL) users. There is a risk to service degradation if a direct award were undertaken. This option has therefore been discounted.

5. Mini Competition via ESPO – ~~Preferred Option~~ Discounted Option

Benefits include:

- Proven suppliers who have already been validated to be placed onto the framework
- The opportunity to reduce the fixed costs per minute through further competition
- Ability to precisely define the service scope
- The pricing on the framework cannot increase, meaning it can only reduce via a further competition.

Negatives include:–

- Does not use the PAIT Scheme
- Not designed specifically for Police Forces

6. Leicestershire DPS – ~~Potential Preferred Option~~

Leicestershire Police are the lead service within policing in Language Services sector and there is a potential new route to market available via U.K. Police Service Language Services Dynamic Purchasing Solution. The MPS should be seen to collaborate with other Police Services. MPS Commercial Services along with CDSS reviewed to determine if it meets the requirements and decided this route was best for the MPS and provides best value for money.

Benefits include:

- Proven suppliers who have already been successfully added to the Leicestershire DPS framework, having achieved very high technical scores i.e Above 80%. Only four of the 14 suppliers for Lot 3 Telephone Interpreters currently on the ESPO framework have been accepted onto the Leicester DPS Framework.
- The opportunity to reduce the fixed costs per minute through further competition
- Ability to precisely define the service scope
- No Direct awards are permitted and therefore best value for money through further competition between a higher standard of suppliers
- Police Approved Interpreters and Translators Scheme (PAIT)

CDSS, in conjunction with Commercial Services, ensured an appropriate and balanced weighting was applied to the tender process to ensure the MPS obtained contracts for a quality service which optimises value for money.

Option 1, 2 and 3 have been discounted by way of costing more money than the potential further competition. Option 1 and 2 – over the past 12 months the MPS has used 6476 interpreters with 109 languages provided. For the MPS to bring this in house, it would cost far more than £600,000 a year along with the systems in place to deal with the volume of calls. If the interpreters were Band E's with a total cost to the MPS of circa £35,000 (including national insurance and pension) the MPS would only be able to employ 17 interpreters, which wouldn't be able to cover the volume of languages

needed and call volumes. Via Reed the MPS would have to pay a management fee as well as paying national insurance and pension costs, albeit lower amounts. There is also the issue with employing interpreters from EU countries with Brexit and could cause issues with employment over the next couple of years.

Option 4 – this would take 12 months to complete and would also take up more resource to complete work that has already been done as part of the framework process. This is a far longer process and isn't efficient when there is a framework available to the MPS.

Option 6- was ultimately selected and progressed. This option was selected because of its relevance to policing and the MPS having had a level of input into the framework via language services. Both Frameworks were looked at and it was decided that with the Police Approved Interpreters and Translators Scheme (PAIT) the Leicestershire DPS offered the MPS suppliers that had to abide by the scheme, which wouldn't have been the case via the ESPO framework.

4 Commercial Case

- The contract will be awarded for an initial period of 24 months with the option to extend for up to a further 24 months. The initial contract period (new contract) will run from (1st July 2021) to (30th June 2023) with a further optional extension of 2x12 months. Should the MPS utilise the optional extensions the end expiry date of this contract will be 30th June 2025. This contract will replace the existing agreement, which is expiring at the end of its term on 30th June 2021.
- The Leicestershire Police DPS framework has been competed for national Police Forces, with the MPS being named as one of the police forces allowed to use this framework. Service providers listed on the framework were assessed during the procurement process for their financial stability, experience and technical & professional ability, as well as their Social Value benefits. There are no direct awards permitted on the DPS framework and pricing can only be obtained as part of the further competition. The MPS has been able to gain further savings via creating pricing tailored to MPS requirements, with a reduction in costs in line with usage.
- The further competition was run via Lot 3 of the DPS framework which has 4 suppliers listed, allowing the MPS to request all languages that are required. The MPS requested specific languages and/or dialects to be included in the contract and can continue to do this throughout the duration of the call off contract to allow the MPS to supply a diverse range of Interpreting Services to members of the public.
- Weightings - 60% Technical, 35% pricing, 2% Social Value and Responsible Procurement 3%. A heavier emphasis was put on the technical aspect of the procurement to make sure that the service would meet the requirement. Pricing within this industry is very competitive.
- The service provision will be covered 24 hours a day, 7 days week, 365 a year basis to provide full coverage of interpreting services across a range of common and rare languages for the MPS. The pricing under the framework is a fixed call rate fee per minute with no additional charge. The fixed rate per minute will not be impacted by usage.
- Value for money – The dynamic purchasing system is compliant with UK/EU procurement legislation and therefore negating the need for the MPS to run a full regulated procurement saving significant time and money. By running a further competition the MPS will accomplishing more favourable pricing and reduce the cost over the life of the contract.
- This report confirms the procurement process was undertaken by Commercial Services in accordance with the Regulations

5 Financial Case

Previous

- The proposed contract using the EPSO 402 - 20 Framework will cost in the region of £2.89m over the duration of the contract, 4 years. The contract will support all fee charges for telephone interpreting services throughout the duration of the contract and all costs will be met from existing budgets in Language and Cultural Services (LCS).

New

- The proposed contract using the Leicestershire Police DPS framework will cost in the region of £2.89m over the duration of the contract, 4 years. The contract will support all fee charges for telephone interpreting services throughout the duration of the contract and all costs will be met from existing budgets in Language and Cultural Services (LCS).
- The current provision in the MPS budget for the service sits with MO11 CCDS LCS A1B1420 EL130
- As part of this contract LCS will have sole responsibility for telephone interpreting services.
- The service is demand driven so spend may increase, or decrease as a result of external factors such as the migration of people to London as one of the most culturally diverse cities in the world. Spend will not exceed the budget unless corresponding savings are identified elsewhere in existing devolved budgets

6 Management Case

- Language and Culture Services (LCS) will manage the contract from a client unit perspective including close engagement MPS CCC from implementation to the end of the contract. HQ Commercial Services with the client unit (LCS) will ensure the contract is delivering an efficient and effective service whilst ensuring all legislation is upheld and value for money is being achieved via further competition.
- Language and Culture Services will implement robust contract management of the supplier, ensuring an appropriate performance management framework is adhered to. Performance will be monitored through frequent governance meetings, including monthly service level meetings which address day to day delivery; six monthly meetings which are more strategic focussing on performance trend data and annual reviews which look at the overall successes of the contract.