



HSE NATIONAL STANDARD OPERATING PROCEDURE FOR ACCESSING INTERPRETATION SERVICES (EXCL.IRISH LANGUAGE SERVICES)

Policy Procedure Protocol Guideline Clinical Guideline

DOCUMENT GOVERNANCE ¹

Details for the following must be provided in full

Document Commissioner(s): TJ Dunford, Head of Operations, Primary Care

Document Approver(s): Joseph Doyle, National Social Inclusion Lead

Lead of Expert Advisory / Governance Group: Joseph Doyle, Social Inclusion Governance Group

Lead responsibility for national implementation: Joseph Doyle, Lead National Social Inclusion Office

Lead responsibility for national monitoring and audit: Joseph Doyle, Lead National Social Inclusion Office

Development Group Name: Standard Operating Procedure for Accessing Interpretation Services

Development Group Chairperson: Joseph Doyle

DOCUMENT MANAGEMENT ²

Document Owner (post holder title):	Ruth Armstrong, Project Manager, National Social Inclusion		
Document Owner name:	Ruth Armstrong		
Document Owner email contact: <i>(Generic email addresses only for the NCR)</i>	Ruth.Armstrong@hse.ie		
Date approved: <i>(at relevant governance level meeting)</i>	12/03/2024		
Date effective from:	18/03/2024		
Your Reference No: (if applicable)	Click or tap here to enter text.		
Current version no:	Version1	Archived version no: N/A	Click or tap here to enter text.
Date set for next review:	01/10/2026		

VERSION CONTROL UPDATE ³

¹ Details the senior management roles involved in the development of the document.

² Details clear ownership for the document lifecycle and responsibility for timely review.

³ Details the version number and section numbers with updated content.

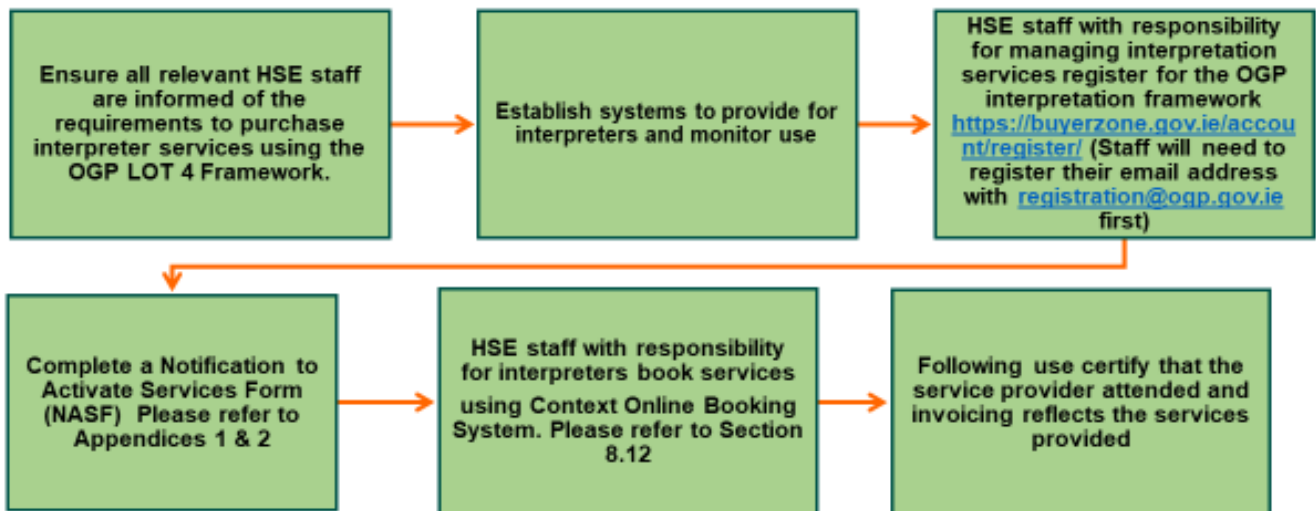
Version No.	Date approved	Section numbers changed	Author
1	12/03/2024		Ruth Armstrong
Document management notes:			

1. Contents

1.0 Background	Page 3
2.0 Purpose	Page 3
3.0 Scope	Page 4
4.0 Objectives	Page 4
5.0 Outcomes	Page 4
6.0 Relevant Legislation and Policies	Page 4
7.0 Roles and Responsibilities	Page 7
8.0 Procedures	Page 7
9.0 Communication and Dissemination	Page 9
10.0 Implementation	Page 9
11.0 Monitoring, Audit and Evaluation	Page 9
12.0 References	Page 9
13.0 Glossary of Terms	Page 9
14.0 Appendices	Page 11



HSE National SOP for Accessing the OGP Interpretation Framework



1.0 Background

In the 2022 Irish Census of Population, 635,000 people identified as Non-Irish, up 95,000 from previous census. Of those that speak a language other than English or Irish at home 13% of this group indicated they do not speak English at all or well. Census 2022 also offers a picture of the range of languages spoken by people living in Ireland. It is estimated that approximately 182 languages are presently spoken in the country.

Following a full E.U. tendering process The Office of Government Procurement (OGP) has awarded a National Framework for Interpretation services (excl. Irish Language Services). The Framework (Lot 4) has been exclusively awarded to *Language Training & Translated Limited* trading as Context.

Please note the following

- This contract is now live and will run until November 17, 2026. The OGP may decide to increase the duration of the Framework by 2 X 12 month extensions.
- The HSE is legally obliged to implement this OGP framework.
- The standard operating procedure should be read in conjunction with <https://www.hse.ie/eng/services/publications/socialinclusion/emaspeaking.pdf>
- Interpreting is the conversion of speech from one language to another.
- The procurement of Interpreter services is subject to change and this Standard Operating Procedure (SOP) will subsequently be updated to reflect this change when and if it occurs.

2.0 Purpose

The purpose of this SOP is to provide guidance for all staff involved in procuring Interpreter services under OGP Interpretation services Framework (Lot 4). This SOP outlines the process involved in procuring

Interpreter services with the (Lot 4) provider Context.

3.0 Scope

This SOP applies to;

- The HSE.
- General Practitioners (GPs).
- This SOP replaces existing procedures in place for the procurement of Interpreter services outside of the OGP Framework.

The OGP Framework does not cover:

- Other HSE funded agencies s.38 and s.39 unless otherwise agreed.
- Provision of translation services (the conversion of written text from one language to another) therefore this SOP is applicable to interpreting services only. Please use existing arrangements for written translation services.
- Provision of Irish language services.
- Irish Sign Language (ISL).

4.0 Objectives

- 4.1 To provide guidance to HSE staff with delegated responsibility for procurement of Interpreter services accessing the OGP framework.
- 4.2 To provide a standardised process that supports delegated staff to manage the procurement of Interpreter services under the OGP Framework.
- 4.3 To provide additional resources to guide managers and staff on the relevant supports available.

5.0 Outcomes

- 5.1 Interpreting services are provided to health service users who require interpretation support in a standardised manner across all Irish HSE services and GP services.
- 5.2 HSE staff and GP staff are informed of the requirements of the procurement process for purchasing Interpreter services using the OGP LOT 4 Framework.
- 5.3 Clear roles and responsibilities of responsible persons are outlined as part of this SOP.

6.0 Relevant Legislation and Policies

All public bodies in Ireland have responsibility to promote equality, prevent discrimination and protect the human rights of their employees, customers, service users and everyone affected by their policies and plans. This is a legal obligation, called the Public Sector Equality and Human Rights Duty, and it originated in Section 42 of the Irish Human Rights and Equality Act 2014.

7.0 Roles and Responsibilities

7.1 Regional Management/Heads of Service and other relevant managers

Ensure all staff are aware of the necessity to utilise the OGP Interpretation services Framework and are familiar with the contents of this SOP.

7.2 Staff members with delegated responsibility for establishing the SLA and overseeing its dissemination and use within the Health Region.

(i). Ensure the OGP Interpretation services (excl. Irish Language Services) Framework LOT 4 is used for purchasing of ALL interpretation services for the duration of the Framework.

(ii). Ensure all staff including staff at GP practices are aware of the necessity to utilise the OGP Interpretation services Framework and are familiar with the contents of this SOP.

(iii). In order to enter into a service level agreement with the interpretation company (Context) utilising LOT 4 of the OGP Framework it is necessary to:

- Register at <https://buyerzone.gov.ie/account/register/> (Contact registration@ogp.gov.ie for non-gov.ie email addresses so that they can verify the email address).
- Complete a *Notification to Activate Services Form* (NASF)

(iv). Framework drawdown is activated through the completion of a NASF. Please see Appendix 1 for a copy of this form.

(v). The OGP Framework User Guide is set out under Appendix 2 and provides full instructions on how to complete the NASF form. **N.B Framework Clients must activate a binding contract with the Framework Member via the NASF process.**

(vi). For Any queries in relation to this framework and how to buy from it, please contact the OGP's Client Service Team at support@ogp.gov.ie or Tel: 01-7738000

(vii). All information relating to contracts is strictly confidential and may be released only to authorised personnel. You must not disclose to any company or person or otherwise make use of any confidential information relating to the affairs of any company dealing with the OGP, which has been available to you by virtue of your registration on the Buyerzone website.

(viii). A service that enters into a service level agreement with the interpretation company (Context) utilising LOT 4 Framework is responsible for:

- ensuring that the service is necessary
- certifying that the service provider attended (this can be in person, by phone or video link) on the dates and times directed by the HSE staff member or GP staff member, and also certifying the location of the service delivery, the accuracy of the hours worked and the amount claimed
- certifying that the interpretation costs refer only to the booking for a specific service user.
- ensuring that, for audit purposes, they retain evidence of the services commissioned (including copies of reports etc.)
- putting in place a process to monitor the service Part C of the NASF form *Service Levels, Schedule D of the Framework Agreement* and notifying support@ogp.gov.ie regarding any issues in service delivery
- ensuring that all staff with responsibility for booking Interpreter services are aware of Part C of the NASF form *Service Levels, Schedule D of the Framework Agreement*

(ix). Staff member(s) act as a nominated person for use of Context online booking system and assume responsibility for adding users who can book Interpreters.

(x). Liaise with Context to be set up on the Context online Booking system to obtain 'Super User Access'.

(xi). Monitor the number of users assigned to the Context Booking system and ensure that passwords are not shared amongst staff and that any staff changing roles or leaving the service are removed as users.

(xii). Access training provided by Context on using the Online Booking system and ensure that anyone granted access as a user attends training on the system.

- (xiii). Ensure that all staff members including General Practice staff are aware of the process for booking Interpreters.
- (xiv). Act as a service contact point to work with Context Services where any service difficulties, feedback or service disputes arise.

7.2 Role of the HSE or GP Staff Member/Service Provider

- (i). It is the responsibility of the HSE or GP staff member / service provider to engage an Interpreter. While the service user may request the services of an Interpreter, it is not his or her responsibility to secure these services, instead the staff member must organise this through the nominated person in their service with the delegated authority and responsibility for booking the interpretation service.
- (ii). Service users should be aware that interpretation services are available, if required. Posters, or notices to this effect in different major languages should be clearly displayed in waiting and other public areas.
- (iii). Where further appointments are needed for a specific patient, the staff member should ensure that associated Interpreter bookings are made well in advance, where possible. A distinctive note / flag should be placed in the patient's file, indicating the requirement to book an Interpreter before any appointed consultation. Where referrals are made to other services / disciplines, similar notifications should be effected.
- (iv). When booking the interpretation appointment, the specific language dialect must be specified in addition to any competency requirements or experience of the Interpreter in interpreting medical terminology. In addition should the patient have a preferred gender of interpreter (e.g. for culturally sensitive consultations) this should be specified. The purpose of the appointment must also be stated (e.g. an outpatient appointment, surgery, ED attendance). Other administrative aspects should also be confirmed. Best practice is for the person making the booking to provide the Interpreter with appropriate background information in advance. This allows them to research and prepare specialist vocabulary.
- (v). All interactions with service users should be by staff members who are culturally competent in working with people from diverse backgrounds and should be sensitive to the cultural needs of the patient for example, an Interpreter of the same gender may be requested. Training in this area may be necessary and is an Intercultural Awareness programme is available on www.hseland.ie
- (vi). All staff members working with interpreters should review HSE guidance available here <https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/working-with-interpreters-guidelines-for-health-workers.pdf> and avail of training on 'working with Interpreters' advertised here: www.hsesocialinclusion.ie
- (vii). A consultation involving use of an Interpreter will likely take longer than a routine appointment. Additional time should be allocated for this when appointments are made.
- (viii). Please refer to Appendix 3 for protocols on how to work well with Interpreters.

7.3 Role of interpreting service provider (contractor)

- (i). The Contractor agrees that the qualified Interpreters named in the Contractor's response to Section 3.2.B (ii) of the Request for Tenders dated 27 May 2020 that resulted in the Framework Contract dated 18 November 2022 will only provide the Services.
- (ii). The Contractor agrees to provide Services according to the agreed Framework Terms and Conditions at the agreed and tendered Framework Price as specified in the NASF. Please see Appendix 4 for a copy

of the agreed interpretation rates.

(iii). The Contractor undertakes to comply with all reasonable directions of the Client with regard to the use and application of all and any of its Confidential Information and shall comply with the Confidentiality Agreement.

(iv). The Contractor agrees to the Rules regarding Travel and Subsistence. Please see Appendix 5 for copy of these rules.

7.4 Role of Interpreter (as set out in the Framework Agreement)

- (i). The Interpreter will attend the assignment on time by phone, web application or in person, as agreed in advance of the appointment.
- (ii). The Interpreter will adhere to the confidentiality guidelines provided by the healthcare professional and will not share any personal information outside of the session.
- (iii). Everything that is said will be interpreted line by line without paraphrasing.
- (iv). The Interpreter will conduct themselves in a professional manner and observe the boundaries between client and interpreter. It is important for the interpreter to remain composed and respectful. It is not their role to advise, comfort or comment.
- (v). The Interpreter will prepare for the assignment based on the information provided at booking.
- (vi). The Interpreter will explain if there is contextual or cultural information that would help the client to understand better.
- (vii). The role of the Interpreter is to facilitate communication between two individuals, where one person is a HSE staff member or GP staff member and the other is a patient requiring a service.

8.0 Procedures

These are the procedural steps in relation to purchasing interpreter services through the OGP LOT4 Framework

8.1 Register at <https://buyerzone.gov.ie/account/register/> (contact registration@ogp.gov.ie for non gov.ie email addresses.)

8.2 Access the Interpretation Services (excluding Irish Language services) Framework.

8.4 Complete a NASF

8.5 Framework drawdown is activated through the completion of a NASF. Please see Appendix 1 for a copy of this form. Please refer to Appendices 1 & 2 for the NASF form and Framework user Guide for full instructions on how to complete this document. **N.B It is vitally important that Framework Clients activate a binding contract with the Framework Member via the NASF process.**

8.6 For any queries in relation to this contract of framework and how to buy from it, please contact the OGP's Client Service Team at support@ogp.gov.ie or Tel: 01-7738000

8.7 When completing the NASF, the following information is required:

- Contracting Authority (HSE Area), Main contact name, address of contracting authority, Telephone number, email address.
- Particular Requirements: Contracting Authority should include as much information as possible including but not limited to: Type of Interpretation Services required (i.e. Face to Face, Video

Remote or Telephone); Estimated Volume of the Requirement over the Term of the Contract; Location of the requirement (if available); and as much other relevant information as possible.

- Term of Contract and extension options (current contract runs to November 2026 with the option to extend) e.g. *'12 months with option to renew on the same terms and conditions for a further period of 12 additional months'* or *'12 months with the option to renew on the same terms and conditions for a further 2 periods of 12 months each'* etc.
- Estimated Value of Contract over its full Term including any extensions
- Proposed Start Date for Contract
- Invoicing – Details of Cost Centre/s and invoicing point of Contact/s
- Other e.g. Confidentiality / GDPR Requirements etc.
- Insurance Requirements for Framework admittance:
 - Employer's Liability: €12.7 million limit for any one claim or series of claims arising out of a single occurrence.
- Public Liability: €6.5 million limit for any one claim or series of claims arising out of a single occurrence.

8.8 Observe the Instructions for the Public Sector Customer Requiring services while completing the NASF:

- Complete Text in Red where indicated - name of organisation, effective date, contact person, address.
- Complete Part A. All text boxes 1 to 11 inclusive must be completed.
- DO NOT SIGN THE FORM AT THIS INITIAL STAGE.
- Make sure all required information is included. Your attention is drawn to text boxes 12 & 13 and the responsibility of the Framework Client to ensure compliance in these areas.
- Forward the NASF directly to the Framework Member (Context).

8.9 Observe the information for the Framework Supplier (Context)

- Complete Part B. All text boxes 13 to 14 inclusive must be completed in full.
- Sign and date the completed NASF at 15.
- Return the completed AND SIGNED NASF directly to the Public Sector Customer (nominated HSE staff member) requesting services within 3 working days.

8.10 Observe the instructions for the Public Sector Customer (nominated HSE staff member) upon receipt of completed and signed NASF from Framework Supplier (Context)

- Once the completed and SIGNED NASF has been received from the Framework Supplier, counter-sign at 16 and return to Framework Supplier (Context).
- The Contract is now executed and you may proceed to engage with the Framework Supplier for the provision of Services.
- Make sure to retain a copy of the completed NASF for your records – this constitutes the Contract for Services, which includes the Framework Agreement, the agreed Framework Prices (contained herein) and the reference Service Levels at Part C of this NASF.

8.11 Establish systems to monitor the following:

- Ensure that the service is necessary
- Certify that the service provider attended (this can be in person, by phone or by video link) on the dates and times directed by the HSE staff member and also certifying the location of the service delivery, the accuracy of the hours worked and the amount claimed
- Certify that the interpretation costs refer only to the booking for a specific service user.

- Ensure for audit purposes, they retain evidence of the services commissioned (including copies of reports etc.)
- Put in place a process to monitor the service Part C of the NASF form *Service Levels, Schedule D of the Framework Agreement* and notifying support@ogp.gov.ie regarding any issues in service delivery
- Ensure that all staff with responsibility for booking Interpreter services are aware of Part C of the NASF form *Service Levels, Schedule D of the Framework Agreement*.

8.12 Use of Context online booking system

- Identify single user for use of Context online booking system who assumes responsibility for adding nominated users who can book Interpreters.

This single user should undertake the following:

- i. Liaise with Context to be set up on the Context online Booking system to obtain 'Super User Access'.
- ii. Monitor the number of users assigned to the Context Booking system and ensure that passwords are not shared amongst staff and that any staff changing roles or leaving the service are removed as users.
- iii. Access training provided by Context on using the Online Booking system and ensure that anyone granted access as a user attends training on the system.
- iv. Ensure that all HSE and GP staff members are aware of the process for booking Interpreters.

Further information on the Context online booking system is available in Appendix 6

9.0 Communication and Dissemination Plan

Regional Management/Heads of Service, Hospital manager and other relevant managers

will be responsible for the communication and dissemination of the SOP to all staff, including GP staff within their area.

10.0 Implementation Plan

Regional Management/Heads of Service, Hospital manager and other relevant managers

will be responsible for the implementation under delegated authority to nominated staff members.

11.0 Monitoring, Audit and Evaluation

The National Social Inclusion Office or other designated service will review/monitor/audit and evaluate this SOP annually or sooner if directed.

12.0 References

Public Sector Equality and Human Rights Duty, Section 42 of the Irish Human Rights and Equality Act (2014). Available at: <https://www.ihrec.ie/documents/ihrec-act-2014/> (Accessed: 9th November 2023)

13.0 Glossary of Terms

7.1 All HSE Staff:	Staff recruited and employed by the HSE
7.2 CHO:	Community Health Organisation
7.3 Health Regions:	Six health regions in six geographical areas
7.4 HSE:	Health Service Executive
7.5 SOP:	Standard Operating Procedure
7.6 OGP:	Office of Government Procurement
7.7 NASF:	Notification to activate services form.
7.8 Framework Client:	The service purchasing Interpreter services with Context
7.9 Framework Member:	The service provider of Interpreter services (Context)
8.0 GP Staff:	Staff recruited and employed in General Practice
8.1 GP:	General Practitioner



Appendix 1

Lot 4 Interpretation Services NASF

NASF

INTERPRETATION SERVICES (EXCL. IRISH LANGUAGE SERVICES)
FRAMEWORK

LOT 4

For use by All Public Sector Bodies except the Courts Service, An Garda Síochána, Department of Justice, Department of Social Protection and Legal Aid Board.

NOTIFICATION TO ACTIVATE SERVICES FORM

INSTRUCTIONS FOR COMPLETING NASF AND ACTIVATING CONTRACT

STEP 1:

INSTRUCTIONS FOR THE PUBLIC SECTOR CUSTOMER REQUIRING SERVICES:

1. Complete Text in **Red** where indicated below - name of organisation, effective date, contact person, address.
2. Complete Part A below. All text boxes 1 to 11 inclusive must be completed.
3. DO NOT SIGN THE FORM AT THIS INITIAL STAGE.
4. Make sure all required information is included. Your attention is drawn to text boxes 12 & 13 and the responsibility of the Framework Client to ensure compliance in these areas.
5. Forward the NASF directly to the Framework Member.

STEP 2:

INSTRUCTIONS FOR THE FRAMEWORK SUPPLIER RECEIVING THIS FORM REQUESTING SERVICES UNDER:

1. Complete Part B below. All text boxes 13 to 14 inclusive must be completed in full.
2. Sign and date the completed NASF at 15 below.
3. Return the completed AND SIGNED NASF directly to the Public Sector Customer requesting services within 3 working days.

STEP 3:

INSTRUCTIONS FOR THE PUBLIC SECTOR CUSTOMER UPON RECEIPT OF COMPLETED AND SIGNED NASF FROM FRAMEWORK SUPPLIER:

1. Once the completed and SIGNED NASF has been received from the Framework Supplier, counter-sign at 16 below and return to Framework Supplier.
2. The Contract is now executed and you may proceed to engage with the Framework Supplier for the provision of Services.
3. Make sure to retain a copy of the completed NASF for your records – this constitutes the Contract for Services which includes the Framework Agreement, the agreed Framework Prices (contained herein) and the reference Service Levels at Part C of this NASF.

INTERPRETATION SERVICES (EXCL. IRISH LANGUAGE SERVICES) FRAMEWORK

LOT 4

NOTIFICATION TO ACTIVATE SERVICES FORM

This is a notice for the purposes of Clause 23 of the Framework Contract for the provision of Interpretation Services (excluding Irish Language Services) made between The Minister for Public Expenditure and Reform (“the Client”) and Language Training & Translating Ltd. (“the Contractor”) dated 18th November 2022.

The Contractor agrees that the Services will only be provided by the qualified Interpreters named in the Contractor’s response to Section 3.2.B (ii) of the Request for Tenders dated 27th May 2020 that resulted in the Framework Contract dated 18th November 2022.

The **[INSERT FRAMEWORK CLIENT DETAILS]** is a Framework Client as set out at clause 23A of the Framework Contract and in accordance with clause 23 **HEREBY NOTIFIES** the Contractor that it wishes to activate the purchase of Services with effect from **[insert date]** (the “Effective Date”). The Framework Client hereby acknowledges, agrees and confirms that the Framework Contract and the Confidentiality Agreement are hereby adopted by the Framework Client to govern the provision of the Services and references to the Client in the Framework Contract and the Confidentiality Agreement shall be deemed to be references to the Framework Client and the Framework Client hereby undertakes to comply with and observe all the terms and conditions of the Framework Contract and the Confidentiality Agreement applicable to it as if a party thereto.

The Services Contract shall take effect from “the Effective Date” and shall expire on completion of the services specified in this Notification to Activate Services Form, unless it is otherwise terminated in accordance with the provisions of the Services Contract or otherwise lawfully terminated or otherwise lawfully extended as agreed between the Parties (“the Term”).

For the purposes of the Services Contract, the Framework Client’s Contact is **[insert contact name]** of **[insert organisation and office address of contact person]**; the Contractor’s Contact is Martin Beuster of Maree, Oranmore, Galway.

The Contractor undertakes to comply with all reasonable directions of the Client with regard to the use and application of all and any of its Confidential Information and shall comply with the Confidentiality Agreement.

The Contractor agrees to provide Services according to the agreed Framework Terms and Conditions at the agreed and tendered Framework Price which is:

FACE TO FACE Interpretation COSTS			VIDEO REMOTE Interpretation COSTS			TELEPHONE Interpretation COSTS	
LOT 4 All other FW Clients (1.4.2 of RFT) COST SUBMISSION TABLE	Cost for Group 1 Languages	Cost for Group 2 Medium to Low Demand Languages	LOT 4 All other FW Clients (1.4.2 of RFT) COST SUBMISSION TABLE	Cost for Group 1 Languages	Cost for Group 2 Medium to Low Demand Languages	Cost for Telephone Interpretation Services (Any Language)	
	Please see Table 1 below for list of Group 1 Main Usage Languages	Please see Table 2 below for list of Medium to Low Demand Languages		* Please see Table 1 below for list of Group 1 Languages	Please see Table 2 below for list of Medium to Low Demand Languages		
Service	Cost (Excl. VAT)	Cost (Excl. VAT)	Service	Cost (Excl. VAT)	Cost (Excl. VAT)	Service	Cost per 1 minute (Excl. VAT)
Per 15 Minutes Monday to Friday 8.00am - 6.00pm	€11.19	€11.19	Per 15 Minutes Monday to Friday 8.00am - 6.00pm	€11.19	€11.19	Per minute 24 hour/365 day	€0.75
Per 15 Minutes Monday to Friday 6.00pm - 8.00am and Saturday and Sunday 24 hours	€14.69	€14.69	Per 15 Minutes Monday to Friday 6.00pm - 8.00am and Saturday and Sunday 24 hours	€14.69	€14.69		
Per 15 Minutes Irish Public Holidays 24 hours	€14.69	€14.69	Per 15 Minutes Irish Public Holidays 24 hours	€14.69	€14.69		
Daily Rate Monday to Friday 7 hour day (excluding lunch) within the hours of 9.00am -6.00pm	€313.32	€313.32	Daily Rate Monday to Friday 7 hour day (excluding lunch) within the hours of 9.00am -6.00pm	€313.32	€313.32		

TABLE 1	
LOT 4 (All other FW Clients): Group 1 Top 10 Main Usage Languages	
<i>Languages likely to be those most requested (in alphabetical order)</i>	
1	Albanian
2	Arabic
3	Chinese-Mandarin / Mandarin Chinese
4	Georgian
5	Latvian
6	Lithuanian
7	Polish
8	Portuguese
9	Romanian
10	Russian

TABLE 2							
LOT 4 (All other FW Clients) - Group 2 MEDIUM and LOW Demand Languages							
Medium to Low Demand Languages (in alphabetical order)							
1	Acholi	24	Hindi	47	Pashto (Afghanistan Dialect)	70	Turkish
2	Amharic	25	Hungarian	48	Patois / French creoles and pidgins	71	Ukrainian
3	Armenian	26	Igbo	49	Philippino / Vesayan	72	Urdu
4	Azerbaijan	27	Indonesian (Bahasa Indonesia)	50	Pidgin English	73	Uyghur
5	Bajuni / Bantu languages	28	Iranian	51	Punjabi	74	Uzbek
6	Belorussian	29	Italian	52	Roma	75	Vietnamese
7	Bengali / Bangla	30	Japanese	53	Serbian	76	Yoruba
8	Bini / Edo	31	Kazhak	54	Shona		
9	Bosnian	32	Kikongo	55	Sindhi		
10	Bulgarian	33	Kinyamulenge / Kinyarwanda	56	Sinhala / Sinhalese		
11	Burmese	34	Korean	57	Slovakian		
12	Chinese Other (non Mandarin, non Yue)	35	Kurdish Kurmanji	58	Slovene		
13	Congolese / Bemba (D R of Congo)	36	Kurdish Sorani	59	Somali		
14	Creole	37	Kyrgyz	60	Sothorn Sotho		
15	Croatian / Serbo-Croatian	38	Lingala/French	61	Spanish		
16	Czech	39	Malay (macrolanguage)	62	Swahili (individual language) / Kiswahili		
17	Danish	40	Malayalam	63	Swahili (macrolanguage)		
18	Dutch / Flemish	41	Modern Greek	64	Swedish		
19	Estonian	42	Mongolian	65	Tagalog		
20	Farsi / Persian / Dari	43	Nanja / Chewa /Chichewa	66	Tamil		
21	French	44	Ndebele	67	Tehiga		
22	German	45	Nepali	68	Thai		
23	Hebrew	46	Oromo	69	Tigrinia (Eritrean national)		

Rules regarding Travel and Subsistence (Ref: Appendix 1, 2. GENERAL SERVICE REQUIREMENTS of the Published RFT):

a. In the event that the provision of services requires an interpreter to travel to a specific venue for an assignment, the Framework client may allow for vouched payment of travel costs (where mileage is applicable this will be at a fixed rate, see below) Travel expenses are those actual costs an interpreter incurs in travelling to and from an assignment (if applicable), by either public or private transport. All Framework Clients will require the successful Tenderer to maximise the use of public transport where ever possible in the delivery of the Services. All travel should be by the shortest practicable routes and by the cheapest practicable mode of conveyance. Return tickets, contract, season or other cheap tickets should be used wherever a saving in travelling expenses is secured thereby. Therefore, travel expenses in terms of mileage for use of a private motor vehicle will be paid in addition to hourly rates in respect of Services provided in the following circumstances only:

- Where no suitable public transport (i.e. bus or train) is available
- Where public transport is available at equal or greater expense

- Where the use of public transport would result in the delay of the interpreter arriving at the scheduled time, which it is necessary to avoid.

4.

- a. Where mileage is applicable and is agreed in advance with the framework client, the AA Route Planner Mileage Calculator will be used as the basis for such calculations (www.theaa.ie). Mileage will be paid at a rate of €0.3738 per kilometre. All travel must be expressly agreed in advance with the Framework Client. Protocols for the approval of travel expenses will be agreed prior to the commencement of any services contract with the Framework Client and the successful Tenderer. No payment will be made for travel time.

5.

- b. Authorisation procedures for the payment of expenses are an internal operational matter for the Framework Client, who will advise the successful Tenderer accordingly. Details of current applicable Public Service Rates for travel can be found in Department of Public Expenditure and Reform Circular 05/2015, Circular 13/2019: Domestic Subsistence Allowances : Invoices and Management Information (M.I.) reports issued by the successful Tenderer must include details of all such agreed travel expenses.

c. The successful Tenderer must support Framework Clients policies and procedures, where they exist, and must be prepared to cooperate in the implementation of their various controls and accounting procedures.

d. The efficient management and control of expenditure is a priority for the Government and it will be important that the successful Tenderer has the technology and human resources to assist and co-operate with all the Framework Clients in the management of their interpretation services expenditure, accounting/invoicing, and usage controls.

- e. The Framework Client reserves the right to require that the successful Tenderer proposed interpreters undergo training in the business of the Framework Client prior to the commencement of any contract awarded. The responsibility for such training lies with the Framework Client. No payment for travel will be made for attendance at such training

- E.g. court processes and the court environment.

PART A - For Completion by Framework Client

1.	Contracting Authority	
2.	Main Contact Name	
3.	Address of Contracting Authority	
4.	Telephone Number	
5.	Email Address	

SCOPE OF THE REQUIREMENT

6. Particular Requirements: Contracting Authority should include as much information as possible including but not limited to: Type of Interpretation Services required (i.e. Face to Face, Video Remote or Telephone); Estimated Volume of the Requirement over the Term of the Contract; Location of the requirement (if available); and as much other relevant information as possible.

7. Term of Contract and extension options (**may be up to 4 years max**) e.g. '12 months with option to renew on the same terms and conditions for a further period of 12 additional months' or '12 months with the option to renew on the same terms and conditions for a further 2 periods of 12 months each' etc.

8. Estimated Value of Contract over its full Term including any extensions

9. Proposed Start Date for Contract

10. Invoicing – Details of Cost Centre/s and invoicing point of Contact/s

11. Other e.g. Confidentiality / GDPR Requirements etc.

GENERAL INFORMATION

12. Insurance Requirements for Framework admittance:

- Employer's Liability: €12.7 million limit for any one claim or series of claims arising out of a single occurrence.

These insurance levels were verified at the date of Framework Contract execution. The Framework Member is required to hold these insurance levels for the Term of the Framework Contract. It is the responsibility of the Framework Client to ensure this.

- Public Liability: €6.5 million limit for any one claim or series of claims arising out of a single occurrence.)

PART B - For Completion by Framework Member

FRAMEWORK MEMBER RESPONSE FORM

13.

The Framework Member must supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Framework Client. By supplying these numbers the Framework Member acknowledges and agrees that the Framework Client has the permission of the Framework Member to verify its tax cleared position online

The Framework Member's tax status was verified at the date of Framework Contract execution. The Framework Member is required to comply with all applicable EU and domestic tax laws for the Term of the Framework Contract. It is the responsibility of the Framework Client to ensure this.

Tax Clearance Access Number:

Tax Reference Number:

14.

Name and Contact Details (email address and phone number) of the Key Account Manager who will act as the **Main Point of Contact for Framework Member.**

15.

SIGNED, ACKNOWLEDGED, AGREED AND CONFIRMED

for and on behalf of the Contractor:

Dated:

16.

SIGNED for and on behalf of the Framework Client:

(being a duly authorised officer)

Dated:

PART C – Service Levels.

Schedule D of Framework Agreement

Agreed By All Framework Suppliers At Framework Entry Stage.

These are the Service Levels for Lot 4 Contracts.

NB: Time is of the essence for the provision of Services and repeated and / or sustained failure to meet stipulated response times for delivery of Services may be treated as a serious breach of contract and grounds for termination of the Services Contract.

General Service Levels for Framework Clients	
NB: Time is of the essence for the provision of services and repeated and / or sustained failure to meet stipulated response times for delivery of services may be treated as a serious breach of contract and grounds for termination of Contract.	
Requirements	Agreed Levels:
Availability of Service	Monday - Friday 9.00 am-5.00 pm. Interpreter(s) may be required for assignments outside of these standard hours (Evening assignment or on a Saturday, Sunday or Public Holiday).
Booking Procedures / Attendance at Appointments	<p>All bookings (whether for a face-to-face, telephone, or video-call) are generally pre-arranged and are submitted via email / electronically. The Successful Tenderer must provide confirmation of all bookings via email or electronically.</p> <p>All requests for service provision to be registered on receipt by Successful Tenderer including the agreed account authorisation code and name and contact details for the requester.</p> <p>Online requests to be acknowledged and confirmed by e-mail to requester within 60 minutes.</p> <p>For services requested more than 24 hours in advance, The Successful Tenderer must re-confirm to booker/customer 12 hours prior that an interpreter has been assigned and will commence work as scheduled.</p> <p>In the event that the Successful Tenderer becomes aware of the likelihood of a delay, in any circumstances, THE FRAMEWORK CLIENT(S) requestor must be informed immediately and may decide to use an alternative service provider. In such cases where the Successful Tenderer fails to attend within the agreed timelines, THE FRAMEWORK CLIENT(S) will raise a complaint with The Successful Tenderer and offset any extra cost against the next invoice.</p> <p>In the event of three or more significant delays within a one-month period THE FRAMEWORK CLIENT(S) will ask the Successful Tenderer to take remedial action to prevent recurrence. In the event of sustained and/or repeated delays in the provision of services (10 separate complaints or more) within a three-month period THE FRAMEWORK CLIENT(S) may take steps to terminate the Contract on grounds of serious breach of contract.</p>

<p>Very urgent requests for Service</p>	<p>Very urgent requests for service shall be booked by telephone. 100 % of phone calls to the number provided for this purpose must be answered by live operator within 1 minute. If call not responded to by live operator within one minute an alternative provider may be used. Where face-to-face interpreting is required, all very urgent requests for service must result in an interpreter being confirmed and assigned no later than 60 minutes from time of request. This confirmation to include an anticipated arrival time at the interpretation assignment location. Where telephone or video call interpreting is required, the assigned interpreter must contact the location to commence the assignment within 30 minutes.</p> <p>Failure to adhere to these service levels: The Contracting Authority will raise complaint with The Successful Tenderer. In the event of three such failures to respond within a period of one week, the Contracting Authority will ask the Successful Tenderer to take remedial action to prevent recurrence. In the event of sustained non-responsiveness (10 separate complaints or more of individual calls not answered within 1 minute) within a three-month period the Contracting Authority may take steps to terminate contract on grounds of serious breach of contract.</p> <p>Where an urgent request has been submitted, THE FRAMEWORK CLIENT(S) may use alternative service if delay greater than 60 minutes. In such cases where the successful Tenderer fails to attend within the agreed timelines, THE FRAMEWORK CLIENT(S) will raise a complaint with The Successful Tenderer.</p> <p>In the event of three or more instances of delays greater than 180 minutes within a period of one month, THE FRAMEWORK CLIENT(S) will ask the Successful Tenderer to take remedial action to prevent recurrence.</p> <p>THE FRAMEWORK CLIENT(S) may use alternative service if interpreter is more than 30 minutes late for a confirmed face-to-face appointment or is more than 15 minutes late in contacting the relevant office for a telephone or video-call assignment. In such cases THE FRAMEWORK CLIENT(S) will raise a complaint with the Successful Tenderer.</p> <p>In the event of three or more instances of interpreters being late for agreed appointments at assignment locations within a period of one month, THE FRAMEWORK CLIENT(S) will ask the Successful Tenderer to take remedial action to prevent recurrence.</p> <p>In the event of sustained and/or repeated delays in the provision of urgent services (10 separate complaints or more) within a three-month period THE FRAMEWORK CLIENT(S) may take steps to terminate the Contract on grounds of serious breach of contract.</p>
<p>Service Delivery</p>	<p>The Successful Tenderer will ensure that it retains sufficient interpreters and trained staff to ensure 100% reliable delivery of services to THE FRAMEWORK CLIENT(S) at all times.</p> <p>The Successful Tenderer will proactively manage the service provided and ensure the ongoing and effective monitoring of its interpreters' compliance with all the requirements under the Framework and those of THE FRAMEWORK CLIENT(S).</p> <p>The Successful Tenderer will ensure that sufficient experienced and competent staff are available at all times to meet the booking,</p>

	<p>tracking and invoicing requirements of THE FRAMEWORK CLIENT(S) in a prompt and efficient manner.</p> <p>The Successful Tenderer will assign a dedicated Key Account Manager to liaise with THE FRAMEWORK CLIENT(S) to address any service issues, complaints or accounting/invoicing matters that may be raised.</p>
<p>Quality of Service</p>	<p>The Successful Tenderer shall ensure that all interpretation work is carried out to a high standard of accuracy and that all interpreters are of neat and tidy appearance.</p> <p>THE FRAMEWORK CLIENT(S) may refer specific interpreters to independent interpreters for quality assurance. In the event of poor-quality interpretation work (5 significant errors/inaccuracies or more) THE FRAMEWORK CLIENT(S) shall not be liable for the cost and issue a written warning asking the successful tenderer to take remedial action to prevent recurrence. Repeated quality failures (10 separate failures or more established to the satisfaction of THE FRAMEWORK CLIENT(S)) within a three-month period shall constitute a serious breach and may result in termination of contract.</p> <p>THE FRAMEWORK CLIENT(S) may decline to use an interpreter at short notice in the event of serious incompetence, failure to observe agreed standards, breach or lapse in security or confidentiality and misbehaviour.</p>
<p>Management Information (M.I.) Reporting</p>	<p>The Successful Tenderer must provide management information reports on spend, usage and quality assurance as set out below.</p> <ul style="list-style-type: none"> • Framework Management Information: The OGP may require summarised <u>Quarterly</u> Framework reports relating to all contracts awarded under the Framework. • Contract Management Information: THE FRAMEWORK CLIENT(S) will require monthly reports relating to their own contract spend. <p>The reports must be supplied and must provide information with entries under the following column headings:</p> <p><u>Report No. 1: Contract Volume / Values:</u></p> <ul style="list-style-type: none"> • Sector (i.e. Justice) • Department / Body / User Organisation (i.e. THE FRAMEWORK CLIENT(S)) • Customer Contact Name and Details • Assignment Booking / Tracking Reference • Brief Assignment Description • Language Interpreted • Name of Interpreter • Location and Duration of Interpretation Assignment • Cost of Interpretation Service provided to Customer • Cost of Additional Allowable Expenses to Customer

	<ul style="list-style-type: none"> • <u>Total</u> Cost of All Interpretations to Customer Month and Cumulative Year To Date (2 separate column headings) <p><u>Report No. 2: Quality Assurance Report (monthly reports required by THE FRAMEWORK CLIENT(S)).</u></p> <ul style="list-style-type: none"> • Volume of interpretation assignments carried out in previous month / quarter by named assigned interpreter and by language • A record and report of any quality issues or other complaints that have arisen in previous month / quarter in relation to named assigned interpreter • Any remedial actions taken on matters arising • Results of monthly 5% sample check of interpretations performed <p>These reports must be provided within 7 days from the end of the required period.</p> <p>Failure to provide the reports as required may result in escalation to the Office of Government Procurement who may issue a written warning asking the successful tenderer to take remedial action to prevent recurrence. Repeated failures (3 or more) within a three-month period to provide management information as specified shall constitute a serious breach and may result in termination of Contract and Framework membership.</p>
Attendance Sheet	<p>The Successful Tenderer must provide attendance sheets to THE FRAMEWORK CLIENT(S) for invoicing purposes as described below.</p> <p>Attendance sheets must include the following information:</p> <ul style="list-style-type: none"> • Booking Reference • Name of Interpretation Company • Venue • Name of interpreter • Language interpreted and Group language belongs to i.e. 1, 2, 3 or 4 • Time booked to appear at venue • Time of arrival at venue (Start Time) • Time finished interpreting at venue (End Time) <p>6. Failure to provide the attendance sheets as required may result in a written warning asking The Successful Tenderer to take remedial action to prevent recurrence. Repeated failures (6 or more) within a three-month period to provide attendance sheets as specified shall constitute a serious breach and may result in termination of Contract.</p>
Invoicing	<p>Invoices to be issued monthly or as THE FRAMEWORK CLIENT(S) requires. Invoices must contain at a minimum the following information:</p>

	<ul style="list-style-type: none"> • Booking Reference Identification Number • THE FRAMEWORK CLIENT(S) requestor Name and Contact Details • THE FRAMEWORK CLIENT(S) Cost Centre or other Code • Name of Interpreter • Date and Time of Booking • Date, Time of Duration of Interpretation in minutes • Language interpreted and Group language belongs to i.e. 1,2,3 or 4 • Interpretation Charge - including separate breakdown of any allowable expenses and / or of any discounts provided <p>Failure to provide invoices as and when required by THE FRAMEWORK CLIENT(S) may result a written warning asking the Successful Tenderer to take remedial action to prevent recurrence. Repeated failures within a three-month period to provide invoices as and when required shall constitute a serious breach and may result in termination of Contract.</p>
<p>Complaints Management</p>	<p>Complaints to be systematically recorded by the Successful Tenderer and reported as per the Quality Assurance report described in these Service Levels.</p> <p>Three or more failures to effectively deal with repeat complaints within a three-month period will constitute a serious breach of Contract and may lead to the termination of the Contract.</p>



Appendix 2

Framework User Guide

EMS051F Multi-Language Interpretation Services

eTenders ID: 169692

EMS051F Multi-Language Interpretation Services

eTenders ID: 169692

Lot 1 – The Courts Service ONLY

Lot 2 – An Garda Síochána ONLY

Lot 3 – Department of Justice, Department of Social Protection and the Legal Aid Board ONLY

Lot 4 – Everyone Else

Framework Duration: 18th November 2022 – 17th November 2026

This is a Tier 2 Framework

	Complexity Level	Timeframe to Contract Finalisation
Tier 1:	Utilities Sign Up	Available immediately
Tier 2:	Direct Drawdown	Available immediately
Tier 3:	Low Complexity Mini-Competition	Up to 10 weeks
Tier 4:	Medium Complexity Mini-Competition	Between 10 and 20 weeks
Tier 5:	High Complexity Mini-Competition	6 months with well-developed specification

NO MINI COMPETITION NEEDED.

To drawdown services from the Framework, simply complete Notification to Access Services Form ('NASF')

N.B. Representatives from organisations/bodies named in Lots 1-3 are asked to contact support@ogp.gov.ie for further information on draw down from these lots.

Please read this User Guide in conjunction with the appropriate NASF which is available from the OGP Customer Service: support@ogp.gov.ie

Who Can Use This Framework?

Lot 1 – The Courts Service ONLY Lot 2 – An Garda Síochána ONLY

Lot 3 – Dept of Justice, Dept of Social Protection, Legal Aid Board ONLY

Lot 4 – Everyone Else (EXCEPT the bodies named in Lots 1-3 above) namely:

- All Central Government Departments and Bodies under their Aegis
- All Local Government Authorities and Bodies under their Aegis.
- The Health Service Executive (HSE), the Health Information and Quality Authority (HIQA) and bodies including Hospitals delivering health & personal social services funded by more than 50% from the HSE and/ or Central Government Exchequer funds.
- Third level Institutions including Universities, Colleges, Institutes of Technology and Bodies under their Aegis.
- Education and Training Boards Ireland, ETBs, Primary Schools, Post-Primary Schools, and Schools for pupils with special educational needs.
- The Defence Forces; and The Irish Prison Service

IMPORTANT

Any organisation / body other than those specifically named in Lots 1-3, must avail of the Services provided through Lot 4.

Similarly any organisation / body specifically named in Lots 1-3 is excluded from the use of Lot 4.

Why Should I Use This Framework?

Convenience – Easy to use. All Lots may be availed of via direct drawdown without the need for a tender competition.

Compliance – The framework has been established in accordance with all relevant procurement rules and regulations and therefore its use makes your organisation compliant with same.

Competitive – The Framework was established following an open tender competition ensuring value for money for all Public Sector Bodies using the Framework.

Quality Assurance – Framework suppliers were chosen after an extensive Quality of Service Evaluation carried out by a team of experienced Interpretation Services experts from across the Public Sector.

Agreed Terms and Conditions – Service levels and applicable terms and conditions are already established and agreed for you and the service providers. This removes the need to extensively renegotiate terms for each procurement you undertake. These Terms and Conditions are included in the Service Levels attached to the Template NASF

What Services Are Covered?

Multi-Language Interpretation Services.

The Services provided includes:

Face to Face Interpretation Services

Telephone Interpretation Services

Video Remote Interpretation Services

Important Note: The Framework DOES NOT INCLUDE IRISH LANGUAGE INTERPRETATION SERVICES.

Who Are The Framework Suppliers?

In order to be appointed to the Framework, suppliers have demonstrated they have the expertise, capacity and qualifications to provide these services. A brief biography of each is provided in Appendix 1 of this User Guide.

The Framework Suppliers, in Lot order, are as follows:

Framework Member	Lot 1	Lot 2	Lot 3	Lot 4	eTenders Supplier ID
Interpreting Services Ireland (Consortium)	<input type="checkbox"/>				185084
Forbidden City Ltd. t/a Translation.ie		<input type="checkbox"/>			27999
TRANSLIT (Consortium)			<input type="checkbox"/>		114141
Language Training & Translating Ltd. t/a Context				<input type="checkbox"/>	44200

How Do I Use This Framework?

Lot 1: The Courts Service ONLY

Lot 2: An Garda Síochána ONLY

Lot 3: Dept of Justice, Dept of Social Protection, Legal Aid Board and bodies under their aegis ONLY

Lot 4: Everyone Else (EXCEPT the bodies named in Lots 1-3 above)

[N.B. Representatives from organisations/bodies named in Lots 1-3 are asked to contact \[support@ogp.gov.ie\]\(mailto:support@ogp.gov.ie\) for further information on draw down from these lots.](#)

Where you require Interpretation services you should complete the Notification to Activate Services Form ('NASF') (which is also available on the Buyerzone) and submit directly to the relevant Framework Supplier.

The NASF includes full instructions on how the form needs to be completed.

It is very important that these instructions are followed carefully in order to comply with the rules of the Framework.

How Does The Pricing Work?

Each Framework supplier has submitted pricing in respect of Face to Face Interpretation and Video Remote Interpretation as follows:

1. Per 15 Minutes Monday to Friday 8.00am - 6.00pm
2. Per 15 Minutes Monday to Friday 6.00pm - 8.00am and Saturday and Sunday 24 hours
3. Per 15 Minutes Irish Public Holidays 24 hours
4. Daily Rate Monday to Friday 7 hour day (excluding lunch) within the hours of 9.00am - 6.00pm

Each Framework supplier has also submitted pricing respect of Telephone Interpretation as follows:

1. Per minute 24 hour/365 day

The pricing schedule relevant to each Lot will be included on the NASF for that Lot.

Contact Us

If you have any questions about the Framework for Interpretation Services or if you would like to know more, please contact us at the following:

- Email: support@ogp.gov.ie
- Phone: 01 773 8000

Office of Government Procurement 3A Upper
Mayor Street, Dublin 1.

Appendix 1: Biography As Provided By Framework Suppliers

Interpreting Services Ireland (Consortium) – (Lot 1)

Interpreting Services Ireland provides a range of fully managed Interpreting Services in Ireland. The company supports Face2Face, Video and Telephone interpretation services in a wide range of legal, clinical and other settings. Clients can develop bespoke workflows for ease of use, including management and tracking of expenses. For over 20 years, Interpreting Services have been committed to the Interpreting needs of all the language communities in Ireland across all State functions for flexibility, reliability and integrity. They are ISO certified, offer an online portal for all bookings and are available 24/7, as contracted.

Forbidden City Ltd. t/a Translation.ie – (Lot 2)

Translation.ie is a provider of Interpretation Services in Ireland. They arrange Face2Face, Video and Telephone services across all public sectors. They have a large panel of active Interpreters and innovative systems to ensure they are available

– when and where needed. They are ISO certified, offer an online portal for all bookings and are available 24/7, as contracted.

TRANSLIT (Consortium) – (Lot 3)

Translit is a language solutions provider based in Limerick and Cork. Founded in 2009 as a traditional language services provider it pivoted towards language tech while still specialising in interpreting. Translit works with thousands of certified interpreters worldwide. They have collaborated with Irish government bodies on 12 tenders in 2 years, as well as multinational corporations, smaller businesses, and individuals.

Effectiff (Translits consortium partner) also specialise in interpreting, with an emphasis on remote services, such as video remote interpreting and over-the- phone interpreting. This language services provider has decades of experience. Translit and Effectiff have a long-standing relationship working together on projects in Ireland and across the globe.

Language Training & Translating Ltd. t/a Context – (Lot 4)

Context is a long serving provider of interpreting services in Ireland with a clear focus on quality of service and efficient interaction with contracting authorities.

As a process-driven, language service technology pioneer, Context works with clients in all sectors, including with healthcare and social service providers who are accountable to their service users for quality of service.

Context's bespoke service management system offers service users and management a clean interface for fast reliable booking of interpreters and management metrics reporting in real-time.



Appendix 3

Protocols on how to work well with Interpreters

For HSE Protocol on how to work well with Interpreters, please see here:

<https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/working-with-interpreters-guidelines-for-health-workers.pdf>

For Context Protocol on how to work well with Interpreters, please refer to the following guidance:

The service

- Interpreters assist health care professionals to interact with their patients and/or their patient's family members
- the communication takes place in a formal professional setting
- the Interpreter's interaction with patients and/or patient's family members is restricted to facilitating their communication with medical and nursing staff
- the Interpreter works in the consecutive mode (health care professional, Interpreter, patient speak in turn, not simultaneously)

Before the assignment

- inform the Context Project Manager and the Interpreter in advance if the assignment is of a sensitive nature (life changing diagnosis, life & death situation, child protection issue)
- brief the Interpreter on the purpose of the consultation
- the Interpreter must not engage or communicate with the patient and/or family members in advance of the consultation

During the assignment

- allow the Interpreter to introduce themselves formally in their professional role at the start of the consultation
- participants in the conversation should speak clearly and allow the interpreter to relay manageable amounts of information
- questions should be asked and interpreted one at a time
- eye contact should be established and maintained between the health care professional and the patient throughout the conversation, not with the Interpreter this can easily be achieved through a tri-angular configuration of the participants in the conversation
- everything said during the assignment is interpreted for the benefit of both parties; there must be no private conversations

After the assignment

- the Interpreter must not engage or communicate with the patient and/or family

members after the conclusion of the consultation

- upon conclusion of the assignment the nurse in charge or the service requester will sign the Interpreter's Digital Attendance Record DAR

NOTE

- the Interpreter must never be on their own with a patient and/or family member; they must always be in the company of a health care professional when interacting with the patient and/or family member



Appendix 4

Agreed Interpretation Rates

The Contractor agrees to provide Services according to the agreed Framework Terms and Conditions at the agreed and tendered Framework Price which is:

FACE TO FACE Interpretation COSTS			VIDEO REMOTE Interpretation COSTS			TELEPHONE Interpretation COSTS	
LOT 4 All other FW Clients (1.4.2 of RFT) COST SUBMISSION TABLE	Cost for Group 1 Languages	Cost for Group 2 Medium to Low Demand Languages	LOT 4 All other FW Clients (1.4.2 of RFT) COST SUBMISSION TABLE	Cost for Group 1 Languages	Cost for Group 2 Medium to Low Demand Languages	Cost for Telephone Interpretation Services (Any Language)	
	Please see Table 1 below for list of Group 1 Main Usage Languages	Please see Table 2 below for list of Medium to Low Demand Languages		* Please see Table 1 below for list of Group 1 Languages	Please see Table 2 below for list of Medium to Low Demand Languages		
Service	Cost (Excl. VAT)	Cost (Excl. VAT)	Service	Cost (Excl. VAT)	Cost (Excl. VAT)	Service	Cost per 1 minute (Excl. VAT)
Per 15 Minutes Monday to Friday 8.00am - 6.00pm	€11.19	€11.19	Per 15 Minutes Monday to Friday 8.00am - 6.00pm	€11.19	€11.19	Per minute 24 hour/365 day	€0.75
Per 15 Minutes Monday to Friday 6.00pm - 8.00am and Saturday and Sunday 24 hours	€14.69	€14.69	Per 15 Minutes Monday to Friday 6.00pm - 8.00am and Saturday and Sunday 24 hours	€14.69	€14.69		
Per 15 Minutes Irish Public Holidays 24 hours	€14.69	€14.69	Per 15 Minutes Irish Public Holidays 24 hours	€14.69	€14.69		
Daily Rate Monday to Friday 7 hour day (excluding lunch) within the hours of 9.00am -6.00pm	€313.32	€313.32	Daily Rate Monday to Friday 7 hour day (excluding lunch) within the hours of 9.00am -6.00pm	€313.32	€313.32		

TABLE 1	
LOT 4 (All other FW Clients): Group 1 Top 10 Main Usage Languages	
<i>Languages likely to be those most requested (in alphabetical order)</i>	
1	Albanian
2	Arabic
3	Chinese-Mandarin / Mandarin Chinese
4	Georgian
5	Latvian
6	Lithuanian
7	Polish
8	Portuguese
9	Romanian
10	Russian



Appendix 5

Rules regarding Travel and Subsistence

Rules regarding Travel and Subsistence (Ref: Appendix 1, 2. GENERAL SERVICE REQUIREMENTS of the Published RFT):

- f. In the event that the provision of services requires an interpreter to travel to a specific venue for an assignment, the Framework client may allow for vouched payment of travel costs (where mileage is applicable this will be at a fixed rate, see below) Travel expenses are those actual costs an interpreter incurs in travelling to and from an assignment (if applicable), by either public or private transport. All Framework Clients will require the successful Tenderer to maximise the use of public transport where ever possible in the delivery of the Services. All travel should be by the shortest practicable routes and by the cheapest practicable mode of conveyance. Return tickets, contract, season or other cheap tickets should be used wherever a saving in travelling expenses is secured thereby. Therefore, travel expenses in terms of mileage for use of a private motor vehicle will be paid in addition to hourly rates in respect of Services provided in the following circumstances only:
- Where no suitable public transport (i.e. bus or train) is available
 - Where public transport is available at equal or greater expense
 - Where the use of public transport would result in the delay of the interpreter arriving at the scheduled time, which it is necessary to avoid.
- g. Where mileage is applicable and is agreed in advance with the framework client, the AA Route Planner Mileage Calculator will be used as the basis for such calculations (www.theaa.ie). Mileage will be paid at a rate of €0.3738 per kilometre. All travel must be expressly agreed in advance with the Framework Client. Protocols for the approval of travel expenses will be agreed prior to the commencement of any services contract with the Framework Client and the successful Tenderer. No payment will be made for travel time.
- h. Authorisation procedures for the payment of expenses are an internal operational matter for the Framework Client, who will advise the successful Tenderer accordingly. Details of current applicable Public Service Rates for travel can be found in Department of Public Expenditure and Reform Circular 05/2015, Circular 13/2019: Domestic Subsistence Allowances : Invoices and Management Information (M.I.) reports issued by the successful Tenderer must include details of all such agreed travel expenses.
- i. The successful Tenderer must support Framework Clients policies and procedures, where they exist, and must be prepared to cooperate in the implementation of their various controls and accounting procedures.
- j. The efficient management and control of expenditure is a priority for the Government and it will be important that the successful Tenderer has the technology and human resources to assist and co-operate with all the Framework Clients in the management of their interpretation services expenditure, accounting/invoicing, and usage controls.
- k. The Framework Client reserves the right to require that the successful Tenderer proposed interpreters undergo training in the business of the Framework Client prior to the commencement of any contract awarded. The responsibility for such training lies with the Framework Client. No payment for travel will be made for attendance at such training
- E.g. court processes and the court environment.



Appendix 6

Context Interpreting Client Online Booking

Appendix 6 is available here

<https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/translation-hub/translation-interpreting-companies/>