

Freedom of Information Request

Ref: 23-767

9 November 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

a. 2020-2021:

b. 2022-2023:

2. Please provide a breakdown of languages for the last 12 months

3. What languages were your suppliers not able to supply in 2022?

4. Which external supplier(s) do you currently use to deliver your interpreting and translation services ?

5. Are you able to provide approximate fee / interpreting session for:

a. In-person/face to face interpreting

b. Telephone interpreting

c. Video interpreting

6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

a) Whether the provider was contracted via a national framework? If so, which one?

b) When does the current contract expire?

c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

7. From which budget within your organisation are interpreting services funded?

8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

10. Please provide the name and email of the contract manager for the service
BWPC Procurement Procurement@nbt.nhs.uk

11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?
BWPC Procurement Procurement@nbt.nhs.uk

We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved.

By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust