# 

**Framework Schedule 1 - Specification**

Language Services

**Reference number**

RM6302

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# **Introduction**

* 1. The Crown Commercial Service (the Authority) aims to establish a comprehensive Framework Contract for Language Services, encompassing the following key components:
* Translation Services
* Transcription, Stenography and Recording Services
* Telephone Interpreting
* Spoken and Visual Video Interpreting Services
* Spoken and Visual Face-to-Face Interpreting Services
  1. The Framework Contract is structured into 5 Lots, with Lot 5 requiring overseas requirements to be met.
  2. The primary objective of this Framework Schedule 1 (Specification) is to articulate the specific Services that the Supplier is obligated to provide under each designated Lot.
  3. This Framework Contract extends its availability to all public sector organisations.
  4. The Supplier is exclusively responsible for delivering the specified Deliverables, such as services, allocated to their designated Lot. Across all Lots and/or Deliverables, the Supplier is obligated to assist Buyers in adhering to the specific applicable Standards set by the Buyer. The Deliverables and Standards outlined below are subject to potential refinement by a Buyer during a Further Competition Procedure, within the limits specified in the Order Form, to align with their service requirements for entering a specific Call-Off Contract.
  5. The spectrum of requirements caters to a diverse customer base, spanning various specialisms, including but not limited to criminal justice procedures, legal, medical and medical trauma, pharmaceutical, financial, IT, media, children, mental health, transportation, engineering, procurement, marketing, housing, benefits, immigration, defence, security, technical, and government (central and local).
  6. Given the geographical scope of this agreement all awarded Suppliers are expected to be registered on the following procurement portals:
* [Public Contract Scotland](https://www.publiccontractsscotland.gov.uk/)
* [eTenders Northern Ireland](https://www.finance-ni.gov.uk/topics/procurement/etendersni)
* [Sell2Wales](https://www.sell2wales.gov.wales/)
* [Contract Finder England](https://www.gov.uk/contracts-finder)

Suppliers shall update their registration as necessary throughout the duration of this Framework Contract.

* 1. The Services specified within the lotting structure of this Framework Contract, as well as all Standards outlined in this Specification and Appendices, may undergo refinement (in compliance with the Call Off Schedules) by the Buyer during a Call Off Procedure to align with its unique Service Requirements.
  2. Framework Schedule 1 - Specification details the prerequisites that the Supplier must fulfil upon the Buyer's request. While the services described herein capture the typical requirements of our customer base, it is not an exhaustive list. Additional services, languages, and qualifications may be incorporated as needed. The Buyer is not confined to the services outlined and may introduce additional requirements, provided they align with the broad scope of the Lot.
  3. The term 'Individual,' as stated in the Specification, refers to any interpreter, translator, stenographer, recorder (logger), or transcriber utilised in delivering services under this Framework Contract, as per Joint Schedule 1 - Definitions.
  4. The Service is based on UK Individuals only, unless expressly agreed otherwise with the Buyer at the Call Off Stage or during the Call Off Contract.

# **Lot Description**

* 1. **Lot 1 – National Managed Service:**
  2. This lot encompasses the provision of a comprehensive Managed Service across the United Kingdom. Suppliers selected for Lot 1 must deliver a flexible solution, allowing the Buyer to call off one, some, or all services. The services, provided by Suppliers awarded to Lot 1, shall cover advisory services, administrative support, and efficient business processes, tailored to meet the diverse language service requirements of the Buyer.
* Spoken and Visual Translation, Transcription and Support Services
* Spoken Telephone and Spoken and Visual Video Interpreting
* Spoken and Visual Face to Face Interpreting

The Supplier must be able to provide all the requirements, including those described in Appendices 1 through to 6.

* 1. **Lot 2 – Translation and Support Services**

The provision of Translation and Support Services throughout the United Kingdom.

* **Translation:** The conversion of written documents into another language as text via human, computer assisted and machine translation solutions.
* **Support Services:** Additional services which include documentation formatting and file recreation.

Please note that this Lot will not support any visual or tactile requirements such as Braille or In-vision BSL, refer to Lot 4 for these services.

The Supplier must be able to provide all the mandatory requirements set out in Appendix 1.

* 1. **Lot 3 - Transcription, Stenography and Recording Services**

This lot entails the provision of Transcription, Stenography and Recording Services throughout the United Kingdom. These include:

* **Transcription Services:** The conversion of recorded speech into a written format, delivered remotely or onsite.
* **Recording Services:** In person or remote recording and logging servicing.
* **Stenography Services:** The provision of Stenographers to take dictation using either shorthand notation or a stenotype machine, then later transcribe their notes into formal documents/records either remotely or onsite.

The Supplier must be able to provide all the requirements, including those described in Appendix 2 at the end of this document.

* 1. **Lot 4 - Visual Interpreting Services**

This Lot facilitates communication for the Deaf, Deafblind, and others requiring support through the following services:

* **Interpreting Services:** The provision of face to face and remote (Video Relay Service (VRS)/Video Remote Interpreting (VRI) interpreting services.
* **Translation Services:** The provision of visual translation services, including British Sign Language (BSL) invision, braille and other visual/tactile translation services.
* **Transcription Services:** The provision of subtitling and or captioning services.

The Supplier must be able to provide all the requirements, including those described in Appendices 1 and 5 at the end of this document.

* 1. **Lot 5 – Overseas and UK Interpreting Services**

This Lot facilitates the provision of Spoken Face to Face Interpreting Services throughout the United Kingdom and Overseas (see Annex 3 for global regions). Suppliers awarded to this Lot are expected to deliver tailored solutions covering advisory services, administrative support, and efficient business processes to ensure effective delivery of services within the UK and Overseas.

The Supplier must be able to provide all the mandatory requirements described in Appendix 6 and those described in 2.6.1 to 2.6.6.

* + 1. The Supplier must have a robust management process in place to deliver requirements internationally.
    2. Mobilisation of overseas requirements will be set out at the Call Off stage however there may be occasions where the Buyer needs this to be done rapidly (for instance within 48 hours) to support operational requirements. The Supplier must be able to deliver a response to such requests including the deployment of Interpreters and supporting personnel to ensure the delivery of services as quickly as possible.
    3. The Supplier must also ensure that they have a robust Account Management function which ensures that the Call-Off Contract is managed effectively. This includes any personnel deployed (UK based or overseas based) to support the delivery of the contract and where any performance related issues arise the Supplier must be able to resolve these in real time.
    4. The Supplier may be required to deploy UK-based individuals overseas. While advance bookings from the Buyer are anticipated, there may be instances requiring deployment on short notice, such as within 48 hours. The Supplier must have the capability to be contacted at short notice and possess the necessary processes to ensure they can perform pre-deployment checks and arrangements are completed, which include but is not limited to:
* Ensuring Individuals are fully conversant with the Buyers requirements
* Individuals credentials are verified (qualifications/clearances)
* Coordination of travel arrangements, accommodation (if necessary) and other logistical needs to ensure Individuals can be deployed quickly.
  + 1. The Supplier shall also support the delivery of services through Third Country Nationals (TCN) and Locally Recruited Workers (LRW). In doing so, the Supplier must ensure that all locally sourced or deployed individuals overseas comply with local laws and regulations, including employment laws.
    2. Travel and Subsistence for Lot 5 will be dealt with separately at Call Off due to the international nature of this Lot. Travel time is not chargeable above the unit rate for this Lot.

# **Mandatory Service Requirements**

* 1. All services must be accessible 24 hours a day, 365 days a year.
  2. Interpreting Services pricing shall be structured based on either standard hours (08:00 hrs to 18:00 hrs, Monday to Friday), out-of-hours (between 18:00 hrs and 08:00 hrs, including weekends and bank holidays) or a 24 hour period depending on the requirement.
  3. The Supplier must possess the capacity to scale up service delivery, ensuring seamless continuity throughout the Framework's duration. This ensures that the onboarding of new Buyers does not impact the service received by existing Buyers.
  4. The Supplier must deliver an end-to-end service with a seamless process for the end user, utilising its own Individuals, contracted Individuals, and, if necessary, Sub Contractors.
  5. The Supplier shall ensure they are compliant with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.
  6. The Supplier shall comply fully with the provisions of the Employment Agencies Act 1973 (the Act) and the Conduct of Employment Agencies and Employment Businesses Regulations 2003 (the Conduct Regulations), both as amended. The Supplier shall also consent to information being shared between CCS and the Employment Agency Standards (EAS), in accordance with section 9(4)(a)(i) and 9(5) of the Act. This includes the sharing of information in relation to:
* To notify CCS of any future complaints notified to you by EAS or inspections by EAS and the outcomes of such.
* Consent for CCS to engage with EAS and to make enquiries with them to ascertain if they hold any information about your business which indicates non-compliance with the Act and/or Conduct Regulations prior to and during your time on the Framework Contract
* Consent for EAS to disclose to CCS of any complaints received or inspections, and the outcomes of either, that will be undertaken during the lifetime of the Framework Contract.
  1. The Supplier shall provide supporting services including strategy and policy advice (e.g. suggesting cost-saving strategies by switching delivery channels), centralised management information for insightful analysis informing policy and decision making, and consolidated invoicing for the entire service provision.
  2. The Supplier must embed added value and saving benefits into the service delivery for Buyers and more efficient and innovative ways of working must be shared with the Buyer, with any added value or savings passed onto the Buyer.
  3. The Supplier must maintain a strong focus on continuous improvement by regularly seeking feedback on their service and using this feedback to develop strategies that drive and improve future service delivery.
  4. The Supplier may explore the use of robotic process automation or artificial intelligence (AI) in delivering Services to the Buyer on a case-by-case basis, where it demonstrates additional benefits. If considering any AI solution, the Supplier must align with the following, including other relevant or updated guidance for the Public Sector throughout the duration of this agreement or Call Off:
* [Data Ethics Framework](https://www.gov.uk/government/publications/data-ethics-framework)
* [Understanding Artificial Intelligence Ethics and Safety](https://www.gov.uk/guidance/understanding-artificial-intelligence-ethics-and-safety)
* [Generative AI Framework for HMG](https://assets.publishing.service.gov.uk/media/65c3b5d628a4a00012d2ba5c/6.8558_CO_Generative_AI_Framework_Report_v7_WEB.pdf)  
  1. Individuals may be required to attend Government offices or venues in the UK to verify the timings and/or content of previous conversations. Travel beyond a 5-mile radius can be claimed as an expense in line with Section 19.2.
  2. Individuals shall provide witness statements as and when mandated by Legal Body(s) and/or Contracting Authority at no additional cost to the Buyer.
  3. The Supplier is required to maintain a website clearly indicating its status as a provider to the Crown Commercial Service and specifying the Lots awarded. The website must also include contact details for the Crown Commercial Service, determined by the Commercial Agreement Manager post-award.
  4. The Supplier shall be responsible for keeping their contact details updated during the Framework Contract Period. If changes are required the Supplier must email info@crowncommercial.gov.uk including ‘RM6302 contact detail update’ in the email subject line.
  5. All Individuals must carry a valid official photo ID (e.g., driving licence or passport) to all assignments.
  6. All Individuals must carry evidence of any declared security clearances to all assignments, confirming the level of clearance assigned to the individual and its validity date.
  7. The Supplier must consistently uphold Framework Rates, ensuring that the customer receives the most economical pricing based on their usage. This applies to all services; and applies in scenarios whereby the Buyer could have received a more economical outcome using a different charging method. For example, a Buyer books an on demand Video Interpreting appointment for 20 minutes, which then runs to 30 mins, resulting in the per minute charge exceeding the charge per hour. In this scenario the Buyer must be charged based on the hourly rate.

# **Code of Conduct**

* 1. As an integral aspect of Framework delivery, Suppliers are required to establish a Code of Conduct that all Individuals engaged in the provision of Services under the Framework must agree to and comply with. Individuals registered with a Regulatory Organization may alternatively adhere to the respective Code of Conduct of that organisation. The Code of Conduct mandates that Individuals:
* Maintain strict confidentiality, refraining from seeking personal gain through information disclosed during their work.
* Accept assignments only within their competency, ensuring delivery to the standard required by the Buyer.
* Refrain from Individuals assigned by the Supplier to complete an assignment from passing on or subcontracting assignments to other Individuals, regardless of their ability to fulfil the requirements.
* Act impartially and professionally in all actions related to the provision of Language Services under this Framework Contract.
* Avoid discrimination for or against parties based on grounds such as race, colour, ethnic origin, age, nationality, religion, sex, sexuality, disability, or political allegiance.
* Disclose any information, including criminal records, that may render them unsuitable for a particular case.
* Immediately disclose any conflict of interest arising from the end user being known to the Individual, allowing the Buyer to determine whether to proceed with the booking.
* Disclose any business, financial, family, or other interest, personal or otherwise, relevant to the matter at hand.
* Reject payment for information about the Authority/Buyer or details of the Buyer's assignments or information shared as part of the assignment.
* Avoid engaging in behaviour likely to discredit the Authority/Buyer, including impairment through drugs or alcohol, sexual misconduct, violence, intimidation, or abusive behaviour.
* Report any areas of concern, poor practice, or potential safeguarding issues to the Supplier, who will bring these to the attention of the Authority.
* Adhere to the Ethical Standards of their Professional Bodies, where membership is held.
* Always have an official photo ID available and provide evidence that any declared security clearances are still valid.
  1. The Suppliers are required to implement a process for the annual renewal of agreement to the Code of Conduct. Additionally, a fair and transparent procedure must be in place for Individuals accused of breaching the Supplier's Code of Conduct, including:
* A fair and transparent investigation.
* A proportional outcome in case of a confirmed breach.
* If necessary, the removal of the individual from being utilised within the Framework

In the event of a breach involving an Individual who is a member of a Regulatory Body, the Supplier shall collaborate with the Body to achieve a resolution.

* 1. The Supplier must ensure that UK-based British Sign Language (BSL) Interpreters, Lip speakers, Speech to Text Reporters, and any Interpreters for the Deafblind are registered with either the National Register for Communication Professionals for the Deaf and Deafblind (NRCPD), Regulatory Body of Sign Language Interpreters (RBSLI), or the Scottish Register of Language Professionals with the Deaf Community (SRLPDC).
  2. Upon request, the Buyer may require the Supplier to comply with their Code of Conduct at the Call-Off Contract stage.

# **Compliance**

* 1. The Supplier is obligated to actively collaborate with the Authority and Buyer to facilitate compliance testing with the Framework and Call-Off Contract.
  2. In the event that an Individual's quality, ability, or integrity is compromised, the Authority and/or Buyer retain the right to instruct the Supplier to cease deploying that individual on any Call-Off Contract under the Framework. Decisions in each case will be made on a case-by-case basis and supported with appropriate evidence.
  3. Within 5 working days, the Supplier must furnish the Buyer with comprehensive details of any person employed or contracted as part of the Call Off. In response to this request, the Buyer may seek the following information:
* A list of qualifications, accompanied by supporting evidence.
* Confirmation of individual right to work in the UK, supported by relevant documentation.
* A list of Security Clearances held, substantiated with supporting evidence.
* A list of previous experience, substantiated with supporting evidence.
* Evidence of Continuous Professional Development (CPD).
  1. The Supplier must ensure that any evidence of CPD is relevant, within the previous 3 years, and capable of being certified as genuine if required. Activities considered part of preliminary training for interpretation and/or translation qualifications are not eligible for this section.
  2. Records of onboarded Individuals must be maintained by the Supplier to reflect the validity of their qualifications, security clearances, and right to work in the UK. These records must be securely held and, upon request, shared with the Buyer within 5 working days.
  3. Individuals engaged in service delivery under the Framework must be informed by the Supplier that their records may be requested by the Buyer to ensure they meet the minimum requirements for inclusion in the Framework delivery.
  4. If necessary, the Supplier must grant the Authority and/or Buyer access to its premises within 24 hours of notification to conduct checks ensuring compliance with the mandatory requirements outlined in this specification.
  5. The Supplier should participate in further competition when identified as part of the final bidder list. Where the Supplier does not respond to a request for call-off, a rationale shall be given detailing why. Failure to bid on further call-offs without justification may result in suspension from the framework, in accordance with Schedule 4 (Framework Management), section 10.7.

# **Duty of Care**

* 1. In addition to the obligations outlined in Schedule 5 (Corporate Social Responsibility), the Supplier is required to implement the following measures:
     1. **Health and Safety Compliance:** The Supplier must ensure adherence to all applicable Health and Safety legislation throughout the duration of this agreement, or any Call Off. An organisational Health and Safety policy shall be established to address these aspects. Suppliers bear a 'duty of care' for safeguarding both psychological and physical health, acting in a reasonable manner considering the known psychological reactions to traumatic events.
     2. **Standard Operating Procedures for Psychological Well-being:** Suppliers are mandated to establish and implement Standard Operating Procedures to proactively prevent undue trauma to Individuals, especially in light of the nature of assignments. Furthermore, the Supplier is required to offer appropriate aftercare, such as signposting to counselling services.
     3. **Assignment Opt-in/Opt-out Process:** Suppliers must develop a streamlined process allowing Individuals to voluntarily opt in or out of specific assignment types that may cause discomfort.
     4. **Evidence of Duty of Care:** Upon request, the Supplier must furnish evidence showcasing the policies and processes in place to effectively manage their Duty of Care responsibilities. This documentation must be provided to either the Buyer and/or the Authority within 5 working days.

# **Recruitment and Appointment of Individuals**

* 1. This section delineates the mandatory requirements associated with the recruitment and appointment of Individuals that the Supplier is obligated to fulfil, irrespective of whether the Individual is employed or contracted on a freelance basis as part of the delivery of this Framework.
  2. Suppliers are required to ensure that their Framework pricing incorporates the full recruitment process, as no allowances will be made by the Authority or Buyer for price increases resulting from Suppliers improving and/or amending their recruitment processes.
  3. The Supplier shall actively support the recruitment of new Individuals to facilitate service delivery and any subsequent Call Off Contract they bid for. The Supplier shall ensure their recruitment strategy addresses potential fluctuations in demand across all service areas and language use to mitigate the risk of underperformance of any Call Off Contract. The Authority and/or Buyer may request evidence of the Supplier’s recruitment activity and may propose additional processes, determined at the Call Off stage.
  4. Robust recruitment and fair appointment procedures must be in place to ensure that Individuals are suitably qualified to meet the requirements of the Lot(s) the Supplier has been awarded a place on.
  5. Before appointing any Individual for an assignment under the Framework, the Supplier must ensure the completion of an application form capturing the following:
* Evidence of experience, including references demonstrating compliance with the relevant Banding as per Annex 1, detailed in this document.
* Qualifications with supporting evidence for verification.
* Current security clearances with evidence for verification.
* Right to work, along with evidence for verification.

The Supplier must validate the accuracy of the provided information, including checks with relevant Regulatory Bodies/References if necessary. All this information must be securely stored. Upon request, some or all of the above must be made available to the Buyer within 5 working days.

* 1. The Supplier must obtain information regarding whether Individuals are suspended from duty with any other organisation, including Regulatory Bodies. In case of suspensions involving Individuals who are members of Regulatory Bodies, the Supplier must inform the relevant Regulatory Bodies within 5 working days.
  2. Quarterly, the Supplier must record the number of suspensions and provide this information within 5 working days to either the Buyer or Authority upon request.
  3. Face-to-face selection interviews for potential Individuals, short-listed and possibly recruited or appointed, must be conducted in a secure and private location. In cases where face-to-face interviews are impractical, they may be conducted via alternative channels (e.g. telephone/video conferencing), with the Supplier ensuring adequate controls are in place to support robust procedures for identification and verification.
  4. A record of any formal interview conducted with Individuals must be maintained within a secure database system and made available to the Authority or Buyer upon request within 5 working days.
  5. The Supplier is responsible for testing that the Individual can communicate clearly and effectively in both English and their chosen language or dialect, meeting the minimum requirement of their banding per Annex 1.
  6. Individuals must be made aware of and possess sufficient knowledge of relevant legislative requirements, including common terminology specific to the industry sector or specialist area in which they are working (e.g. Health and Education).
  7. The terms and conditions of the Individual's legal relationship with the Supplier, whether full/part-time employment, associate, or self-employed, must be provided to the Individual in full and in writing before the Supplier accepts the Individual for work. This requirement must align with all applicable employment legislation.

# **Professional Registers**

* 1. Suppliers must prioritise engagement with the relevant professional registers when fulfilling a booking. The preferred Professional Registers include:
* National Register for Public Service Interpreters (NRPSI)
* National Register of Public Service Translators (NRPST)
* Regulatory Bodies for Sign Language Interpreters (RBSLI)
* Chartered Institute of Linguists (CiOL)
* Institute of Translator and Interpreters (ITI)

And are mandated to use either of the following for Visual Interpreting/Translator Requirements:

* National Registers of Communication Professionals Working With Deaf/Deaf Blind (NRCPD)
* Regulatory Body of Sign Language Interpreters (RBSLI)
* Scottish Register of Language Professionals with the Deaf Community (SRLPDC)
  1. In instances where it is not feasible to select an Individual from the NRPSI or CiOL registers, the Supplier must ensure that the Individual chosen adheres to standards set out in Annex 1, detailed in this document. This pertains specifically to academic qualifications and proven experience in interpreting, unless otherwise specified by the Buyer. In such cases, the Supplier is obligated to promptly notify the Buyer to seek approval before proceeding.

# **Training and Professional Development**

* 1. This section outlines the mandatory training and continuous personal development (CPD) requirements that the Supplier is obligated to fulfil as part of Framework delivery.
  2. The Supplier assumes responsibility for the professional development, accountability, and quality of directly employed Individuals engaged in providing services to the Buyer. In cases where the Individual is not directly employed, the Supplier is required to ensure that they possess the appropriate level of professional development, training, and quality to effectively undertake the assigned tasks, with access to guidance on enhancing their skills.
  3. The Supplier must furnish evidence demonstrating that Individuals have completed foundational, accredited training and possess the qualifications outlined in Annex 1 later in this document.
  4. For Individuals directly employed by the Supplier, all training and continuing professional development (CPD) shall be administered and funded by the Supplier, with no transfer of training costs to the Individual.
  5. Regular assessment and monitoring of Individuals' performance, coupled with the prompt addressing of any performance issues, are the Supplier's responsibility. The Supplier must maintain a digital record of this activity, which may be requested by the Buyer and must be provided within 5 working days.

# **Security Vetting and Clearances**

* 1. This section outlines the mandatory security vetting and clearance requirements that the Supplier is obligated to fulfil as an integral part of the Framework delivery.
  2. The Supplier must ensure that all staff, whether employed or contracted, including Individuals and sub-contractors, hold the appropriate security clearance specified by the Buyer before undertaking work on this Framework. At a minimum, all Supplier personnel, Individuals, and approved subcontractors must possess a Baseline Personnel Security Standard (BPSS) or an equivalent, in adherence to [HMG Baseline Personnel Security Standard](https://assets.publishing.service.gov.uk/media/667e9c1d5b0d63b556a4b489/2024-06-27_-_FINAL_-_Baseline_Personnel_Security_Standard__BPSS__Policy_-_Version_7.0.pdf). It is the Supplier's responsibility to maintain this minimum standard throughout the Framework or Call-Off Contract, whichever lasts longer.
  3. Where the Supplier plans to engage personnel remotely, including overseas individuals, they must refer to NPSA's ‘[Remote and Overseas Working](https://www.npsa.gov.uk/remote-and-overseas-working)’ guidance along with HMG's ‘[Remote Working - Official and Secret](https://www.gov.uk/government/publications/government-security-classifications/guidance-14-working-remotely-at-official-and-secret-html)’ guidelines, including any relevant updates, to ensure proper security measures and vetting procedures are followed.
  4. Suppliers may be required to meet [Facility Security Clearance](https://assets.publishing.service.gov.uk/media/65f1c6789812278a47f613a6/20240313-MOD_Facility_Security_Clearance_Policy_and_Guidance_v1.4.pdf), or any updated version of this requirement upon request by the Buyer during the Call-Off Contract stage.
  5. Supplier's personnel or contracted individuals may also need to adhere to [Industry Personnel Security Assurance](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991032/IPSA_Policy_May_2021.pdf#:~:text=IPSA%20is%20a%20personnel%20security%20assurance%20framework%20for,of%20aftercare2%20as%20vetted%20staff%20are%20in%20HMG.) guidelines, or any updated version of this, and/or sign the Official Secrets Act 1911-1989 and/or a confidentiality agreement specified by the Buyer during the Call-Off Contract stage.
  6. All employees of the Supplier and Individuals contracted to deliver the Buyer's requirements must comply with the Buyer's vetting procedures, which may include additional vetting such as:

|  |  |
| --- | --- |
| **Tier 1 Vetting** | **Tier 2 Vetting** |
| BPSS | NPPV3 |
| DBS/DBS Enhanced | CTC |
| Disclosure Scotland | SC/SC Enhanced |
| Access Northern Ireland | DV |

* 1. Where the Supplier needs to increase the number of Tier 1 vetted individuals to meet demand, the Supplier must arrange sponsorship and cover associated costs in their pricing. The Authority and Buyer are not responsible for expenses related to acquiring and managing Tier 1 vetting.
  2. For augmenting the number of Tier 2 vetted individuals, the Buyer will sponsor and cover the cost of vetting. However, subsequent administrative tasks related to ongoing vetting management will be the Supplier's responsibility, with costs included in the Framework pricing.
  3. The Supplier must absorb any additional costs incurred if they utilise an individual with a higher clearance level than specified at the booking stage to meet fulfilment requirements, and shall not pass these costs on to the Buyer.
  4. The Supplier must securely maintain accurate records to demonstrate compliance with the security and any additional requirements specified by the Buyer during the Call-Off Contract stage. Upon request, these records must be provided to the Buyer within 5 working days.
  5. The Supplier is required to implement physical, technical, personnel, and procedural security controls using a layered or defence-in-depth approach, in accordance with the [HMG Security Policy Framework (SPF)](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework#physical-security) and [HMG Government Functional Standard: 007 Security](https://assets.publishing.service.gov.uk/media/613a195bd3bf7f05b694d647/GovS_007-_Security.pdf), including any updated versions throughout the duration of this agreement or any Call Off.
  6. The Supplier must conduct annual reviews to ensure their premises have appropriate security controls and practices in place to mitigate risks to the Buyer and their assets. The Buyer reserves the right to conduct spot checks with 24 hours' notice to the Supplier.
  7. The Supplier is required to maintain a robust Security Incident/Breach procedure for their premises and promptly notify the Buyer of any compromise to Supplier and/or Buyer assets. A copy of this procedure must be provided to the Authority or Buyer within 5 working days upon request.

# **Data Security**

* 1. This section outlines the Data Security requirements that the Supplier is obligated to meet as an integral part of Framework delivery.
  2. The Supplier must host data in compliance with the security requirements specified in this document. At a minimum, this must meet the requirements set out in [PPN 03/22](https://assets.publishing.service.gov.uk/media/63876b508fa8f5370b118363/Procurement-Policy-Note-03_22-Updated-Guidance-on-Data-Protection-Legislation.docx.pdf) or any updated HMG guidance throughout the duration of this agreement.
  3. The Supplier may be required to provide UK only data hosting based on the Buyer’s specific needs which will be determined at Call Off Stage.
  4. be able to host data in accordance with the security requirements set out in this Specification, but at a minimum this must comply with [PPN 03/22](https://www.gov.uk/government/publications/ppn-0322-updated-guidance-on-data-protection-legislation) or any updated HMG guidance. The Supplier may be asked to provide UK only data hosting due to the Buyer’s specific requirements which will be agreed at Call Off Stage.
  5. The Supplier must adhere to and continuously comply with the [HMG Security Policy Framework (SPF)](https://www.gov.uk/government/publications/security-policy-framework) and [HMG Governments Functional Standard: 007 Security](https://assets.publishing.service.gov.uk/media/613a195bd3bf7f05b694d647/GovS_007-_Security.pdf), due to the sensitive nature of information involved in the Framework and subsequent Call Offs. To maintain acceptable risk levels for secure data handling, the Supplier must implement the appropriate level of data security as defined by the Buyer during the Call Off stage.
  6. In instances where the Supplier may be required to handle Secret and Top Secret content, additional criteria may be imposed to align with the Buyers' specific requirements, as outlined in the [HMG Government Security Classifications Guidance](https://www.gov.uk/government/publications/government-security-classifications).
  7. Where the Supplier intends to utilise AI/Robotic solutions in the delivery of any services under this agreement they must consult [NCSC guidance](https://www.ncsc.gov.uk/guidance/ai-and-cyber-security-what-you-need-to-know), and conform to the relevant UK guidance on AI adoption at the time. Any such solution shall only be implemented with express agreement from the Buyer.
  8. The Supplier is responsible for developing and maintaining all systems to minimise the risk of data compromise. When utilising cloud-based solutions for data storage and transit, the Supplier must consider and comply with the NCSC ‘[Cloud Security Principles](https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles)’.
  9. The Supplier must ensure that all systems meet the following requirements:
* Implement secure authentication with unique credentials, including session time-out or lockout periods for inactivity.
* Where appropriate restrict copy and paste functionality to prevent data leakage outside the tool's local environment.
* Ensure secure file/data encryption during transit and at rest.
* Provide an automated access denial mechanism to raw data and final products, with processes, controls, and audit trails demonstrating compliance.
* Restrict the ability to download the entire memory onto a local environment for local analysis.
* Maintain data in accordance with Joint Schedule 11 (Data Processing) and enact changes/replacements according to HMG requirements.
* Refrain from using third-party tools/software that compromises the Buyer's right to data non-disclosure to third parties.
  1. All directly employed staff must undergo GDPR and Data Protection Act training, and evidence of this training must be retained throughout the Framework Contract and/or Call Off. The Buyer may request this evidence, which must be provided within 5 working days.
  2. Individuals and Suppliers are prohibited from retaining notes of assignments in either written or digital format unless agreed as part of any Buyer Retention Policy. Any paper notes created must be cross-shredded and securely disposed of. Digital records must be destroyed following the NCSC's [Secure sanitation of storage media](https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media) guidance.
  3. The Supplier, along with any Subcontractors, Individuals, and systems engaged in delivering services under the Framework, are required to uphold data maintenance practices aligned with the stipulations in Joint Schedule 11 (Data Processing). Additionally, Suppliers must ensure that any modifications or replacements to these regulations are implemented in accordance with the guidelines specified by HMG.
  4. The use of tools or software hosted by a third party, which compromises the Buyer's right to withhold data sharing with a third Party, is strictly prohibited.

# **Booking Process**

* 1. This section describes the mandatory booking process requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Framework.
  2. The Supplier is obligated to offer complimentary training to each Buyer. This training is designed to comprehensively cover all procedures associated with the Call Off Contract. Its primary objective is to ensure that individuals are well-versed in the booking process and are proficient in utilising the relevant booking forms and online booking portal. The Supplier is committed to facilitating this training at no cost to the Buyer, fostering a mutual understanding of the procedures involved in the Call Off Contract.
  3. The Supplier is required to maintain an online booking portal, ensuring accessibility for the Buyer 24 hours a day, 365 days a year with a minimum uptime of 99.9%. This portal is the preferred method for conducting transactions under an established call-off contract, and must adhere to stringent security standards to safeguard information, including those set out in section 11.
  4. In the event that the portal becomes unavailable due to unforeseen circumstances, the Supplier is obligated to provide alternative interim solutions. Both telephone and encrypted email facilities can be utilised for this purpose, and these contingency measures are to be offered to the Buyer free of any additional charges.
  5. The online booking portal shall include secure user registration and login so that the Buyer can make new booking requests, view details of current and previous bookings, access details of the booked interpreter, and contact the Supplier if required.
  6. The online portal will need to capture key information as relevant (user identification and job specifics) required to populate management information reports and invoices such as:
* The Language Requirement (Source/Target)
* Appointment Type (Face to Face/Remote)
* Venue/Address of Appointment
* Preferred Sex
* Qualification Requirements
* Security Requirements
* Name of Interpreter
* Name of Preferred Interpreter
* Name of Person Booking the Appointment
* Contact Details of Person Booking the Appointment
* Unique Identifier (which can continue throughout the booking process irrespective of change in service i.e. from a Face to Face booking to a remote service)
  1. The Supplier's website and online booking portal must adhere to the Web Content Accessibility Guidelines (WCAG), specifically meeting the standards of v2.2AA. It is imperative that these compliance requirements are maintained throughout the entire duration of the Framework contract, including a valid Accessibility Audit. For additional guidance and information, the Supplier is expected to refer to the [Accessibility and Assisted Digital](https://www.gov.uk/service-manual/helping-people-to-use-your-service) webpage.
  2. The Supplier must implement a systematic procedure for identifying languages when the Buyer faces difficulties in doing so, as applicable to the service.
  3. The Supplier is required to provide a resourced telephone helpdesk facility that is both free of charge and accessible to all. This facility must be in place to offer guidance and assistance on various matters, including but not limited to booking procedures, invoicing, addressing performance issues, handling general inquiries, providing updates on Individual status, and addressing any other day-to-day inquiries.
  4. The required level of qualifications, skills, competence, experience, registration (where appropriate) and security vetting/clearance may vary from assignment to assignment. The Buyer shall specify the minimum standards required at the Call-Off Contract stage and subsequent bookings as part of the delivery of the contract.
  5. The Supplier shall request the following additional information where relevant to share with the Individual:
* Is this an initial meeting/appointment or follow up?
* Is it regular or a stand-alone meeting/appointment?
* How many attendees, both deaf and hearing?
* Are there any additional needs?
* Are there papers being referred to that can be shared in advance with the Individual?
* Has the booking client worked with Individuals before?
  1. The Supplier shall identify an appropriately qualified and experienced Individual who matches the Buyer’s requirements (including vetting requirements) ensuring the Individual’s availability to attend at the specified location, date and time requested by the Buyer.
  2. For Visual Interpreting bookings the Supplier shall ensure that where a Trainee is requested for an assignment that they are selected in accordance with the NRCPD, RBSLI, and or SRLPDC code of conduct i.e. recognising and working within the limits of their competence and undertaking those assignments for which they have the appropriate qualifications, competence, and experience.
  3. The Supplier must ensure they have the capacity to provide reasonable requests for Individuals of specific sex, religion, religious origins, cultural background and who reflect awareness and understanding of the environment and circumstances in which the Language Services are required.
  4. Suppliers shall be aware that the Buyer will have full discretion on whether certain Individuals are used on assignments or at all as part of the delivery of the Call-Off Contract.
  5. The Supplier must be able to provide two or more Individuals where assignments are over a certain length (i.e. 90 mins) and/or complexity (i.e. a mental health assessment or interview under caution) in line with industry guidelines when requested by the Buyer. When more than one Individual is necessary this shall be made clear to the Buyer, including the rationale.
  6. The Supplier must confirm if the booking can be fulfilled in the following time frames:
* ≥ 7 days’ notice = Confirmation no later than 3 days prior to the assignment.
* 6-3 days’ notice = Confirmation no later than 1 day prior to the assignment.
* ≤ 2 days’ notice = Confirmation as soon as possible.

As part of the confirmation the Supplier must provide the following:

* The full name of Individual
* A clear up to date photograph, which is of passport quality.
* The current level of Government Security Clearance of the Individual
* The language(s) in which the Individual has been assessed as competent to work.
  1. There may be occasions where the Buyer requires more notice and/or booking information and this may be varied at the Call-Off Contract stage.
  2. Where 3 or more days' notice for a face to face booking has been provided but the Supplier cannot confirm fulfilment within the specified time as set out in 12.17 it will be at the Buyer’s discretion whether to allow the Supplier more time to fulfil the booking or to rearrange/cancel at no cost to the Buyer.
  3. In the event that there is a change of Individual the Supplier must notify the Buyer immediately, providing an explanation and confirming all of the details set out in 12.17 for the replacement Individual. It is at the discretion of the Buyer whether to accept any change and if deemed unacceptable the Buyer may cancel the booking at no cost.
  4. Where the Supplier cannot fulfil the specific qualifications, clearance or experience the Supplier shall notify the Buyer immediately and provide an alternative solution to help mitigate the risk of non-fulfillment. It will then be at the discretion of the Buyer to accept or decline the alternative solution and only upon agreement with the Buyer should any assignment be completed by an Individual that does not meet the stated requirements.
  5. The Supplier shall, where appropriate, provide sufficient information on the nature of the assignment and the Buyer’s requirements to enable the Individual to confirm their ability to fulfil the requirement. Such information may include, but is not limited to the following:
* Name of the Buyer
* Location of the appointment
* Duration of appointment
* Type of appointment (medical/criminal justice/government etc.)
* Language Requirement
* Security Clearance Requirement
* Experience Requirement
* Qualification needed
* Any additional services needed or information such as that obtained from asking the questions under 12.11.

# **Cancellations and Amendments**

* 1. This section describes the mandatory requirement in relation to the cancellation process that the Supplier must fulfil as part of the delivery of Language Services.
  2. The Supplier shall accept cancellations or variations to booking requests from the Buyer, but not from any other party, for example patients, suspects or clients.
  3. The Supplier shall be able to receive cancellations or amendments 24 hours a day, 365 days a year, via its online portal.
  4. In instances where the Buyer’s client, for example patient, suspect or customer, fails to attend their appointment at the time and place agreed and the Individual has attended, the Supplier may charge the full amount of time for the booking indicated on the booking request and any travel expenses already incurred by the Individual.
  5. In the event that the scheduled booking is delayed due to the Buyer or their client, for example surgery, clinic, trial running over or the suspect, patient, carer arriving late, the Supplier may charge the full amount of time for the booking indicated on the booking request including any additional waiting time. Waiting time will be charged per minute for all service types, calculated by dividing the unit of charge accordingly.

# **Cancellation by the Buyer - Pre-booked and In-Person Services**

* 1. The Supplier will not charge for Pre-booked and In-Person assignments where 24 hours’ notice has been given prior to the booked assignment time (as indicated on the booking request form), as given by the Buyer.
  2. Where 24 hours’ notice is not given the Supplier may charge 100% of the booking time indicated on the booking request form. This only applies to any pre-booked (including remote) and in-person services (excluding Visual Face to Face - see section 16) such as those delivered onsite.
  3. For in person services, the Individual may also claim any travel costs which have already been incurred prior to the cancellation.
  4. The Supplier must provide evidence of any travel expenses to the Buyer in the agreed format set out in the Call-Off Contract.

# **Cancellation by the Buyer - Translation, Transcription or Support Services**

* 1. The Supplier will not charge for any cancellations of Translation, Transcription or Support Services unless evidence can be provided that the assignment has already been started. If this can be evidenced by the Supplier then they can charge the full value of the assignment.

# **Cancellation by the Buyer - Visual Face to Face**

* 1. Where a booking is cancelled by the Buyer, there will be a full charge up to 7 working days before the assignment and 50% of the fee if cancelled between 8 – 14 working days. The Individual may also claim any travel costs which have already been incurred prior to the cancellation.
  2. The Supplier must provide evidence of any travel expenses to the Buyer in the agreed format set out in the Call-Off Contract.

# **Cancellation by the Individual/Supplier**

* 1. The Supplier shall be liable for any costs and losses that are incurred as a direct consequence of an Individual's failure to attend the assignment at the specified location and at the specified time. The Buyer shall specify the calculation for such costs at the Call Off Contract stage, via Key Performance Indicators (KPI’s) if applicable.

# **Payment and Invoicing**

* 1. Notwithstanding the requirements set out in Framework Schedule 6, this section describes the additional mandatory payment and invoicing requirements that the Supplier must fulfil as part of the delivery of the Language Services.
  2. The Buyer shall specify which payment option(s) they will require at the Call-Off Contract stage. The Supplier shall have the ability to support payment options, with no additional charge, as directed by the Buyer to include, but not limited to:
* Electronic Procurement Cards (EPCs)
* Billing to project and or cost centre codes
* Consolidated invoice accounts, for example 7 or 30 days
* Individual and or single bill back (for example not consolidated)
  1. The Supplier shall comply with the Buyer’s requirements in respect of authorisation, invoicing and payment processes and procedures specified by an individual Buyer.
  2. The Supplier shall collaborate with the Buyer to test and authenticate any payment method.
  3. Invoices shall be created in line with the Buyer’s requirements but at a minimum they must contain itemised charges for service provided and rates applied.

# **Travel Costs**

* 1. This section describes the mandatory requirements in relation to travel that the Supplier must fulfil as part of the delivery of the Framework.
  2. Individuals within a 5-mile radius to the Assignment shall be used primarily, and travel and travel-related costs shall be subsumed within the minimum charge determined by the type of rate chosen by the Buyer. Where an Individual must be used from outside of the 5-mile radius travel time then travel costs can be claimed.
  3. The Buyer shall specify requirements, policies and arrangements for travel costs, travel-related costs, travel time and subsistence as part of their Direct Award or Further Competition process.
  4. The Supplier must have the capability to administer, manage and control payments to the Individual in relation to travel and travel-related costs if requested by the Buyer. Where agreed, the Supplier shall ensure any travel and/or payments relating to travel are made in accordance with the Buyer’s travel policy, which may include advanced booked tickets for economic purposes.
  5. The Buyer shall provide a copy of their current policies and arrangements for travel costs, travel-related costs, travel time and subsistence to the Supplier upon request at the Call-Off Contract stage.
  6. The Supplier shall support the Government’s Agenda for Sustainability, for example including, but not limited to, minimising travel and encouraging travel by public transport.
  7. For Lots 1-4, the Individual can claim up to 50% of their hourly rate for each hour spent travelling, based on actual time spent travelling. The journey's starting point is considered to be either the Individual's home or their current location, whichever is closer to the assignment location. For instance, if the hourly rate is £40.00, the Individual can claim a maximum of £20.00 per hour for travel time.
  8. No travel time is permitted under Lot 5, but travel expenses may be claimed in line with the Buyer’s Travel and Subsistence Policy.

# **Service Standards**

* 1. This section describes the mandatory standards that the Supplier shall be obligated to comply with as part of the delivery of the Framework.
  2. The Supplier shall at all times during the Framework Contract and the term of any Call Off Contract(s), comply with the following Standards:

**a) Service Management Standards**

* ISO 9001:2015 - Certified

**b) Information Security Management Standards**

* ISO 27001: 2022 - Certified
* Cyber Essentials Plus

**c) Accessibility Standards**

* Web Content Accessibility Guidelines 2.2aa - as applicable to Supplier customer/client facing digital solutions.

**d) Service Standards**

* For complex legal interpreting Suppliers must adhere to the standards set out in ISO 20228:2019 or the latest version or equivalent.
* For Healthcare interpreting Suppliers must adhere to the standards set out in ISO 21998:2020 or latest version or equivalent.
* Interpreting shall be delivered in line with the guidance set out in ISO 18841:2018 or latest guidance (i.e. ISO/AWI 18841).
* All translations shall be delivered in line with ISO 17100:2015 or the latest version or equivalent.
* Machine Translation Post-Editing shall be delivered in line with ISO 18587:2017 or the latest version of this standard or equivalent.
  1. Where a standard is updated the Supplier shall comply with the latest standards and where certification is required adhere to that standard at the point of renewal.
  2. The Buyer may ask for additional Standards which will be specified at the Call Off Contract stage.
  3. The Authority and Buyer shall not be liable for any costs of implementing these Standards and the full cost of implementation shall be borne by the Supplier.

# **Management Information**

* 1. Notwithstanding the requirements set out in Framework Schedule 5 (Management Charges and Information), this section describes the additional mandatory Management Information, monitoring and data reporting requirements that the Supplier must fulfil as part of the delivery of the Framework. Suppliers should read this information in conjunction with Framework Schedule 5 (Management Charges and Information).
  2. The Authority and/or Buyer may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs). The Supplier shall within two working days of request by the Authority and/or Buyer provide the required data or information.
  3. The Supplier shall record the number of complaints received on a quarterly basis. Where this data is requested by the Authority it must be provided within 5 working days. The information must include: total volume of complaints, the volume which were considered founded, the volume by service and volume by Band.
  4. The Supplier shall provide the Authority and/or Buyer with information on the number of available Individuals, their qualifications, associated bandings (see Annex 1), clearances, and the number of new entrants on each anniversary of the Framework Commencement Date.
  5. The Supplier must be able to measure the change in Buyer behaviour across various services. For example, a methodology to measure a change in usage from face to face interpretation to remote interpreting options. Analysis of any trends shall be provided on the anniversary of the Framework Commencement Date.
  6. The Supplier shall provide the Authority with management information about the volume of bookings, the volume of cancellations, unfulfilled bookings and completed bookings on the anniversary of the Framework Commencement Date.
  7. The Supplier must provide information about the number of Individuals they have available, their qualifications, associated banding (see Annex 1 in the latter pages of this document) and clearances, and the number of new entrants there have been to the Authority on the anniversary of the Framework Commencement Date.
  8. The Supplier is required to produce and deliver to the Authority and/or the Buyer any tailored or non-standard Management Information reports requested by the Authority or Buyer within 10 working days. These reports should be provided free of charge. Examples of such reports include Gain Share and Equality and Diversity Monitoring.
  9. The content of statistical information, timing and format of any report requested by a Buyer shall be agreed between the Supplier and the Buyer at the Call Off Contract stage.
  10. The Supplier shall provide access to their live MI systems if requested by the Buyer. This process will be outlined at the Call Off stage.
  11. The Supplier must provide confirmation of any new Buyers on-boarded onto the Framework within 5 working days.

# **Complaints**

* 1. Notwithstanding the requirements set in Framework Schedule 4 (Framework Management), this section describes the additional mandatory complaints procedures that the Supplier must fulfil as part of the delivery of the Framework.
  2. The Supplier shall have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints initiated by the Authority and/or Buyer, its representatives and/or its customers, employees and contractors. The procedure shall allow for the identification and tracking of individual complaints from initiation to resolution. This process may be amended according to the Buyer’s needs, which will be agreed at Call Off Stage.
  3. Where a complaint is made by an end user about the quality of service from the Individual then the Supplier must investigate this and take corrective action where necessary, including the provisions set out in 22.7. If the complaint is in respect of the service provided by the Buyer the Supplier shall share the content in full with the Buyer in full within 24 hours.
  4. The Supplier must have a clearly defined complaints procedure which sets out timescales of the action that shall be taken and includes timescales of when matters shall be escalated.
  5. The Supplier shall ensure that any complaints received directly from a Buyer who are encountering problems whilst an Assignment is being undertaken are dealt with as a matter of priority and the Supplier shall seek to minimise the disruption caused. Types of complaints that shall be supported in this way include: Individual not arriving at venue, Individual not on telephone call, required level of Individual not provided.
  6. Complaints made by the Buyer and/or the Authority must be acknowledged by the Supplier within 24 hours of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Buyer and/or the Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties. As a minimum, complaints shall be acknowledged within 24 hours, and satisfactorily resolved within 5 working days, or at time period in agreement with the Authority / Buyer.
  7. Where a complaint is received and lodged against a registrant of the NRPSI, NRCPD, RBSLI or SRLPDC then the regulatory body must be informed. The Supplier must then work with NRPSI, NRCPD, RBSLI or SRLPDC to implement corrective action. Alternatively, if a complaint is lodged directly with NRPSI, NRCPD, RBSLI or SRLPDC then the Supplier shall work in collaboration to help investigate the complaint. The Supplier shall be responsible for ensuring this process is compliant with the relevant GDPR and Data Protection Legislation.
  8. The Supplier shall provide comprehensive reports on all complaints to the Buyer on a monthly basis or as agreed within the Call Off contract. These reports shall include the date of the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint. The Buyer shall define any additional requirements with the Supplier during the Call Off Contract.
  9. The level and nature of complaints arising and proposed corrective action or that under way or completed shall be reviewed by the parties periodically, as appropriate according to the numbers of complaints arising, and in any event at intervals of 3 months.
  10. The Supplier must have in place a process which enables all users, irrespective of their native language to make a complaint.

# **Whistleblowing**

* 1. The Supplier shall ensure that it has a policy in place that enables employed staff and other members of your organisation to voice concerns in a responsible and effective manner, this includes where a staff member and other members of your organisation discovers information which they believe shows serious malpractice or wrongdoing within the organisation. The policy shall allow for this information to be disclosed internally without fear of reprisal, and there must be arrangements to enable this to be done independently of line management. The policy shall include:
* Details of The Public Interest Disclosure Act, which came into effect in 1999 and gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns.
* Details of a prescribed person or body if an individual feels they cannot go to their employer. **BL**

# **Social Value**

* 1. Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through procurement activity. Information on The Social Value Act can be found [here](https://www.gov.uk/government/publications/social-value-act-introductory-guide).
  2. Guidance published in [Procurement Policy Note 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf) requires that Social value should be explicitly evaluated as part of all central government procurements, including any Call-Off’s under a Framework Contract.
  3. In delivering this Agreement, the Supplier shall work with the Authority to help further their social value requirements. The Supplier shall deliver reasonable and proportionate social value benefits in relation to the theme of ‘tackling economic inequality’, the policy outcome being: create new businesses, new jobs and new skills. The Supplier shall specifically target Model award criteria (MAC) 2.2, in accordance with the [Social Value Model](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts).
  4. The Supplier shall create employment and training opportunities for those who face barriers to employment. The existing or planned activities that demonstrate this criterion are to be chosen by the Supplier. Support on considerations and/or examples can be found on page 8 of the Social Value Model.
  5. The Supplier shall provide a social value report to the Authority, throughout the lifetime of the Framework Contract, every 12 months from the Framework Start Date. As part of this, suppliers shall be prepared to:
* report on the impacts and performance of social value at framework level, including data to support any narrative.
* report on the impacts and performance of social value within Call-Off Contracts, including data to support any narrative.
  1. The Supplier shall continuously reassess their social value commitment, proactively seeking ways to enhance their impact and making improvements throughout the lifetime of the framework and any call off contract.
  2. The Supplier shall demonstrate an ability and willingness to work with Buyers to identify and help further their social value requirements in all Call-Off Contracts. To satisfy this requirement, the Supplier shall deliver reasonable and proportionate social value benefits within Call-Off Contracts under this Contract. The Supplier shall consider the following policy themes, as a minimum:
* Tackling Economic Inequality
* Fighting Climate Change
* Equal Opportunity
* Wellbeing

Information on each social value theme can be found [here](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts).

* 1. The Supplier shall:
* comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.
* deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Call-Off Contract.
* provide delivery plans and reporting of impacts and performance of social value to buyers (e.g. method statements and KPIs), as may be required at call-off stage.
* record and report performance against the social value requirements, when detailed in the Call-Off Contract.

# **Environmental Sustainability**

* 1. Sustainable procurement concerns the entire lifecycle of a service. For the Supplier, this requires evaluation of products used at all stages of operation, and whether such products can be reused, remanufactured or repurposed. The [Government Buying Standards (GBS)](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs) demonstrate how the Supplier can integrate environmental, social and economic considerations into the supply chain to support sustainable procurement.
  2. The Supplier shall comply with all environmental laws and regulations in force, applicable to the service(s) provided.
  3. [PPN 06/21](https://assets.publishing.service.gov.uk/media/62066d5ae90e077f7dec749e/PPN-0621-Taking-account-of-Carbon-Reduction-Plans-Jan22__1_.pdf) sets out the requirement to produce a Carbon Reduction Plan (CRP). The Supplier shall use this to confirm their commitment to achieving Carbon Net Zero by 2050, and detail the environmental management measures that will be used across the lifecycle of the contract. The Supplier shall complete the CRP each year, on the anniversary of the contract commencement date. A CRP template and guidance on adopting PPN 06/21 can be found [here](https://www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts).
  4. [A Green Future: Our 25 Year Plan to Improve the Environment](https://assets.publishing.service.gov.uk/media/5ab3a67840f0b65bb584297e/25-year-environment-plan.pdf) sets out the new approach to managing the environment and actions that the Authority will take in support of sustainability and CNZ. The Supplier shall endeavour to support the 25 Year Plan where possible. Examples of activities the Supplier can use to achieve net-zero carbon emissions by 2050 include but are not limited to:
* The use of LED lighting instead of other less efficient light bulbs.
* Automation of lighting and water taps.
* Investment in electric car charging points at places of business.
* Use of solar panels.
* Turning off equipment overnight.
* Reduce the individual carbon footprint of workers (for example by encouraging the use of public transport).
* Use sleep mode and power management features on electronic devices to improve efficiency.
  1. The 25 Year Plan also aims to eliminate avoidable plastic waste by 2042. The Supplier shall support this, in ways including but not limited to:
* Reducing or eliminating single use plastic in any on-site catering such as food packaging and plastic cutlery.
* Avoiding single use containers in facilities management such as cleaning products and hand wash.
* Improve recyclability in office supplies, for example by avoiding chlorine-bleached paper.
* Seek recyclable alternatives to postal and packaging materials instead of plastic shrink wrap, envelopes and mailing bags.
* Encourage the use of reusable water bottles and coffee cups and/or provide cups and glasses in business premises.
  1. The Supplier shall also consider sustainable practices that fall within other categories, or cut across the entire business model. Below is a non-exhaustive list:
* Send non-recyclable or surplus materials to local community projects, schools or charities.
* Offer advice or training for employees that may improve sustainability and CNZ awareness of the overall workforce or change attitudes and understanding.
* Advice or training on the effects of excessive or unnecessary water and electricity usage.
* Track data on landfill usage to support future stock management.
* Go paperless.
* Cycle to work schemes.
* Participation in carbon offsetting schemes such as tree planting and biodiversity and conservation schemes.

# **Appendix 1 – Translation Services (Spoken and Visual)**

* 1. The Supplier shall provide comprehensive Translation and Support services to enable the Buyer to translate and create supporting materials in any language (indication of language use provided in Annex 3 later in this document).
  2. The Supplier shall be able to facilitate a broad spectrum of requirements, for each the Supplier shall utilise experienced individuals who can apply their skills appropriately to the specific requirements of the Buyer. These services include following Translation Services must be provided for Lot 1 and Lot 2:
* Advisory and instruction documents
* Correspondence, information leaflets
* Technical, scientific, legal, medical, financial or any other specialist category
* Certified Translations in accordance with the following guidance [‘ATC-CIOL-ITI Getting it Right Certified Translations’](https://atc.org.uk/wp-content/uploads/ATC-CIOL-ITI-Getting-it-Right-Certified-Translation-2024.pdf)
* Verbatim Translations
* Artwork, design, illustration and typesetting
* Proofreading
* Campaign collateral for example press kits
* Website localisation
  1. The following Translation Services must be provided for Lot 1 and 4:
* BSL Translations (Written Text into Video)
* BSL In-Vision Translations
* Braille
* Subtitles/Captions
* EasyRead
* Pictorial English
  1. The Supplier shall ensure that all Visual Translations and Transcriptions shall be completed by accredited Individuals from the NRCPD, RBSLI or SRLPDC registers.
  2. The Suppliers must fulfil 98% of all translation within the accepted turnaround target set by the buyer.
  3. For relevant services such as Braille, Audio Descriptions and Large Print Suppliers must ensure delivery is in line with the standards set out by the [UK Association for Accessible Formats (UKAAF).](https://www.ukaaf.org/standards/)
  4. The Supplier is permitted to use Machine Translation (MT) with the explicit permission from the Buyer. The Supplier must ensure that these services are only utilised when clear efficiencies and cost savings can be demonstrated, or at the express request of the Buyer. Consideration should include:
* Type of Content
* Language Pairing
* Buyer’s accuracy requirements
* Volume of content
* Turnaround Times
  1. Any use of a technological solution shall be implemented securely, ensuring that all software complies with the security standards outlined in section 11, Data Security. The Supplier must also ensure that all data is maintained in accordance with the Data Protection Act 2018 and the General Data Protection Act 2016.
  2. The Supplier agrees to retain any template documents, Translation Memories, or Language Databases and will not charge for duplicate translations during the contract period. The template/Translation Memory will remain the property of the Buyer and will be returned at the conclusion of the contract.
  3. Any documents and/or data stored within the Supplier's database related to the Services provided will remain the property of the Buyer. At the conclusion of the Call Off Contract all information will either be transferred back to the Buyer, or will be deleted in accordance with the Buyer’s data retention policy.
  4. The service may be required at any location within the UK, including instances where Translation must be conducted at the Buyer's premises for security reasons. In such cases, travel costs will be reimbursed according to the Buyer's travel policy, which will be established during the Call Off Stage.
  5. Where overseas Translators are used, subject to explicit agreement from the Buyer, the Supplier must ensure that the necessary equivalence in terms of security clearances, qualifications, experience, and continuing professional development (CPD) can be validated before they are engaged to deliver services under the Framework.
  6. The supplier shall ensure that it has a robust quality management process for all translation projects. This process must include checks to ensure that all translations are accurate and consistent with the original source material, and where necessary corrections of any errors in the translated content, such as spelling or grammar errors, formatting, punctuation, or syntax should be made at no additional cost.
  7. The Supplier shall also ensure it has sufficient resources and capabilities (qualified translators as defined in Annex 1 to provide proofing services. This service shall be undertaken by an independent, but equally qualified translator, to undertake a final check for any errors to ensure the highest level of quality and accuracy.
  8. The Supplier must ensure that all translators translate only into their native language. In cases where this is not possible, translations must be thoroughly revised by a native English speaker with the necessary subject matter expertise, at no additional cost to the Buyer. This process ensures the quality and accuracy of the translated content.
  9. The Supplier should have dedicated project management personnel who will provide oversight of the Buyers translation project(s), provide updates on the project(s) and serve as a conduit for answering any queries or requests from the Buyer.

# **Appendix 2 – Transcription, Stenography and Recording Services**

* 1. The Supplier must be capable of providing Individuals for Transcription, Stenography and Recording services, either remotely or onsite at various Buyer locations throughout the UK.
  2. The Supplier shall ensure the quality of all services described in this appendix by having a robust quality management process. This process must include checks to ensure that all content created is accurate and consistent with the original source material, and where necessary corrections shall be undertaken to meet the expectations of the Buyer’s requirements at no additional cost.
  3. Where an individual attend at the Buyer’s chosen location they shall stay for the duration of any interview, proceedings, hearings, meetings, or the duration of the contract.
  4. Where a Stenographer service is used all notes will be verbatim via a computerised shorthand machine and provide a transcript the same day.
  5. Where a Recorder and Logger service is used a laptop or other digital device will be used as well as an audio recording for backup/playback purposes.
  6. Where a Real Time Service is used then specialist equipment, including Communication access real-time translation (CART), will be used to enable real time captioning. Where Buyers wish to have access to this information in real time a separate licence fee will apply.
  7. The Supplier shall provide all the equipment and all other hardware, software network connectivity and any other components whatsoever necessary, for the provision of the Services. The Supplier shall not be responsible for WIFI/internet connections.
  8. The Supplier shall have the capacity to provide transcription services as follows upon receipt and acceptance of the requirement:
* Within 24 hours
* Within 48 hours
* Within 5 working days (by 5pm on the fifth day)
* Within 10 working days (by 5pm on the tenth day)
  1. The Suppliers must fulfil 98% of all transcriptions within the accepted turnaround target set by the buyer.
  2. The Supplier shall ensure that transcripts are provided in accordance with the Buyer’s needs, but at a minimum an electronic copy of the transcription shall be provided.
  3. The Buyer shall retain all copyrights for any transcripts, verbatim notes, annotations, or other relevant material, including but not limited to digital recordings.
  4. The Supplier shall ensure that all Individuals work in their native tongue only and, where this is not possible, the transcription must be revised thoroughly by someone of English native tongue with the necessary experience of the subject matter at no cost to the Buyer.
  5. The Supplier shall have the capability to accept and transcribe recorded media from a variety of sources including, but not limited to:
* Audio files (electronic)
* CD’s
* Audio-cassette Tapes
* VHS
* DVD/Blu-ray
* Cloud Based Storage
  1. There may be occasions when the Buyer requires the transcript to be printed and sent via secure post. The Supplier may charge additional fees in relation to both print and postage separate to the unit cost in agreement with the Buyer.
  2. The Supplier must have the capability to format the transcript in line with the Buyer’s expectations including, but not limited to:
* **Header Information:** Date when the transcription was completed and who the individual(s) who completed the content.
* **Speaker Identification:** Clear speaker identification corresponding to the speaker.
* **Time Stamps (Optional to Buyer’s needs):** Time references indicating when each section of speech occurs.
* **Type:** Confirmation of the types such as verbatim, edited or intelligent.
* **Special Instructions:** Any special instructions provided by the Buyer including but not limited to text format, source and duration.
* **Quality Assurance:** Notes from the individual concerning any issues with sound quality as well as confirmation of a quality check being performed.
  1. The Supplier shall ensure that they have access to relevant and sector specific transcribers that may be commonly required in the Public Sector, including but not limited to medical, legal, justice and Parliamentary (Hansard) requirements.
  2. The Supplier shall have the capability to provide a variety of transcription services, including but not limited to:
* **Verbatim** - An exact record of what has been said, capturing word for word what the speaker says.
* **Intelligent** - This method removes filler words, repetitions and other distractions. This results in polished text that's easier to read and understand.
* **Edited** - Provides an edited version of what was said to provide a more concise and readable output.
  1. The Supplier is permitted to use Automated Speech Recognition (ASR), Speech to Text Software (STTS) and future AI solutions with explicit permission from the Buyer. The Supplier must ensure that these services are only utilised when clear efficiencies and cost savings can be demonstrated, or at the express request of the Buyer. Consideration should include:
* Type of Audio Content
* Buyer’s accuracy requirements
* Volume of content
* Turnaround Times
  1. Any use of a technological solution shall be delivered in a secure way ensuring any software is compliant with the security standards in section 11 Data Security and maintains any data in line with the Data Protection Act 2018 and the General Data Protection Act 2016.
  2. The Supplier agrees to retain any Template documents, Memories, or Language Databases and will not charge for duplicate transcriptions during the contract period. The Template/Memory will remain the property of the Buyer and will be provided to the Buyer at the conclusion of the contract.
  3. Any documents and/or data stored within the Supplier's database related to the Services provided will remain the property of the Buyer. At the conclusion of the Call Off Contract all information will either be transferred back to the Buyer, or will be deleted in accordance with the Buyer’s data retention policy.
  4. The Supplier shall have secure processes in place which enables the secure transfer of documentation from the Buyer to the Supplier. Where this process is digitally enabled it must meet the requirements set out in section 11 Data Security.

# **Appendix 3 – Telephone Interpreting Services**

* 1. The Supplier must be able to deliver an on-demand and pre-booked service.
  2. For on-demand the Supplier must have the functionality to make the services of a Telephone Interpreter available within 60 seconds of receiving a call, qualified to the standards set out in Annex 1 in any language (see Annex 2 for indication of languages). The Suppliers functionality shall include an Automatic Call Distributor to support a large volume of traffic and ensure consistency of service, including queue management and call routing based on language requirements.
  3. The Supplier shall connect and fulfil:
* 95% of all calls must be connected to a suitably qualified interpreter within 60 seconds of the Buyer selecting their required service via the Automatic Call Distributor (ACD). If the ACD system fails, the 60 seconds target remains applicable.
  1. Where the appointment is pre-booked, with a minimum of 24 hours’ notice the Buyer may stipulate a higher Banding and level of clearance. For example, Band 5 with SC clearance.
  2. Pre-booked telephone interpreting will incur a minimum duration of 15 minutes.
  3. The Supplier shall provide a consecutive interpreting service and ensure that:
* Telephone Interpreters can convert a spoken language from one language to another, enabling listeners and speakers to understand each other.
* Host all calls independently, with solutions to ensure connectivity based on language need. This includes unique identifiers to track individual Buyer usage to support accurate invoicing.
* Provide a dedicated number that Buyers can host to enable the Public to make direct contact to their service via a telephone interpreter.
* Where requested by the Buyer, additional services and higher levels of security may be required and these will be further specified at the Call Off Contract stage however this may be limited where in relation to an on-demand service.
  1. The Supplier may use vetted Individuals from overseas to ensure costs are kept to a minimum. However, this must be agreed with the Buyer prior to implementation.
  2. Where overseas Individuals are utilised then the Supplier must ensure that the necessary equivalence in terms of security clearances, qualifications, experience and CPD can be validated before being used to deliver services under the Framework.
  3. The Supplier shall be able to act as the conference host where the Buyer is unable to do so.
  4. The Supplier shall ensure that all Individuals must be in an appropriately secure environment when servicing calls, free from noise and with full consideration for the Buyer’s data security guidelines.
  5. The Supplier shall ensure that Individuals give their ID number on every call and name upon request.
  6. The Supplier shall conduct quality checks to ensure Individuals are performing to set standards and that the Buyer’s data security policies are strictly adhered to. The Buyer may request reporting which outlines the volume checked, the findings of the checks, corrective action taken (if any) and lessons learnt.

# **Appendix 4 – Spoken Video Interpreting Services**

* 1. The Supplier must be able to provide both Video Relay Service (VRS) and Video Remote Interpreting (VRI). These services are collectively referred to as Video Interpreting for the purposes of this Specification.
  2. For on-demand the Supplier must have the functionality to make the services of an Individual available:
* 95% of all calls must be connected to a suitably qualified interpreter within 60 seconds of the Buyer selecting their required service via the Automatic Call Distributor (ACD). If the ACD system fails, the 60 seconds target remains applicable.
  1. The Supplier must be able to facilitate pre-booked video calls for any language (see Annex 2 for indication of languages). Pre-Booked services will incur a minimum duration of 15 minutes.
  2. The Supplier may be requested to provide this service on demand, and whenever feasible, the specifics of the service will be determined at the Call-Off Stage. This approach allows for flexibility and clarity in defining service requirements based on the Buyer's needs and circumstances.
  3. The Supplier must ensure its Video Interpreting Service is compatible with common conferencing technology for example, but not limited to, Web Camera, Tablet Device, Smartphone, Video Phone and Video Conferencing kit and have interoperability with common operating systems (Window, MacOS, Android etc…)
  4. The Supplier shall have in place a suitable platform to host video conferences and if necessary the functionality to integrate into the software platform(s) utilised by the Buyer. The Buyer may change the way it delivers services via video conferencing in the future. Consequently, the Supplier will be required to work with the Buyer to reflect any changing requirements within interpreting provision.
  5. The Suppliers solution shall have an applicable Automatic Call Distributor to support a large volume of traffic and ensure consistency of service. The solution shall also support Voice over Internet Protocol (VoIP), which at a minimum shall use either H323 or SIP protocols to protect the security of the service and shall ensure end to end encryption.
  6. The Supplier shall ensure that any solution is designed to be user friendly and delivers the best possible service. The Suppliers solution shall support the following minimum performance requirements:
* 25-30 frames per second at 720p.
* Latency of no more than 150ms
* Sound synchronism is better than 45 ms
* Pocket Loss of less than 1%
  1. The Suppliers solution shall conform to the relevant International Telecommunication Union (ITU) and Internet Engineering Task Force (IETF) communication protocols and specifications.
  2. The Supplier may use vetted Individuals from overseas to ensure costs are kept to a minimum. However, this must be agreed with the Buyer prior to implementation.
  3. Where overseas Individuals are utilised then the Supplier must ensure that the necessary equivalence in terms of security clearances, qualifications, experience and CPD can be validated before being used to deliver services under the Framework.
  4. The Supplier shall be able to act as the conference host where the Buyer is unable to do so.
  5. The Supplier shall ensure that all Individuals must be in an appropriately secure environment when servicing calls, free from noise and with full consideration for the Buyer’s data security guidelines.
  6. The Supplier shall ensure that Individuals always give their ID number and name upon request and wear their valid company ID badge on every call.
  7. Where the Buyer requires additional services and higher levels of security these will be specified at the Call-Off Contract stage.
  8. The Supplier shall conduct quality checks to ensure Individuals are performing to set standards and that the Buyer’s data security policies are strictly adhered to. The Buyer may request reporting which outlines the volume checked, the findings of the checks, corrective action taken (if any) and lessons learnt.

# **Appendix 5 – Visual Face to Face and Video Interpreting**

* 1. The Supplier shall provide Individuals who allow communication to take place between Deaf and Deafblind people and others requiring support to access English in personal attendance or video conferencing technology.
  2. The Supplier must be able to facilitate on demand and pre-booked Video Interpreters either via Video Remote Interpreting (VRI) or Video Relay Services (VRS). These services are collectively referred to as Video Interpreting for the purposes of this Specification.
  3. Pre-booked Video Interpreting will incur a minimum duration of 1 hour.
  4. The Supplier must ensure its Video Interpreting Service is compatible with common conferencing technology for example, but not limited to, Web Camera, Tablet Device, Smartphone, Video Phone and Video Conferencing kit and have interoperability with common operating systems (Window, MacOS, Android etc…)
  5. For Video Interpreting services 95% of all calls must be connected to a suitably qualified interpreter within 60 seconds of the Buyer selecting their required service via the Automatic Call Distributor (ACD). If the ACD system fails, the 60 seconds target remains applicable.
  6. For on-demand the Supplier shall have the functionality to make available the services of an Interpreter, qualified to a minimum standard specified by the Buyer which may include a minimum 3 year Registered Qualified status.
  7. The Supplier shall have in place a suitable platform to host video conferences and if necessary the functionality to integrate into the software platform(s) utilised by the Buyer.
  8. The Suppliers solution shall have an applicable Automatic Call Distributor (ACD) to support a large volume of traffic and ensure consistency of service. The solution shall also support Voice over Internet Protocol (VoIP), which at a minimum shall use either H323 or SIP protocols to protect the security of the service and shall ensure end to end encryption.
  9. The Supplier shall ensure that any solution is designed to be user friendly and delivers the best possible service. The Suppliers solution shall support the following minimum performance requirements:
* 25-30 frames per second at 720p.
* Latency of no more than 150ms
* Sound synchronism is better than 45 ms
* Pocket Loss of less than 1%
  1. The Suppliers solution shall conform to the relevant International Telecommunication Union (ITU) and Internet Engineering Task Force (IETF) communication protocols and specifications.
  2. The Suppliers solution shall have the capability to enable a third party to join the call if necessary.
  3. The Supplier shall be able to act as the conference host where the Buyer is unable to do so.
  4. The Supplier shall ensure that all Individuals must be in an appropriately secure environment when servicing calls, free from noise and with full consideration for the Buyer’s data security guidelines.
  5. The Supplier shall provide the following range of face to face interpreting services:
* British Sign Language (BSL) Interpreters
* Irish Sign Language (ISL) Interpreters
* Foreign Sign Language Interpreters
* Deafblind Interpreters: Visual Frame, Hands On or Manual
* Deaf Relay (Intralingual language modification)
* Lip speakers
* Speech-to-text reporting (Palantypist)
* Electronic and manual note takers
* Video Relay Interpreting Services
* Cued Speech/Makaton
* Sign Supported English (SSE)
  1. The Supplier must fulfil95% of all face to face bookings, excluding any booked within 24 hours.
  2. Face to Face Interpreting will incur a minimum duration of 2 hours.
  3. Where requested by the Buyer, additional services and higher levels of security may be required and these will be further specified at the Call-Off Contract stage.
  4. The Supplier must be able to provide all visual services to support including, but not limited to, the following:
* Interviews
* Hearings
* Judicial / Legal interpreting
* Escort interpreting
* Community interpreting
* Medical / Health interpreting
* Media interpreting
* Defence interpreting
* Reasonable Adjustment Support in the workplace
  1. Where the Buyer requires additional services and higher levels of security these will be specified at the Call-Off Contract stage.
  2. The Supplier shall conduct quality checks to ensure Individuals are performing to set standards and that the Buyer’s data security policies are strictly adhered to. The Buyer may request reporting which outlines the volume checked, the findings of the checks, corrective action taken (if any) and lessons learnt.

# **Appendix 6 – Spoken Face to Face Interpreting**

* 1. The Supplier shall provide Face-to-Face interpreting service (Simultaneous, Consecutive and Whispering) whereby the meaning of what is said in one language is transferred at the event in spoken form into a second language, by an Individual in personal attendance. The expected language requirements are listed in Annex 2, but this is not exhaustive and Suppliers may be asked for additional languages.
  2. The Supplier must fulfil 95% of all face to face bookings, excluding any booked within 24 hours.
  3. The Supplier shall provide the following under this service which shall include but is not limited to:
* Interviews
* Hearings
* Conference interpreting
* Judicial / Legal interpreting
* Escort interpreting
* Community interpreting
* Medical / Health interpreting
* Media interpreting
* Defence interpreting
* Reasonable Adjustment Support in the workplace
  1. The Supplier shall ensure that all Individuals carry an official photo ID such as driving licence or passport to all assignments which must be valid within 12 months.
  2. The qualifications for all spoken face to face interpreting services are contained within Annex 1, in the pages that immediately follow.

# **Annex 1 - Qualifications**

**Translation:**

The range of Translator qualifications for this service include, but are not limited to, the

below. The Supplier must be able to provide all of the below upon request within the

pricing submitted.

* Honours degree in the relevant language and/or a degree in Translation.
* Qualification and Credits (QCF) Level 7 qualification in translation or an MA in Translation.
* Recognised postgraduate qualification in Translation (for transcribers preferably the Diploma in Public Services Interpreting in the relevant genre.

**Transcription:**

All Transcription and Stenographers should hold a qualification relevant to their service

from the British Institute of Verbatim Reporters or The Association for Court Reporters

(BIVR) and Captioners (NRCA). Where this is not possible they should meet the following

minimum requirements: This includes:

**For all:**

* A native English speaker or IELTS 7 or equivalent

And for:

**Transcription Services:**

* 40-80 words per minute with an accuracy rate of 98%

**Stenography Services:**

* 200 words per minute with an accuracy rate of 98%

**Realtime Services:**

* 220 words per minute with an accuracy rate of 98%

|  |  |
| --- | --- |
| **Visual Interpreting Qualification** | |
| **Visual Services Practitioner** | **Qualification Requirements** |
| Registered Sign Language Interpreter (RSLI) | * Registered as a regulated Sign Language Interpreter (RSLI) with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD)   or   * Scottish Register of Language Professionals with the Deaf Community.   or   * Registered as a regulated Sign Language Interpreter (RSLI) with the Regulatory Body for Sign Language Interpreters (RBSLI) |
| Registered Interpreter For Deafblind |
| Registered Lipspeaker |
| Notetakers |
| Speech to Text Reporter |
| Relay Intralingual Interpreter |
| Sign Language Translator |

|  |  |  |
| --- | --- | --- |
| **Band 1** | | |
| **English Language Skills (minimum requirement)** | **Qualifications or Equivalent:** | **Experience** |
| Native English Speaker or CERF (B1) or equivalent | Native speaker of the relevant foreign language  **and**  Regulated Qualification Framework (RQF) Level 2 Interpreting Course or equivalent | Less than 100 Hours of Public Sector Interpreting |
|
|
| **Band 2** | | |
| **English Language Skills (minimum requirement)** | **Qualifications or Equivalent:** | **Experience** |
| Native English Speaker or CEFR (C1) or equivalent. | Native speaker of the relevant foreign Language;  **and**  Community Interpreting Certificate (Level 3) or an equivalent qualification at RQF Level 3 Interpreting Course or equivalent | 100+ Hours of Public Sector Interpreting |
|
|
|
| **Band 3** | | |
| **English Language Skills (minimum requirement)** | **Qualifications or Equivalent:** | **Experience** |
| Native English Speaker or CEFR (C1) or equivalent | Diploma in Public Sector Interpreting (Any Specialism) | 100+ Hours of Public Sector Interpreting |
| Diploma in Police Interpreting |
| RQF Level 6 qualification or equivalent |

# **Annex 2 – Common Language List**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Western European | Eastern European | | Asian, Arabic & Oriental | | African | Specialist (Rare) |
| Basque | Albanian | Serbo-Croatian | Arabic | Kyrgz | Afrikaans | Alcholi |
| Catalan | Belarussian | Slovak | Armenian | Malay | Algerian | Akan (Asante/Fante) |
| Danish | Bosnian | Slovenian | Assyrian | Malayalam | Amharic | Bantu |
| Dutch | Bulgarian | Turkish | Azerbaijani | Mandarin | Bravanese | Bete (Nigeria) |
| English | Croatian | Ukrainian | Bengali | Marathi | Fulani (Nigeria) | Creole |
| Flemish | Czech |  | Burmese | Mongolian | Ga (Ghanaian) | Dinka |
| French | Estonian |  | Cantonese | Nepali | Hausa | Gaelic (Scottish/Irish) |
| German | Finnish |  | Dari | Pashto | Igbo (Ibo) | Icelandic |
| Italian | Georgian |  | Farsi, Eastern (Afghan) | Punjabi | Kinyarwanda | Kikongo |
| Norwegian | Greek |  | Farsi, Western (Persian) | Punjabi (Mirpuri) | Lingala | Kikuyu |
| Portuguese | Hungarian |  | Gujerati | Sinhalese | Lugandan | Kirundi |
| Spanish | Latvian |  | Gurmukhi (Punjabi Script) | Sylheti (Bengali) | Ndebele (Zimbabwe) | Kisii (Kenya) |
| Swedish | Lithuanian |  | Hakka (China) | Tamil | Oromo (Ethiopia) | Konkani (Kannada Script) |
|  | Macedonian |  | Hebrew | Tagalog/Filipino | Shona (Zimbabwe) | Krio (SL) |
|  | Maltese |  | Hindi | Telugu | Somali | Laotian |
|  | Moldovan |  | Indonesian | Thai | Swahili | Luo (Uganda) |
|  | Polish |  | Japanese | Tibetan | Tigrinya | Lutora |
|  | Romanian |  | Khmer (Cambodian) | Urdu | Twi | Mandingo/Mandinka |
|  | Russian |  | Korean | Uzbek | Yoruba | Mauritian-Creole |
|  | Serbian |  | Kurdish (Sorani) | Vietnamese | Zulu | Papiamento |
|  |  |  | Kurdish (Kurmanki/Bahdini) |  |  | Seychelles-Creole |
|  |  |  |  |  |  | Welsh |
|  |  |  |  |  |  | Wolof |

# **Annex 3 – Global Regions**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **North America** | **Central America and the Caribbean** | **South America** | **Western Europe** | **Northern Europe** | **Southern Europe** | **Eastern Europe** | **Middle East & North Africa** | **Sub-Saharan Africa** | **South Asia** | **East Asia** | **South East Asia** | **Oceania** | **Central Asia** |
| Canada | Belize | Argentina | Austria | Denmark | Albania | Belarus | Algeria | Angola | Afghanistan | China | Brunei | Australia | Kazakhstan |
| United States | Costa Rica | Bolivia | Belgium | Estonia | Andorra | Bulgaria | Bahrain | Benin | Bangladesh | Japan | Cambodia | Fiji | Kyrgyzstan |
| Mexico | El Salvador | Brazil | France | Finland | Bosnia and Herzegovina | Czech Republic | Egypt | Botswana | Bhutan | Mongolia | Indonesia | Kiribati | Tajikistan |
|  | Guatemala | Chile | Germany | Iceland | Croatia | Hungary | Iran | Burkina Faso | India | North Korea | Laos | Marshall Islands | Turkmenistan |
|  | Honduras | Colombia | Ireland | Latvia | Greece | Moldova | Iraq | Burundi | Maldives | South Korea | Malaysia | Micronesia | Uzbekistan |
|  | Nicaragua | Ecuador | Liechtenstein | Lithuania | Italy | Poland | Israel | Cabo Verde | Nepal | Taiwan | Myanmar (Burma) | Nauru |  |
|  | Panama | Guyana | Luxembourg | Norway | Malta | Romania | Jordan | Cameroon | Pakistan |  | Philippines | New Zealand |  |
|  | Antigua and Barbuda | Paraguay | Monaco | Sweden | Montenegro | Russia | Kuwait | Central African Republic | Sri Lanka |  | Singapore | Palau |  |
|  | Bahamas | Peru | Netherlands |  | North Macedonia | Slovakia | Lebanon | Chad |  |  | Thailand | Papua New Guinea |  |
|  | Barbados | Suriname | Switzerland |  | Portugal | Ukraine | Libya | Comoros |  |  | Timor-Leste | Samoa |  |
|  | Cuba | Uruguay |  |  | San Marino |  | Morocco | Democratic Republic of the Congo |  |  | Vietnam | Solomon Islands |  |
|  | Dominica | Venezuela |  |  | Serbia |  | Oman | Republic of the Congo |  |  |  | Tonga |  |
|  | Dominican Republic |  |  |  | Slovenia |  | Qatar | Djibouti |  |  |  | Tuvalu |  |
|  | Grenada |  |  |  | Spain |  | Saudi Arabia | Equatorial Guinea |  |  |  | Vanuatu |  |
|  | Haiti |  |  |  | Vatican City |  | Syria | Eritrea |  |  |  |  |  |
|  | Jamaica |  |  |  |  |  | Tunisia | Eswatini |  |  |  |  |  |
|  | Saint Kitts and Nevis |  |  |  |  |  | United Arab Emirates | Ethiopia |  |  |  |  |  |
|  | Saint Lucia |  |  |  |  |  | Yemen | Gabon |  |  |  |  |  |
|  | Saint Vincent and the Grenadines |  |  |  |  |  |  | Gambia |  |  |  |  |  |
|  | Trinidad and Tobago |  |  |  |  |  |  | Ghana |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Guinea |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Guinea-Bissau |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Ivory Coast |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Kenya |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Lesotho |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Liberia |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Madagascar |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Malawi |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Mali |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Mauritania |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Mauritius |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Mozambique |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Namibia |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Niger |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Nigeria |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Rwanda |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Sao Tome and Principe |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Senegal |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Seychelles |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Sierra Leone |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Somalia |  |  |  |  |  |
|  |  |  |  |  |  |  |  | South Africa |  |  |  |  |  |
|  |  |  |  |  |  |  |  | South Sudan |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Sudan |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Tanzania |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Togo |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Uganda |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Zambia |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Zimbabwe |  |  |  |  |  |