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1. PURPOSE

- 1.1 To provide audio transcription from recordings of the proceedings of each of 36 two-day public hearings being held in various locations across England 11th October – 18th November inclusive.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Boundary Commission for England (BCE) is a statutory public body, with the status of an advisory NDPB sponsored by the Cabinet Office. As such, whilst the substantive work of BCE is conducted at ‘arms’ length’ from Government, independent of Ministerial control, BCE’s staff are Cabinet Office employees, and it follows Cabinet Office internal procedural requirements as regards Finance and Procurement (amongst other ‘internal’ matters). BCE’s statutory duty is to conduct periodic reviews of UK Parliament constituencies in England every five years, and make resulting recommendations to Government and Parliament.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Parliamentary Constituencies Act 1986 (as amended) requires the BCE to conduct a series of public consultations as part of the statutory review of constituencies. The first of these consultation periods must include a series of two-day public hearings across England during six weeks of the 12-week consultation period. A record of each public hearing must be made, and subsequently published (which triggers a second public consultation).
- 3.2 For the current constituency review (scheduled to report in September 2018, and therefore referred to as ‘the 2018 Review’), BCE has determined that it will record the proceedings initially in a combined audio-visual (AV) format: a separate procurement is intended to be run for producing the AV recording of each public hearing. This procurement is for the production of a written transcript of each hearing, typed from the relevant AV recordings.
- 3.3 The requirement will therefore be to provide one written transcript from each AV recording made of a public hearing.

4. DEFINITIONS

Expression or Acronym	Definition
BCE	Means the (Parliamentary) Boundary Commission for England, being an advisory non-departmental public body sponsored by the Cabinet Office.

5. SCOPE OF REQUIREMENT

- 5.1 BCE will be conducting its public hearings in 36 locations across the nine regions of England during the period 11th October to 18th November inclusive. There will therefore be 36 AV recordings provided to the supplier, each of which will require a single written transcript to be made from it.

6. THE REQUIREMENT

- 6.1 The requirement will be to take the AV recording of each hearing and audio-type the proceedings into a Word or Google Doc file that will then be provided to the BCE for



Quality Assurance and proof-reading for accuracy. As there will likely be a number of names of individual speakers and geographical places referred to in the proceedings, a written list of these (together with the order in which they are first mentioned in proceedings) will be provided to the supplier alongside the relevant AV recording. With this material provided, the Supplier is expected to return written transcripts with a very low level of errors and inaccuracies.

- 6.2 Each AV recording will be provided in the form of a common standard digital video file (with audio) for each of the 36 hearings. BCE is happy to hear supplier suggestions in the tender as to the most appropriate means of transmission of the AV file from BCE to the Supplier.
- 6.3 Each AV recording (and accompanying list of individuals and place names) will be provided to the Supplier within five working days of the associated public hearing. Written transcripts will be expected to be returned to BCE by the 16th December 2016.
- 6.4 For the avoidance of doubt, transcribers will not be required to attend hearings in person, but solely to work from the provided AV file.

7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery of AV file to supplier	Within five working days of public hearing to which the file relates
2	Feedback to BCE on quality and clarity of each AV file for transcription purposes	Within 24 hours of receipt of AV file to which it relates
3	Delivery of written transcript to supplier	Latest 16 th December 2016
4	Joint review by BCE and Supplier of delivery of service	By end of January 2017

8. REPORTING

- 8.1 Reporting details as per items 2 and 4 in Milestones table above.

9. VOLUMES

- 9.1 As specified above, there will be 36 separate two-day hearings, at various locations across England.
- 9.2 Number of individuals speaking is likely to vary significantly from location to location. In the last review the lowest attended hearing saw only six attendees across the two days, whilst the busiest saw around 200 attendees (with around 80 people making speeches). Each speaker will generally speak for around 10 minutes, though for nine of the hearings there are likely to be five speakers at each who may well each speak for around 30 minutes.



10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

11. QUALITY

- 11.1 Supplier will be required to have ISO 9001 accreditation covering the delivery period.

12. PRICE

- 12.1 Pricing should be provided on the basis of ‘per hour of audio recording’ from which the written transcript is to be produced.

13. STAFF AND CUSTOMER SERVICE

- 13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the BCE public hearings transcription Contract in order to consistently deliver a quality service to all Parties.
- 13.2 Potential Provider’s staff assigned to the BCE public hearings transcription Contract shall have the relevant qualifications and experience to deliver the Contract.
- 13.3 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

14. SERVICE LEVELS AND PERFORMANCE

- 14.1 The Authority will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Delivery timescales	Each written transcript to be delivered to BCE within specified number of working days of receipt of public hearing recording AV file to which it relates.	16 th December 2016
#2	Delivery quantity	A ‘fit for purpose’ written transcript must be provided to BCE for each of the 36 public hearings	100%
#3	Delivery quality	Accuracy of transcript should not drop below general industry standard	98% accuracy rate (i.e. 2% or less of words in transcript are incorrect)

15. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 15.1 IPR in the output written transcripts shall lie with the BCE.



16. PAYMENT

16.1 Supplier will be paid via standard Cabinet Office Purchase Order and Invoice arrangements, i.e. on award of contract, a Purchase Order to the value of the contract will be established and notified to the Supplier.

16.2 Invoices subsequently submitted to the BCE by the Supplier must reference the unique Purchase Order number.

16.2.1 Regularity of Invoicing will be for the Supplier to determine.

16.3 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

16.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. In particular, each invoice must specify the dates and locations of each public hearing it relates to. It must then be sent to the following:

16.4.1 Electronic invoicing –

16.4.1.1 This is the preferred method of invoicing for the Cabinet Office. Please send all electronic invoices to our shared service provider at
SSCL.POINVOICEPAYMENTS@DWP.GSI.GOV.UK

(a) Manual invoicing –

SSCL Accounts Payable Team

Room 6124 Tomlinson House

Norcross

Blackpool

FY5 3TA

17. LOCATION

17.1 The location of the Services will be carried out at premises to be determined by the Supplier.