

## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

CALL-OFF REFERENCE: **1798 - Contract for the Provision of Translation Services to NHS South Central and West CSU 25-28**

THE BUYER: **NHS England on Behalf of South, Central and West CSU**

BUYER ADDRESS NHS SCW CSU,  
Omega House,  
Southampton Road,  
Eastleigh,  
Hampshire,  
SO50 5PB

THE SUPPLIER: Thebigword Group Limited

SUPPLIER ADDRESS: Brainworks, Unit 4, Royds Close, Leeds, England,  
LS12 6LL

REGISTRATION NUMBER: 05551907

DUNS NUMBER: **TBC**

SID4GOV ID: **TBC**

#### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated [TBC Draft]. It's issued under the Framework Contract with the reference number **1798** for the provision of **Telephone Translation Services**.

CALL-OFF LOT(S):  
**Lot 3: Telephone and Spoken Video Interpreting**

## CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6141
3. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6141
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for RM6141
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 18 (Background Checks)
    - Call-Off Schedule 20 (Call-Off Specification)
    - CCS Core Terms (version 3.0.8)
4. Joint Schedule 5 (Corporate Social Responsibility) RM6141
5. Call-Off Schedule 4 (Call-Off Tender) as long as any parts of the Call-Off Tender that offer a better commercial position for the Buyer (as decided by the Buyer) take precedence over the documents above.

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

## CALL-OFF SPECIAL TERMS

None

CALL-OFF START DATE: **19<sup>th</sup> March 2025**

CALL-OFF EXPIRY DATE: **18<sup>th</sup> March 2026**

CALL-OFF INITIAL PERIOD: **12 Months, (Options to extend for an additional 2 x 12 month periods.)**

## CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

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### MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£25,000 Exc. VAT**

### CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)]

### REIMBURSABLE EXPENSES

None

### PAYMENT METHOD

BACS

### BUYER'S INVOICE ADDRESS:

0DF PAYABLES M425

PO BOX 312, LEEDS

LS11 1HP

BUYER'S AUTHORISED REPRESENTATIVE

TBC

### BUYER'S ENVIRONMENTAL POLICY

[Sustainability - NHS SCW Support and Transformation for Health and Care](#)

### BUYER'S SECURITY POLICY

**NHS England – Information Security Policy V4.0**

**Available from:** <https://www.england.nhs.uk/wp-content/uploads/2016/12/information-security-policy-v4.0.pdf>

### SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

[REDACTED]

**Unit 4 Royds Close, Lower Wortley, Leeds LS12 6LL**

### SUPPLIER'S CONTRACT MANAGER

[REDACTED]

**Business Unit Director**

[REDACTED]

**Unit 4 Royds Close, Lower Wortley, Leeds LS12 6LL**

### PROGRESS REPORT FREQUENCY

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On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Quarterly on the first Working Day of each quarter

**KEY STAFF**

[REDACTED]

**Business Unit Director**

[REDACTED]

**Unit 4 Royds Close, Lower Wortley, Leeds LS12 6LL**

**KEY SUBCONTRACTOR(S)**

**Not applicable**

**COMMERCIALLY SENSITIVE INFORMATION**

Not applicable

**SERVICE CREDITS**

Not applicable

**ADDITIONAL INSURANCES**

Not applicable

**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Managing Director	Role:	Interim Deputy Managing Director
Date:	28 <sup>th</sup> March 2025	Date:	31 March 2025

## Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details		
This variation is between:	NHS England on Behalf of South, Central and West CSU ("the Buyer") And Thebigword Group Limited ("the Supplier")	
Contract name:	1798 - Contract for the Provision of Translation Services to NHS South Central and West CSU 25-28 ("the Contract")	
Contract reference number:	[insert contract reference number]	
Details of Proposed Variation		
Variation initiated by:	[delete as applicable: CCS/Buyer/Supplier]	
Variation number:	[insert variation number]	
Date variation is raised:	[insert date]	
Proposed variation		
Reason for the variation:	[insert reason]	
An Impact Assessment shall be provided within:	[insert number] days	
Impact of Variation		
Likely impact of the proposed variation:	[Supplier to insert assessment of impact]	
Outcome of Variation		
Contract variation:	This Contract detailed above is varied as follows: <ul style="list-style-type: none"> <li>[CCS/Buyer to insert original Clauses or Paragraphs to be varied and the changed clause]</li> </ul>	
Financial variation:	Original Contract Value:	£ [insert amount]
	Additional cost due to variation:	£ [insert amount]
	New Contract value:	£ [insert amount]

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by [delete as applicable: CCS / Buyer]
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

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Signed by an authorised signatory for and on behalf of the **[delete]** as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

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Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

## Call-Off Schedule 5 (Pricing Details)

For the avoidance doubt, the maximum total value of the contract is £50,000.00 excluding VAT with no commitment to spend.

Services	Cost
Cost per minute	
Call set-up cost	
Access set-up cost	
Additional costs	
TOTAL	
Comments and Points of Clarity	



## Call-Off Schedule 20 (Call-Off Specification)

### The Buyer Requirements

#### Background and Context

SCW's Care Navigation Service currently provides call centre support on behalf of NHS England's ICBs, delivering various NHS support services. Therefore, SCW require a range of inbound and outbound translation services for individuals. SCW are looking to procure a telephone-based translation service. The service provider must have the ability to scale up service delivery with notice with the onboarding of additional contracts.

#### Service Delivery / Product Requirement

SCW requires translation services to cover all languages from Monday to Sunday between 8:00 AM and 8:00 PM to support their contact centre services. The supplier will provide a dedicated free telephone number for use when services are required. The supplier will also provide a full list of languages as part of the procurement, and SCW should be able to request additional languages throughout the duration of the contract.

SCW will require separate access codes or other identifiable metrics to the service for multiple internal contracts, and the supplier will need to detail within their invoice which access code has been used. The invoicing profile is expected to be monthly, in arrears, with a full access code breakdown provided.

The supplier should not record calls; however, SCW's telephony system will record calls.

The proposed contract will utilise a Call Off model with a maximum call off budget of £50,000 (Excluding VAT) with no commitment to spend for the full contract term. All bids must be priced in accordance with this, and any non-compliant bids will not be considered for contract award.

## Desirable Language list:

Albanian	French	Lugandan	Slovenian
Afrikaans	Gaelic	Macedonian	Somali
Amharic	Georgian	Malay	Spanish
Arabic	German	Malayalam	Sylheti Bengali
Armenian	Greek	Marathai	Swahili
Azerbaijani	Gujarati	Maltese	Swedish
Basque	Gurmukhi	Mandarin	Tamil
Bahdini	Hausa	Mirpuri	Tagalog
Belarussian	Hebrew	Moldovan	Telugu
Bengali	Hindi	Mongolian	Tetum
Bosnian	Hungarian	Nepalese	Thai
Bulgarian	Icelandic	Ndebele	Tibetan
Burmese	Igobo	Nepali	Tigre
Cantonese	Indonesian	Norwegian	Tigrinya
Catalan	Italian	Pashto	Turkish
Croatian	Japanese	Polish	Twi
Czech	Khmer	Portuguese	Ukrainian
Danish	Korean	Punjabi	Urdu
Dari	Kinyarwanda	Romanian	Uzbek
Dutch	Kurdish Sorani	Russian	Vietnamese
Estonian	Kurdish Kurmanji	Serbian	Welsh
Farsi	Latvian	Sinhalese	Zulu
Finnish	Lindgala	Shona	Yoruba
Flemish	Lithuanian	Slovak	

## Outcomes

Securing a reliable supplier to provide regular telephone based translation services to SCW to support our call centre provision. Health inequalities are avoidable, unfair and systematic differences in health between different groups of people. By having a translation service available we enable access to our services regardless of first language.

## Monitoring and Reporting

Invoices should be monthly in arrears and include a breakdown of the following for each translation call:

- Access code used
- Date & Time
- Call duration
- Language
- Wait time to be answered by the translator

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### **Complaints**

SCW will contact the provider in the event of a complaint received from a member of the public in relation to the translator, or if a complaint is received by a SCW member of staff using the service. The provider will investigate any incident within **5 working days** and report all findings to the contract manager/ complaints manager. SCW will where possible provide a redacted transcription of the relevant call to support any investigation.

### **Service Level Agreement (SLA)**

Service Availability –

Telephone support: 08:00-20:00 Monday to Sunday inc. bank holidays

Dedicated freephone number with unique access code available.

Provision to add separate access codes within 5 working days of a completed Data Protection Impact Assessment (DPIA) for the project.

### **Delivery Address**

Services to be provided remotely via telephone.

## The Supplier Response

Question	Yes/ No
Can your organisation provide a unique access code as per the requirements described within Document 4?	Yes

[illegible]

[illegible]

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[illegible]

[illegible]

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3	<p>Please advise who within your organisation would take responsibility for managing this overall requirement and the specific individuals that would lead in relation to this work and demonstrate your organisation has the capacity in terms of service delivery.</p> <p>Please included the ability to manage the service should it be scaled up. (Max word limit: 750)</p>

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Framework Ref: RM6141  
Project Version: v1.0  
Model Version: v3.6

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[REDACTED]

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[REDACTED]

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[REDACTED]

<p>[Redacted Content]</p>		
5	<p>SCW is committed to providing equal chances for everyone within our footprint to lead happy and healthy lives. This is reflected in our commitment to deliver of social value.</p> <p>Describe the commitment your organisation will/has make(d) to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria (MAC) below.</p> <p><b>Please ensure that your response addresses all of the listed MAC bullet points including what your organisation does and the opportunities within the contract:</b></p> <ul style="list-style-type: none"> <li>• MAC2.2: Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors.</li> <li>• MAC 5.1: Demonstrate action to increase the representation of disabled people in the contract workforce.</li> </ul> <p>(Max word limit: 750)</p>	10%

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