

OGP Framework for interpretation services 2020

- Face to face
- Telephone (Garda, Border Management Unit @ Dublin Airport, Courts Service)
- Video remote (Immigration Service Delivery, Legal Aid Board, Social Protection)

- Deadline for tenders: 1 July 2020

- Lot 1 Courts
 - Lot 2 Garda
 - Lot 3 Dept of Justice, Legal Aid Board, Social Protection
 - Lot 4 HSE, HIQA, Education and Training Boards, Prison Service, defence forces
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- Each lot potentially worth €5m x four years

- Protection of Employees (Temporary Agency Work) Act 2012
- Professional indemnity insurance
- Tenderers must have minimum annual turnover of €750,000 x 3 years
- Mileage rate of 0.3738 per km
- Garda vetting

English language proficiency

- **Group 1 Top 10 Main Usage Languages (Lots 1-4):**
- Interpreters must have achieved Independent User Level 4/C1 Proficiency standard on the 'Common European Framework of Reference for Languages' ("CEFR") or equivalent across all language competences (listening, reading, spoken interaction, spoken production, writing) in English, evidenced by way of an externally validated certificate.

- **Group 2 Medium to Low Demand Languages (Lots 1-4):**
- Interpreters must have achieved minimum Independent User Level 3/ B2 Proficiency standard on the ‘Common European Framework of Reference for Languages’ (“CEFR”) or equivalent across all language competences (listening, reading, spoken interaction, spoken production, writing) in English. While Level 3/B2 is the minimum, the successful Tenderer must provide the Interpreter with the highest level of English and required language when requested.

Health and Safety at Work (Safety, Health and Welfare at Work Act 2005 (as amended)) & (Safety, Health and Welfare at Work Act (General Application) Regulations 2007.

- a. The successful Tenderer shall ensure that the current Health and Safety legislation applies to both the **physical and psychological health** of their Interpreters and that their organisation's Health and Safety policy shall cover this. The successful Tenderer shall have a 'duty of care' to protect psychological as well as physical health and to act in a reasonable manner in the light of what is known about psychological reactions to traumatic events.
- b. The successful Tenderer must have standard operating procedures in place to assist Interpreters who have conducted a difficult or traumatic assignment –that provides access to appropriate aftercare for interpreters **e.g. access to counselling services**.
- c. The successful Tenderer shall have processes in place where after an interpreting assignment the interpreter shall, where feasible and appropriate have access to a relevant party in the organisation to:
 - Provide a debrief of their assignment
 - Report critical incidents to a manager within their organisation
 - Engage in appropriate self-care to prevent burn-out and/or secondary trauma;
 - Report any risk of fatigue, burnout or secondary trauma arising from the circumstances of the assignment

Protected Disclosure (Whistle-blower):

- The successful Tenderer must have in place a policy and/or procedure that enables their own interpretation staff and/or contractors and other members of their organisation to voice concerns in a responsible and effective manner. This includes where interpretation staff member and/or other members of their organisation discovers **information which they believe shows serious malpractice or wrongdoing within the organisation**. The tenderers policy and/or procedure shall allow for this information to be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management.
- The policy must include:
- Details of The Protected Disclosure Act 2014, which gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns.
- Details of a prescribed person or body if an individual feels they cannot go to their employer.

Complaints procedure

- Provide comprehensive complaints management report on all complaints to Framework Clients on a monthly basis or as requested by a Framework Client. These reports shall include the date on which the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint. Framework Client(s) will more specifically define any additional requirement at drawdown.

Complaints procedure

- Note that three or more failures to effectively deal with repeat complaints within a three month period will be considered a breach of contract and may lead to the termination of the Contract.

Quality control processes

- Provide quality audits of 5% of all interpretations completed in each calendar month. This will involve conducting an independent review of the performance of the interpreter in respect of ethical and professional behaviour and accuracy of interpretation.
- Please note that Framework Clients reserve the right to nominate specific interpretation assignments for such audit.

Top ten languages

Courts Service	Garda	Legal Aid Board
Polish	Romanian	Albanian
Romanian	Polish	Arabic
Lithuanian	Russian	Mandarin
Russian	Lithuanian	Georgian
Latvian	Portuguese	Latvian
Mandarin	Arabic	Lithuanian
Portuguese	Spanish	Polish
Czech	Georgian	Portuguese
French	Mandarin	Romanian
Arabic	Albanian	Russian

International Protection	Social Protection	
Albanian Urdu Georgian Arabic Bengali Lingala Somali Portuguese Shona (Zimbabwe, Mozambique) Ndebele	Polish Romanian Lithuanian Arabic Portuguese Russian Latvian Slovak Bulgarian Albanian	