



## London Procurement Partnership

*Commercial advantage for the NHS by the NHS*



### **Estates, Facilities & Professional Services**

Language Services DPS User Guide

DPS Reference Number: LPP/2015/018

OJEU Reference: - 2015/S 149-275624

July 2015

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**NHS London Procurement Partnership**

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## 1. Introduction

This user guide is intended to provide information about the Dynamic Purchasing System “DPS” for the provision of Language Services owned by NHS London Procurement Partnership and to provide practical support to contracting authorities who wish to access the DPS to award contracts.

Please note that the guidance provided within this document only applies to this DPS and contracting authorities should ensure they refer to the guidance document which is relevant to the DPS/framework they wish to access to ensure that the right processes are being followed.

Procurement teams should be involved in the decision to access the DPS to ensure that the decision fits with local procurement policies and Contracting authorities’ standing financial instructions.

### 1.1 Key Information

DPS Title	DPS for the Provision of Language Services
OJEU Reference Number	2015/S 149-275624
Agreement Reference Number	LPP/2015/018
DPS Period	28/09/2015 – 27/08/2021 with extensions allowed as per the Public Contract Regulations 2015

### 1.2 Background

The NHS is a large and complex organisation and requires specialist linguistic services to provide spoken and non-spoken face to face interpretation, non face-to face interpretation through the use of telephones & video links and written translation and transcription of documents.

In 2011 LPP ran a mini competition under the Buying Solutions (now Crown Commercial Services) framework for Face to Face interpreting Services (including British Sign Language). Both the framework and the local contracts beneath it are expiring in August 2015 and cannot be further extended. A separate framework for telephone interpretation originally let by the Department for Work and Pensions also expires in August 2015.

Research has indicated that many NHS organisations use local providers for all or part of their provision of language services, which are often not in a position to bid for large national frameworks at the necessary time. It would also appear that there is a wide variation between NHS organisations in the quality of services provided.

A DPS can streamline procurement for both suppliers and authorities and provides flexibility, particularly as suppliers may join it at any time during its period of validity, meaning that they are not locked out as they are with traditional frameworks. It is an electronic system, allowing Contracting authorities to consult a large number of potential

suppliers whose capabilities have already been verified through the establishment of the DPS.

These factors lead LPP to establish a DPS for the Provision of Language Services (rather than a traditional framework). The procurement followed the restricted procedure as directed by the Public Contracts Regulations 2015. Interested bidders were invited to select which lots under the DPS they wished to bid for and to complete a pre-qualification questionnaire to evaluate financial stability, compliance to mandatory and discretionary exclusion criteria and technical and professional ability. Bidders who met the pre-qualification requirements were awarded on to the relevant lots of the DPS.

### 1.3 Overview & Lot Structure

The DPS provides a compliant and potentially quick, route to market to procure a range of language services across five lots, which allows Contracting authorities a choice of how best to approach the market. The DPS covers the following services:

#### Lot 1- Multidiscipline

- Covers any or all of the services in Lots 2-5 below. This lot allows LPP members to procure one or more professional services from a single supplier. For example a contracting authority may procure all professional services required to deliver their language solutions via Lot 1, as part of a managed service.
- Only bidders that qualified for each and every lot (Lots 2 to 5) have been awarded to Lot 1.
- Lot 1 is further sub-divided in to 7 regional sub-lots: -
  - 1a - Greater London
  - 1b – South Central & South East
  - 1c – South West
  - 1d – West Midlands
  - 1e – Central & East Anglia
  - 1f – North West
  - 1g – Yorkshire, Humber & North East

With the boundaries of each sub-lot detailed on the map available ([hyperlink](#))

The scope of this lot includes: -

- A one-stop-shop for end to end language service solutions including provision of:
  - Spoken and non-spoken face-to-face interpreting;
  - Telephone & Video interpreting and other technology solutions;
  - Translation, transcription and ancillary services.
- Strategy and policy advice, for example advising on demand management and how savings could be made by switching delivery channels;
- Centralised management information to provide insightful analysis to inform policy and decision making;

- Consolidating invoicing for the provision of the entire service.

### **Lot 2- Face to Face spoken**

This lot is divided in to regional sub-lots as per Lot 1 above and includes the provision of suitably qualified and experienced interpreters, who match contracting authorities' requirements, at a variety of settings, to provide interpretation from English in to a wide variety of potential languages.

### **Lot 3- Face to Face non-spoken**

This lot is divided in to regional sub-lots as per Lots 1 above and includes the provision of suitably qualified and experienced interpreters, who match contracting authorities' requirements, at a variety of settings, to provide interpretation through a variety of non-spoken communication channels such as British Sign Language, Foreign Sign Language, Deafblind interpreters and speech-to-text reporting.

### **Lot 4a- Telephone Interpreting**

This lot covers all regions and provides an appropriate solution when geographically dispersed people need to communicate via the medium of telephone but do not share a common language or communication method. It includes the provision of simultaneous and/or consecutive interpreting service.

### **Lot 4b- Video Interpreting**

This lot covers all regions and provides an appropriate solution when geographically dispersed people need to communicate via a video link but do not share a common language or communication method. It includes the provision of simultaneous and/or consecutive interpreting service, either spoken or non-spoken.

### **Lot 5- Written Translation, Transcription & Ancillary Services**

This lot covers all regions and includes the provision of a comprehensive translation and transcription and ancillary service from English in to most languages and from non-English languages in to English or other non-English languages. It covers the conversion of written documents in to another language as text (and also in to alternative formats such as Braille, large print, audio or pictorial English), as well as the transcription of audio tapes and other forms of electronic media.

## **1.4 Pricing**

Under a DPS no commercial information is obtained until the further competition stage. Contracting Authorities will further define their specifications for each lot to be included in the competition and will issue pricing schedules to the bidders based on their tailored specifications.

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Template pricing schedules for each lot have been built by the Contracting Authority, with suggested weightings. Contracting authorities are free to amend these to suit individual requirements.

### Volume Discounts

It is suggested that individual Contracting authorities request volume discounts from suppliers as part of the pricing schedules.

## 1.5 Suppliers on the DPS

The Public Contracts Regulations 2015 contain new requirements in relation to the use of Pre Qualification Questionnaires, for both above and below EU thresholds. The new requirements aim to ensure a simpler and more consistent approach to selection across the whole of the public sector, removing some of the bureaucracy and barriers which make it difficult for businesses, in particular small to medium enterprises, to access public sector contracts.

All suppliers who have been awarded on to the DPS have already passed the first stage, the pre-qualification questionnaire (PQQ). This initial DPS set-up phase only covers the following areas:

- Supplier Information
- Exclusion & Selection criteria (as set out in Regulations 57-64 of the PCR 2015).
- Economic & Financial Standing
- Technical & Professional Ability.

The technical and professional ability section of the PQQ has requested for the mandatory provision of reference material from all suppliers but no references have been verified by LPP during the PQQ stage. Prior to the award of any contract under the DPS, Contracting Authorities should obtain the references from LPP and assure themselves that the references provided are relevant and adequate.

Similarly, although evidence of economic and financial standing has been obtained for each supplier, prior to award of contract, Contracting Authorities may wish to assure themselves that the financial standing of the organisation is adequate to support the awarded contract.

Contracting Authorities should note that there is no minimum score required for suppliers to be awarded on to the DPS.

## 1.6 Expected Benefits

### Benefits for Contracting Authorities

- Shortened procurement time as advertisement as OJEU and PQQ stage has already been undertaken. No further advertisement is necessary.
- Encourages competition as it is easier for local providers to get on to the DPS and join at any time during its period of validity.

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- Contracting authorities can undertake a further competition with a group of pre-qualified bidders with all qualification documentation held centrally by the LPP.
- Award of individual tenders can be quicker than under some other procedures. The minimum time limit for return of tenders is 10 days.
- Award criteria can be formulated more precisely for specific local contracts.

#### Benefits for Suppliers

- Suppliers don't have to demonstrate suitability and capability every time they wish to compete for a public sector contract.
- Supplier may join the DPS at any time during its period of validity so they are not "locked out".
- More accessible for SMEs.
- Award of individual tenders can be quicker than under some other procedures.

### 1.7 Awarding a Contract

To award a contract under this DPS all Contracting Authorities must run a further competition procedure based on individually defined evaluation criteria, and in accordance with the DPS terms and conditions and the relevant procurement regulations. **There is no option for direct call-off.**

Instructions on how to access the DPS and undertake a further competition are contained in section 4 below.

Contracts that are awarded will be between the Service Provider and the named Authority.

## 2. Management of the Dynamic Purchasing System

### 2.1 DPS Contracts

All suppliers who have been awarded a position on this DPS have signed DPS contracts with NHS London Procurement Partnership. NHS LPP are responsible for the management of the DPS contracts and will seek feedback from Contracting authorities to ensure maximum value is derived from the DPS.

### 2.2 Activity Based Income (ABI)

This framework has been established with an Activity Based Income (ABI) charge of 1%. Each supplier will pay the ABI charge for all contracts awarded under the framework. Any pricing provided by suppliers will be inclusive of this charge.

### 2.3 Management Information

NHS LPP will collect on a monthly basis, management information from each supplier for each contract they have been awarded under the DPS. This management information will be available to view through the my.LPP system to allow for spend analysis and monthly reporting.

### 2.4 DPS Manager

Contracting Authorities who have any questions regarding the DPS should contact the DPS manager at NHS London Procurement Partnership in the first instance. This is the person identified on page 2 of this document.

### 2.5 Business Continuity Plans

NHS LPP strongly suggests that Contracting authorities request as part of their mini competition specific business continuity plans relating to their service and location so these can be retained for the successful contractor.

### 3. Accessing the DPS

#### 3.1 DPS Access

This DPS is open to NHS London Procurement Partnership members. Other Public sector organisations who wish to use the DPS can do so with prior agreement from LPP. By virtue of the NHS Commercial Procurement Collaborative, members of the East of England NHS Collaborative Procurement Hub, NHS Commercial Solutions and NHS North of England Commercial Procurement Collaborative, also have free of charge access to the DPS.

#### 3.2 Benefits of Accessing a DPS

There are a number of benefits of awarding contracts under a DPS, these include:

- It is faster and less onerous than a full OJEU tender process. After the DPS has been established, Contracting authorities can award local contracts with a minimum timescale for return of tenders being 10 days.
- There is no need to assess DPS suppliers against criteria such as financial standing or business probity as these have been assessed during the PQQ stage of the DPS establishment.
- By using the DPS there is no need for you to separately advertise your requirement.
- The DPS is based on generic service specifications which Contracting Authorities can adapt to meet their specific requirements.
- The terms and conditions of the DPS agreement and call off contracts have already been agreed with all DPS suppliers therefore no further legal dialogue is required.
- By following these guidelines you can ensure that you are adhering to EU Procurement legislation.

#### 3.3 DPS Charges

There is no charge for Contracting Authorities to access this DPS agreement other than any membership fees.

Appendix C sets out the key responsibilities of each party during the DPS further competition process. Should a Contracting Authority wish for NHS LPP to provide additional support over and above what is shown in this document, then NHS LPP reserves the right to charge for these additional services. This will be discussed and agreed with each Contracting Authority on a case by case basis.

#### 3.4 Customer Access Agreement (CAA)

Contracting Authorities wishing to access this DPS to run a further competition should complete the Customer Access Agreement (CAA) in Appendix D and send this to the category manager. Once this has been completed the category manager will provide the Contracting Authority with access to the mini competition documents as appropriate. Suppliers on the DPS will not enter contracts under this DPS with any Contracting Authority until the category manager has confirmed a signed access agreement is in place.

## 4. Running a Mini-Competition or Call-Off

### 4.1 Establishing a Project Team

Contracting Authorities will need to establish a project team which is responsible for supporting the award of the new contract. This project team should include key stakeholders from across the organisation who can input into the specification and evaluate the quality of responses from suppliers under the DPS.

The project team should be supported by a project lead who is responsible for ensuring the project is supported by the Contracting Authority's board and managing the implementation of the new contract.

LPP will liaise with the project lead as per the responsibilities matrix in Appendix C. If the Contracting Authority does not have the resource to undertake this internally then LPP can provide support but this may come at an additional cost. If this is required then you should contact the category manager to discuss further.

### 4.2 Key Decisions and Actions

By deciding to award a contract under the DPS agreement much of the hard work has already been completed which should save the Contracting Authority time and money. A suite of mini-competition documents are available which can be tailored by the Contracting Authority to meet their specific requirements.

The key decisions and actions which will need to be completed by the Contracting Authority to award a contract under the DPS via running a mini-competition are set out in the responsibilities matrix in Appendix C.

It is the Contracting Authority's responsibility to validate the data being sent out as part of the mini competition, check the evaluation of all bids and award the contract under the DPS.

### 4.3 Undertaking a Mini Competition

To undertake a mini competition under the DPS the Contracting Authority should refer to the responsibilities matrix in Appendix C and complete the Customer Access Agreement (CAA) in Appendix D. Once this is received by NHS LPP access to the DPS documents will be provided through the my.lpp portal to registered users.

The Contracting Authority can use the mini competition template documents but will need to refine and agree the specification of services and should build upon the generic specifications provided to ensure that their specification meets the service needs. The Contracting Authority will also need to review the template pricing schedule templates to ensure they are relevant to local specifications.

The Contracting Authority must also note that the mini competition process must be based on the evaluation criteria of:

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- i. quality (a template mini competition response document is available which individual Contracting Authorities should adapt to meet their local requirements); and
- ii. price.

The information which is required from the Contracting Authority in each document set to issue to bidders is:

### 1. Invitation to Tender (Further Competition) Instructions

This document sets out the instructions for the bidders on how to complete and respond to the mini competition. The Contracting Authority will need to insert its award criteria and weightings, enter the contract period and complete the project plan. Contracting Authorities using their own e-procurement systems to run the mini-competition will need to change the instructions to reflect their own systems.

### 2. ITT Response Template

This document identifies the questions that you will be asking bidders to respond to. All questions should clearly show how they are linked to the award criteria and any word limits that bidders will be asked to adhere to. Remember you should not re-evaluate areas already evaluated at PQQ stage (such as financial standing) or compliance with mandatory and discretionary exclusion criteria. You also should not ask for evidence of standard documentation such as bidder's insurance policies, ISO accreditations etc. as these were requested from bidders at the PQQ stage and will be held centrally by NHS LPP. If a Contracting Authority wishes to confirm which documentation was requested from bidders at PQQ stage they should contact the Category Manager.

After evaluation but before award of a contract under the DPS, the Contracting Authority should contact the Category Manager and request that all such documentation for the winning bidder is checked for compliance (i.e. supplier still has valid insurance etc.) It is the responsibility of suppliers awarded to the DPS to ensure up to date certification/documents are being held by the Contracting Authority.

The mini competition response document can either be uploaded as an attachment or the questions input directly in to the Due North eTendering portal.

### 3. Commercial Schedules

Contracting Authorities undertaking a further competition will need to amend the template pricing schedule(s) to fit individual requirements for each lot included in the further competition. Contracting Authorities are free to amend the criteria and any relative weightings as they choose to do so.

### 4. NHS Framework Agreement for the Provision of Services

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The terms and conditions of contract have been agreed with all suppliers and signed as part of their award onto the DPS. Contracting Authorities may make changes to these terms and conditions but they should be minor changes and highlighted clearly in the document so all bidders are aware changes have been made. When setting response deadlines to the mini-competition, additional time should be provided by Contracting Authorities where changes have been made to the terms and conditions, so that all bidders have the opportunity to raise these changes with their legal teams. The order form contained within this document will require completing on award of contract.

5. Specifications

An overarching service specification, in addition to a specification for each lot under the DPS has been provided for use by the Contracting Authority. All suppliers on the DPS have seen these template specifications as part of their application to be on the DPS. Contracting Authorities should use these documents as a guide to structure their own specifications.

6. DPS Userguide- this document

7. Example Evaluation Document

Contracting Authorities should issue an example evaluation document which clearly shows how the evaluation of the further competition will be conducted. A template has been provided by NHS London Procurement Partnership which will require amending by the Contracting Authority to fit their individual method of evaluation.

8. Signed Document Set

All bidders are required to complete and sign this set of documentation. Contracting Authorities should ensure that the tender invitation date and title are changed to reflect their mini-competition.

9. Standstill Award Letters

Contracting Authorities should complete and issue these letters once they are in a position to award the contract. This letter will start the ten day stand still period giving all bidders an opportunity to request further information before the contract is formally awarded. The standstill period should finish at midnight once ten full calendar days have passed. If the tenth day finishes on a weekend or bank holiday this should be extended to midnight on the next working day. Contracting Authorities should use the information within the completed evaluation document to complete the standstill letters. The letters should also be customised to reflect the mini-competition details and the Contracting Authority's process for appeal or request for further information.

Once mini competition documents 1-8 are completed they can be issued to all of the suppliers under the relevant lot. A list of suppliers and their contact details is provided

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in Appendix B. If the Contracting Authority prefers for NHS LPP to release the mini competition documents through their e-tendering portal the mini competition documents should be sent to the category manager. Suppliers should be given adequate time to respond to a mini competition and a minimum of 10 days. Where relevant, site visits should be provided to all suppliers during the mini competition process and any clarification questions should be answered as swiftly as possible.

The mini competition documents will be returned by the suppliers and should be evaluated by the project team in line with the evaluation criteria which was set out within the invitation to tender. As part of the evaluation process supplier presentations may be undertaken. Suppliers should be provided with adequate time to prepare their presentations and should be given a clear brief of what to present.

Once the evaluation process is completed the Contracting Authority should notify all suppliers of the outcome of the mini competition and start a 10 day stand still period before concluding the contract.

### 4.4 Evaluation Criteria

The evaluation criteria set out within the DPS agreement can be found in the Mini Competition Instruction document. The main criteria stated should be used as part of any mini competition within the DPS however the Contracting Authority can change, add to or delete the sub-criteria as long as these are clearly stated to all suppliers at the start of the mini competition process. The weightings of the sub-criteria can be set to meet the Contracting Authority's requirements.

### 4.5 Undertaking a Direct Order

It is not possible to call off directly from the DPS.

### 4.6 Transition, Planning and Support

As part of the mini-competition process the successful supplier should provide you with a transition plan which clearly explains what tasks need to be undertaken and who is responsible for ensuring they are completed. This plan should set out the level of resource which is required from the Contracting Authority during the transition process. The expected timescales for each stage of the transition and the mobilisation as a whole should be shown. The Contracting Authority should review the supplier's performance against the plan on a regular basis throughout the transition.

### 4.7 Managing the Contract

The Contracting Authority should hold regular meetings with the supplier to review performance against agreed key performance indicators. Should the supplier fail to meet the agreed key performance indicators then the Contracting Authority should look to take corrective action as outlined within the contract document. The NHS LPP category manager should be made aware of repeated failures in a supplier's performance and can be asked by the Contracting Authority to support rectifying issues.

#### 4.8 Key Performance Indicators

NHS LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing supplier performance. Some suggested key performance indicators which are relevant to this contract have been included in Part B of the template specification document. Contracting Authorities should ensure these meet their requirements and if necessary personalise them to ensure they do.

Key performance indicators should not be used to punish a supplier but should be built in to encourage and reward high quality performance of the contract. As such NHS LPP suggests that key performance indicators are established which are achievable and agreed by both parties.

## 5. Frequently Asked Questions

### 5.1 What is a DPS and is it compulsory to join?

A DPS is an electronic system allowing public purchasers to consult a large number of potential suppliers of standardised works, supplies or services, whose capabilities have already been verified. As a procurement tool, it has some aspects that are similar to a framework agreement, but where new suppliers can join at any time. It has to be run as a completely electronic process using the restricted procedure.

The DPS is a two-stage process- an initial set-up stage where suppliers who meet the selection criteria and are not excluded must be admitted to the DPS and a second stage where individual contracts are awarded.

### 5.2 If a supplier is not on the DPS can they still take part?

Yes. The DPS is flexible and new suppliers can apply to join it at any time during its period of validity. In addition, suppliers who originally fail to be admitted on to the DPS are able to re-apply at a subsequent time if their circumstances change.

### 5.3 Do I need to invite all suppliers to a mini competition?

You will need to invite all suppliers for the lot under which you are undertaking your further competition.

### 5.4 How long does a mini competition need to run for?

This will depend on the complexity of the service. Contracting authorities should take into account the size of the contract, the number of services included, requirements for supplier site visits and TUPE. On average NHS LPP would suggest suppliers are given four weeks to respond to the mini competition. The minimum timeframe for receipt of tenders is ten days. For specific advice please contact the category manager.

### 5.5 Do I have to apply a stand still period to a mini competition?

NHS LPP encourages the application of standstill periods for all mini competitions under the DPS, especially where the value of the contract exceeds the OJEU thresholds. This ensures transparency to all suppliers involved in the process and minimises the risk of challenge once a contract is awarded.

## 6. Appendices

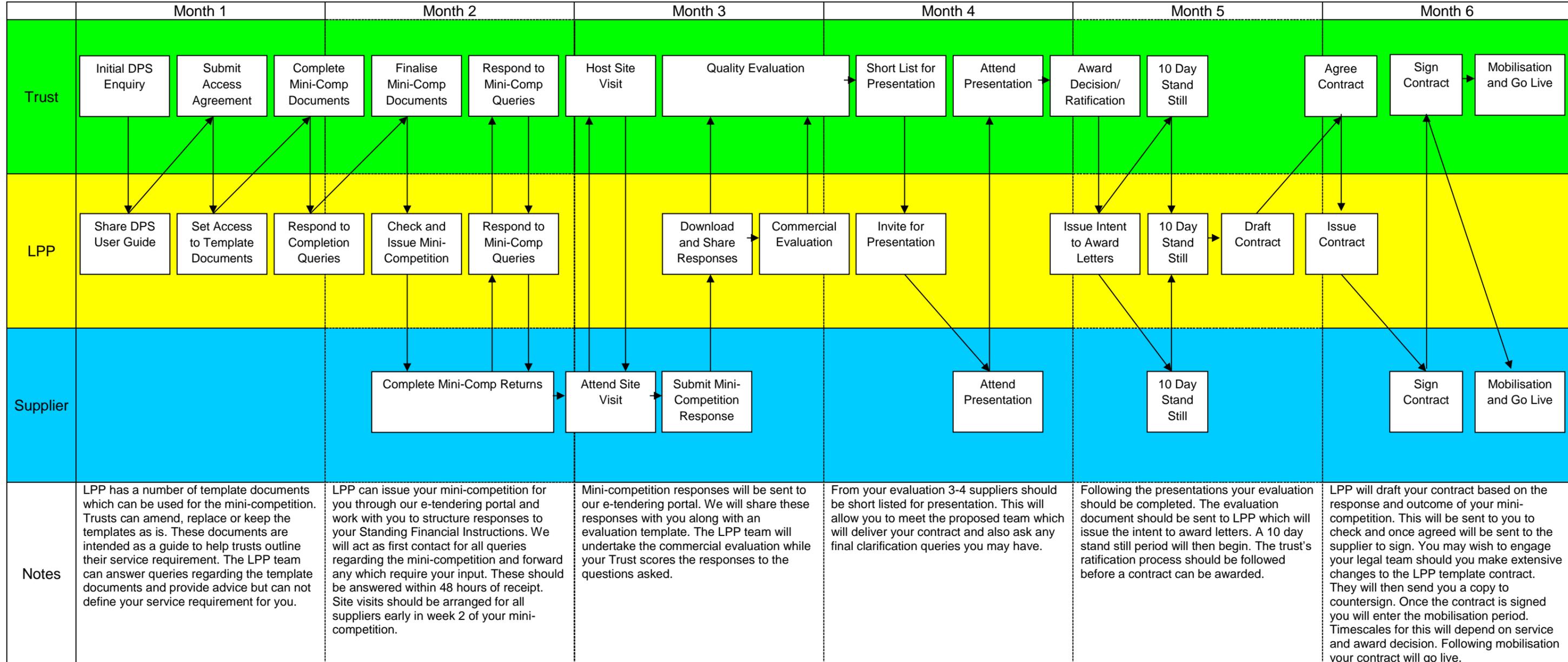
### 6.1 Appendix A – Supplier List by Lot

A list of suppliers who have successfully qualified for each lot under the DPS will be maintained by NHS LPP. As new suppliers can apply and be awarded to the DPS at any time over its duration, Contracting Authorities must ensure that they refer to the **most current version of the supplier list prior to commencing any further competitions** and should check with LPP if they are unsure. Suppliers who are awarded to the DPS after a further competition process has commenced should not be invited to participate retrospectively.

## 6.2 **Appendix B – Supplier Contacts**

Supplier contact details for each lot under the DPS will be available through the Due North eTendering portal or by contacting the Category Manager.

6.3 Appendix C – Responsibilities Matrix



## 6.4 Appendix D – Customer Access Agreement (CAA)

The Customer Access Agreement should be completed and returned to NHS LPP.

## CUSTOMER ACCESS AGREEMENT

for use by **INSERT HUB/TRUST NAME**

### NHS LONDON PROCUREMENT PARTNERSHIP DYNAMIC PURCHASING SYSTEM FOR THE PROVISION OF LANGUAGE SERVICES

Agreement Reference Number: LPP/2015/018

OJEU Reference: - 2015/S 149-275624

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Before conducting any activity under this DPS please complete and return this form to NHS LPP directly if you are an NHS LPP member/associate member or via your local **(insert local hub name)** representative.

This agreement provides approval by NHS LPP for the below named Organisation to access the above named DPS only, subject to the conditions set out below.

In exchange for NHS LPP granting approval to access the DPS, the Organisation AGREES:

1. I/We accept all responsibility for both accessing and using the DPS in accordance with its associated terms and conditions of contract;
2. I/We agree that NHS LPP (and **insert local hub name**) have no responsibility, or liability, on behalf of our Organisation relating to our use of this DPS Agreement;
3. I/We hereby certify that all information provided by NHS LPP (and **insert local hub name**) in relation to the DPS, in any form, will be kept strictly confidential and not be made available to any external entity other than our own, without prior permission of LPP. (Please note, this obligation shall not apply to the provision of information by public sector organisations in order to comply with government guidelines and/or legislation regarding transparency and expenditure of public money);
4. I/We authorise NHS LPP to receive management information from contracted suppliers, regarding the usage of this DPS by the Organisation. Such information will be used by NHS LPP for contract management/administration purposes, and will be shared with **insert local hub name**.

**AGREEMENT:** I/We confirm that the organisation detailed below intends to participate in the above mentioned NHS LPP DPS, and that in doing so will act in accordance with the guidance and instructions set out in the relevant NHS LPP (and/or **INSERT LOCAL HUB NAME**) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2015.

## CUSTOMER ACCESS AGREEMENT

for use by **INSERT HUB/TRUST NAME**

NHS London Procurement Partnership (Hosted by Guy's & St Thomas' NHS Foundation Trust (NHS LPP) DPS FOR THE PROVISION OF LANGUAGE SERVICES

Agreement Reference Number: LPP/2015/018

OJEU Reference: - 2015/S 149-275624

Customer Signature:	
Date:	
Name:	
Position:	
Name of Authority:	
Address:	
Telephone:	
E-mail	

### Access facilitated by FRH- (To be completed by FRH)

Name:		Signature:	
Position:		Date:	

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### NHS LPP APPROVAL (To be completed by NHS LPP)

Name:		Signature:	
Position:		Date:	

## 6.5 Appendix E – Mini Competition Documentation

1. DPS Mini Competition Language Services Instruction Document	Available following completion of the Customer Access Agreement (CAA) in Appendix D.
2. Abstract of Particulars	Available following completion of the Customer Access Agreement (CAA) in Appendix D. Contracting authorities to complete.
3. ITT Questions	Contracting authorities to create
4. Specification	Available following completion of the Customer Access Agreement (CAA) in Appendix D.
5. Pricing Schedule	Contracting authorities to create
6. NHS Conditions for the Provision of Services	Available following completion of the Customer Access Agreement (CAA) in Appendix D.
7. Signed Document Set	Available following completion of the Customer Access Agreement (CAA) in Appendix D.

## 6.6 Annex 1 – Supplier Profiles

Full supplier profiles will be maintained by the Contracting Authority and will be available on request.

## 6.7 Annex 2 – Mini Competition Guidance

This document outlines the evidence requested by LPP at PQQ Stage and is intended to provide guidance around what the Trust/Contracting Authority may wish to include within their ITT evaluation.

	LPP PQQ Stage	Trust Further Competition
<b>References / Technical &amp; Professional Ability</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request 3 references relevant to the lot the supplier is applying for</li> <li><input checked="" type="checkbox"/> Verify the supplier provided the service</li> <li><input checked="" type="checkbox"/> Ascertain the level of service quality</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request references and check prior to contract award</li> <li><input checked="" type="checkbox"/> Ascertain the level of service quality</li> </ul>
<b>Economic/Financial standing</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request last 2 years of audited accounts or other means to demonstrate economic/financial standing</li> <li><input checked="" type="checkbox"/> Assess economic/financial standing</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Set minimum turnover at maximum of 2 x annual contract value and request evidence of turnover from winning bidder prior to contact award</li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification that bidder already has, or can commit to obtain, prior to the commencement of the contract minimum cover of £5m Employers Liability £5m Public Liability and £5m Professional Indemnity</li> <li><input checked="" type="checkbox"/> Request evidence of insurance and renewal upon expiry</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request evidence of insurance from LPP prior to contract award</li> </ul>
<b>Recruitment and Selection of linguists</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification that the organisation have a written, documented procedure for the recruitment/selection of potential linguists</li> <li><input checked="" type="checkbox"/> Request evidence of documented procedure for the recruitment/selection of potential linguists</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request evidence of documented procedure for the recruitment/selection of potential linguists</li> </ul>
<b>Monthly Management Information</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Obtain agreement from the provider that they will submit monthly management information electronically</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request MI to be submitted in a format and at a frequency to suit the requirements of the Trust</li> </ul>
<b>Mandatory Exclusions</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification</li> <li><input checked="" type="checkbox"/> Exclude bidders that fail</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Include mandatory exclusion in ITT</li> </ul>
<b>Discretionary Exclusion</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification</li> <li><input checked="" type="checkbox"/> Assess submission and exclude bidders</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Include discretionary exclusion in ITT</li> </ul>
<b>Information Security</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification of ISO27001, equivalent or agreement to work within a set of security standards agreed with contracting authority</li> <li><input checked="" type="checkbox"/> Exclude bidders that do not meet requirement/self-certify</li> <li><input checked="" type="checkbox"/> Request evidence of ISO 27001 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request evidence of ISO27001 accreditation or equivalent prior to contract award</li> </ul>
<b>Environmental Management</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification of convictions/breaches</li> <li><input checked="" type="checkbox"/> Exclude bidders that do not meet requirement/self-certify</li> </ul>	
<b>Equality Legislation</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification of unlawful discrimination made against the bidder and evidence of remedial action</li> <li><input checked="" type="checkbox"/> Exclude bidders that that do not meet requirement/self-certify</li> </ul>	
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Request self-certification of compliance to with current legislation and evidence of any remedial action</li> <li><input checked="" type="checkbox"/> Exclude bidders that that do not meet requirement/self certify</li> </ul>	
<b>OTHER</b>	<b>LPP - Mini Competition Documents</b>	<b>Trust Further Competition</b>
<b>Mini Competition Templates</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Issued to Trust upon receipt of signed Customer Access Agreement</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Amend all templates to suit the needs and requirements of the Trust</li> <li><input checked="" type="checkbox"/> Prior to issuing the ITT documents, request from LPP the current list of suppliers, that</li> </ul>

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		are relevant to the Lot, and invite them all to bid
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On awarding a contract under the DPS, Contracting Authorities need to ensure that they undertake their own due diligence on the supplier organisation that they are awarding to. This may involve requesting the hard-copy evidence for some or all of the criteria listed above or other relevant checks on suppliers past performance and conduct.