

Interpretation & Translation Services Service Level Agreement (SLA)

Framework details

Title: Interpretation & Translation Services (ITS)
 Reference: NHS/12/DC/ZWV/7775
 Contract Duration: 1st November 2012 until 1st November 2014 (optional 24 month extension)
 Max End Date: 1st November 2016
 NHS SBS Contacts: Thomas Slater (0161 212 3731) thomas_slater@nhs.net


Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

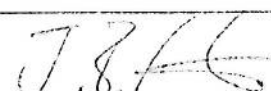
Period of the Service Level Agreement (SLA)	Effective Date	2 nd March 2015 (subject to receipt of signed SLA by 31 st December 2014)	Expiry Date	28 th February 2016 (with option to extend for a further two x 12 month periods)
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the suppliers services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Language Line Limited
NHS SBS Supplier Reference #	SBS/12/DC/ZWV/7775/11
Name of Supplier Authorised Signatory	Lloyd Farrow
Job Title of Supplier Authorised Signatory	Sales Director
Address of Supplier	25 th Floor, 40 Bank Street, Canary Wharf, London, E14 5NR
Signature of Authorised Signatory	
Date of Signature	11/12/14

Customer SLA Signature panel

The "Customer"	
Name of Customer	Heart of England NHS Foundation Trust
Name of Customer Authorised Signatory	Jonathan Bennett
Job Title	Director of Operations
Contact Details email	jonathan.bennett@heart-of-england.nhs.uk
Contact Details phone	
Address of Customer	
Signature of Customer Authorised Signatory	
Date of Signature	04/12/14

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Language Line Limited (trading as LanguageLine Solutions) and *Heart of England NHS Foundation Trust* for the provision of Interpretation & Translation Services ("ITS"). This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Interpretation & Translation Services covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Interpretation & Translation Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Interpretation & Translation Service provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

ITS Supplier Contact: *Ravinder Chauhan*

ITS Customer Contact: *Riaz Janjua*

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

5. Service Requirements

A. Services Provided

Please detail the Lot(s) and service(s) that will be provided by the Supplier to the Customer

Lot 1 Face to Face Spoken Word
Lot 2 British Sign Language
Lot 3 Telephone Interpretation

B. Core Languages

Please detail core/common languages required

Lot 1 Face to Face Spoken Word – Based on historical usage data – to be provided by Trust
Lot 3 Telephone Interpretation - Standard Demographic

C. Fill Rate (%)

Please detail agreed service targets for each Lot(s) that the Supplier will provide

95% fulfilment across all languages for all Lot 1 Face to Face Spoken Word bookings
95% fulfilment across all Lot 2 British Sign Language bookings
98% fulfilment across all languages for Lot 3 Telephone Interpretation

D. Supplier Tier

Please detail the Suppliers Tier / Booking arrangement for each Lot(s) in respect of bookings/requests

Lot 1 Face to Face Spoken Word - Sole Supplier
Lot 2 British Sign Language - Sole Supplier
Lot 3 Telephone Interpretation - Sole Supplier

E. Business Hours

Suppliers are required to provide and operate a single point of contact through which Customer can contact on a 24 hour 7 days per week 365 days per year basis including all public holidays, to request and book interpreters.

Standard office hours are 9am to 5pm Monday to Friday, excluding Bank Holidays

24 Hour call centre and booking support is available via 0800 169 2879

F. Qualifications

Any variations to the standard Interpreter / Translator qualifications detailed within the service specification should be captured here. Standard requirements from the specification are included for reference.

Lot 1 Face to Face Spoken Word

Interpreters will meet one or more of the below criteria or an equivalent.

- Hold an industry recognised accreditation, for example NRPSI (National Register of Public Sector Interpreters), DPSI (Diploma for Public Service Interpreting), Community Level Interpreting, Met Police Test
- Be a full member of one of the leading associations such as the International Institute of Translating and Interpreting (ITI) or Institute of Linguists (IoL)
- Hold a first or postgraduate degree (or equivalent academic qualification) in Interpreting
- Hold a first or postgraduate degree in the relevant language
- Demonstrate at least three years of interpreting experience

LanguageLine Solutions also ensures that all linguists:

- Are native speakers of the target language where possible
- Have demonstrated the ability to interpret into the mother tongue in a style and register appropriate to the subject
- Possess experience in one or more of a wide range of specialised fields including: medical, technical, legal and financial
- Possess a thorough knowledge of UK institutions, culture, attitude and practices, and those of the target audience

Regardless of any external qualifications or accreditations, all interpreters will have passed an internally conducted and externally evaluated 'Interpreter Skills Assessment'.

Lot 2 British Sign Language

All BSL interpreters provided will be registered with the NRCPD and will hold a new Level 6 qualification which may also be referred to as the old Level 4.

Lot 3 Telephone Interpretation

Interpreters will meet one or more of the below criteria or an equivalent.

- Hold an industry recognised accreditation, for example NRPSI (National Register of Public Sector Interpreters), DPSI (Diploma for Public Service Interpreting), Community Level Interpreting, Met Police Test
- Be a full member of one of the leading associations such as the International Institute of Translating and Interpreting (ITI) or Institute of Linguists (IoL)
- Hold a first or postgraduate degree (or equivalent academic qualification) in Interpreting
- Hold a first or postgraduate degree in the relevant language
- Demonstrate at least three years of interpreting experience

LanguageLine Solutions also ensures that all linguists:

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Regardless of any external qualifications or accreditations, all interpreters will have passed an internally conducted and externally evaluated 'Interpreter Skills Assessment'.

G. NRPSI/NRCPD

The Customer should detail the requirements for Spoken Word and Sign Language Interpreters registration status

NRPSI registered interpreters are not required under the terms of this agreement.

BSL interpreters will be full members and registered on the National Registers of Communications Professionals working with Deaf and Deafblind People (NRCPD)

H. CRB

The Customer should detail the level of CRB check requirement

Enhanced DBS/CRB for all interpreters

I. Price/Rates

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.