

Section 2 – Special Conditions applying to London Fire and Emergency Planning Authority (LFEPA)

42. NON-SOLICITATION

- 42.1 The Service Provider shall not at any time during the Framework Agreement cause, encourage or assist any employee of the Authority to leave its service (with a view to employment by the Service Provider or otherwise) or to do anything which if done by the Service Provider would be a breach of this Framework Agreement.

43. LABOUR

- 43.1 During the Framework Agreement:

43.1.1 the Service Provider shall comply fully with the terms of any collective agreement entered into between one or more trade unions and any association of employers of which the Service Provider is a member;

43.1.2 the Service Provider shall not itself, or through a servant or agent, perform any act intended to discourage employees or prospective employees from becoming or continuing as members of a trade union;

43.1.3 the Service Provider shall not itself, or through a servant or agent, penalise employees or prospective employees in any way by reason of their membership of a trade union.

- 43.2 Compliance with clause 42.1 above is a condition of the Framework Agreement. In the event that the Service Provider breaches any provision of the clause in a material respect the Authority shall have the right to terminate the Framework Agreement.

44. EQUALITIES

- 44.1 During the Framework Agreement Term the Service Provider shall comply fully with the terms of the Authority's Equalities Protocol attached at Annex 2. Such compliance is a condition of the Framework Agreement. In the event that the Service Provider fails to comply in any material respect with any of the terms (1) to (7) of the Equalities Protocol, the Authority shall have the right to terminate the Framework Agreement.

45. ADVANCING EQUALITY

- 45.1 The Service Provider shall work with the Authority as reasonably required throughout the Contract Term to enable the Authority to fulfil its duties under the Equality Act 2010, advancing equality of opportunity for all persons.

- 45.2 Compliance with Clause 44.1 above is a condition of the Framework Agreement. In the event that the Service Provider breaches any provision of the clause in a material respect, the Authority shall have the right to terminate the Framework Agreement.

46. PRESS AND PR PROTOCOL

- 46.1 Neither Party shall by itself, its employees or agents (and the Service Provider shall procure that its sub-contractors shall not) communicate with members of the press, television, radio or other communications media on any matter concerning this Framework Agreement without the prior written approval of the other party except as set out in a protocol in the form set out in Annex 1 as amended from time to time by agreement of the Parties.

47. PREVENTION OF BRIBERY

- 47.1 The Service Provider warrants that it will not commit or suffer to be done by its personnel or subcontractors any act or omission prohibited pursuant to the Bribery Act 2010.
- 47.2 The Service Provider shall supply the Authority with a copy of its anti bribery policy.
- 47.3 The Authority shall be entitled to terminate this Framework Agreement immediately by written notice if it reasonably suspects that the Service Provider, its personnel or subcontractors have breached clause 46.1 above.

ANNEX 1 - PRESS AND PR PROTOCOL

London Fire and Emergency Planning Authority and WordWave International Ltd (trading a DTI)

JOINT PROTOCOL FOR DEALING WITH ENQUIRIES FROM THE MEDIA AND THE PUBLIC

1 Purpose of the Protocol

To record the arrangements agreed between the London Fire and Emergency Planning Authority and WordWave International Ltd (trading a DTI) for dealing with enquiries from the media and the public.

2 The Authority's Organisation Arrangements

2.1 The Authority's Press Office has a complement of five full-time staff and is managed by the Head of Media and Internal Communications.

2.2 The Press Office is generally staffed from 8.30 am until 5.30 pm Monday to Friday inclusive. Telephone No. 020 8536 5922. Outside of these hours a member of the press office will be on call. When it is not staffed the telephones in the Press Office are diverted to Brigade Control which can deal with basic media enquiries or, where necessary, contact the Duty Press Officer.

3 The Contractor's Organisational Arrangements

3.1 Names and contact arrangements for these staff are set out in Appendix A to this Protocol. The Service Provider will advise the Authority of any changes to Appendix A within five working days of the changes being effected.

4 Authority arrangements for dealing with enquiries from the media and publicity

4.1 The Authority (normally via the Press Office) will handle all enquiries from the media or the public relating to the Authority's services.

4.2 So far as matters directly relating to the Services provided by the Service Provider and matters relating directly to the Transcription Services are concerned, the Press Office will:

4.2.1 without contacting the Service Provider, provide factual information to the media and the public based on information provided by the Service Provider

4.2.2 issue a holding statement in response to enquiries and agree with the Service Provider the text of any oral or written material to be issued to the media or the public

- 4.2.3 advise the Service Provider contacts of any proposed Authority public relations events which could reasonably be expected to involve matters relating to the performance of the Services by the Service Provider or the contractual arrangements with the Authority and agree any action to be taken by the Parties
- 4.2.4 deal expeditiously with and not unreasonably withhold approval to any material referred to in 5.1.1 below
- 5 **The Service Provider's arrangements for dealing with enquiries from the media and public**
 - 5.1 So far as matters relating to the Services provided by the Service Provider are concerned, the Service Provider will at its own expense:
 - 5.1.1 provide factual information to the Authority for issue to the media and the public and update this information as required
 - 5.1.2 notify the Authority's Press Office at the earliest possible opportunity, by phone of any enquiry from the media or the public relating to the Transcription Services, performance of the Services by the Service Provider, or the contractual arrangements with the Service Provider.
 - 5.1.3 contact the Authority's Press Office by phone, email or fax with requests from the media to photograph or film at any Authority property for approval by the Head of Media and Internal Communications and agreement as to the arrangements to be made and the requests will not be agreed until such approval is given.
 - 5.1.4 advise the Head of Media and Internal Communications of any proposed public relations events which could reasonably be expected to involve matters relating to the Transcription Services performance of the Services by the Service Provider or the contractual arrangements with the Authority and agree any action to be taken by the Parties and the event will not proceed until such agreement is reached
 - 5.1.5 so far as 5.1.3 above is concerned, where approval is given for photographing or filming on Authority property, ensure that those attending from or on behalf of the Service Provider comply with all instructions issued by any Authority Employee, Officer, or Member of the Authority and sign an indemnity in the form provided by the Authority (if requested)
 - 5.1.6 ensure that all of its staff and sub-contractors or other agents are apprised of the content of this protocol so far as relevant to the performance of the contract duties of the Service Provider .

Signed For the Authority

Signed For the Service Provider

London Fire and Emergency Planning Authority and WordWave International
Ltd (trading as DTI)

Appendix A

**London Fire and Emergency Planning Authority and WordWave
International Ltd (trading as DTI)**

JOINT PROTOCOL FOR DEALING WITH MEDIA ENQUIRIES

The Service Provider's Contacts

Monday to Friday: 0800 to 1700

Core Team:

Name	Office No	Mobile No
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The Service Provider's marketing contact names:

E-mail addresses are:

ANNEX 2 - EQUALITIES PROTOCOL

- (1) The Service Provider shall have a written Equal Opportunities Policy, which shall be produced to the Authority upon request.
- (2) The Service Provider shall, in accordance with its equal opportunities policy, seek to eliminate all unlawful discrimination in its employment and management practices and in the performance of its obligations under the Call-Off Contract.
- (3) The Service Provider shall work with the Authority as reasonably required throughout the term of the Call-Off Contract to advance equality in accordance with the Equality Clause in the Call-Off Contract, and to ensure that the delivery of the Contract is achieved without unlawful discrimination.
- (4) The Service Provider shall work with the Authority as reasonably required throughout the term of the Call-Off Contract to enable the Authority to fulfil its duties under Equality Act 2010 advancing equality of opportunity for all persons, fostering good relations between all persons and eliminating unlawful discrimination.
- (5) In the event that the Service Provider enters into any contract with a subcontractor in relation to the Call-Off Contract, the Service Provider shall impose obligations on such subcontractor to comply with the duties set out in paragraphs (1) to (4) above as if the subcontractor were in the position of the Service Provider, and shall take reasonable steps to ensure that its subcontractors, employees, and workers, engaged by it on work related to the Call-Off Contract, do not discriminate unlawfully against any person.
- (6) The Service Provider shall at its expense provide such evidence to the Authority upon request, as the Authority may require for the purpose of determining whether the Service Provider has complied with paragraphs (1) to (5) above. In particular:
 - (i) The Service Provider shall provide any evidence requested within such timescale as the Authority may reasonably require;
 - (ii) The Service Provider shall attend such meetings as the Authority may reasonably require, for the purpose of determining whether it has complied with paragraphs (1) to (5) above;
 - (iii) The Service Provider shall co-operate fully with the Authority in any way required during the course of the Authority's investigation of the Service Provider's compliance with its duties.
- (7) The Service Provider shall inform the Authority forthwith in writing, should it become aware of any proceedings brought against it in connection with the Call-Off Contract by any persons for breach of the Equality Act 2010.

THE AUTHORITY RESERVES THE RIGHT TO AMEND THIS PROTOCOL FROM TIME TO TIME AS REASONABLY REQUIRED. THE AUTHORITY WILL INFORM THE SERVICE PROVIDER OF AMENDMENTS TO THE PROTOCOL. THE SERVICE PROVIDER IS REQUIRED TO COMPLY WITH THE TERMS OF THE PROTOCOL AS AMENDED FROM TIME TO TIME.

Section 3 – Special Conditions applying to Mayor’s Office for Policing and Crime (MOPAC) and Metropolitan Police Service (MPS)



SECURITY TERMS & CONDITIONS

1. General

1.1 The MOPAC manages the security of its business activities through a process of risk management and this process defines the necessary security requirements.

1.1.1 The Supplier shall :

1.1.1.1 Bring to the attention of the MOPAC any developments (i.e. incidents) likely to give rise to risk to the business of the MOPAC as a result of the provision of services.

1.1.1.2 Ensure that they maintain the Confidentiality, Integrity and (where relevant) Availability of any assets (i.e. information, equipment, premises, etc), which forms part of the provision of services to which the Supplier's representatives have access.

1.1.1.3 Implement appropriate security and business continuity arrangements (as agreed with the MOPAC) in order to protect the related assets and to guarantee service delivery schedules are met.

1.1.1.4 Assign a designated security contact to be referred to as the Designated Security Co-ordinator (DSC) for the provision of services who will have overall responsibility for security. If the DSC assigned is not at Board level alternatively there must be a member of the Board to whom representation of the MOPAC security implications relating to the provision of this service can be directed.

1.1.1.5 The DSC must be able to demonstrate an appreciation of security and be able to promote/foster a good security culture where it relates to the management of this Agreement. Where deemed appropriate, the MOPAC may require that the individual (and any other relevant employees) to attend agreed security awareness

training, which will be at the expense of the Supplier. Where the Supplier deems it relevant, the DSC may assign a Single Point Of Contact (SPOC) for the responsibility of the day-to-day security management. However, the SPOC must report to the DSC.

- 1.1.1.6 Ensure no asset relating to the provision of services is disclosed to a third party without the prior written consent of the MOPAC.
- 1.1.1.7 Ensure, during the lifetime of the Contract and for a minimum of six (6) years following the expiry date, that all information as per the terms & conditions regarding the agreed elements of the service provision remains the property of the MOPAC.
- 1.1.1.8 Advise the MOPAC immediately of any potential and/or actual security incidents that may directly and/or indirectly affect the secure delivery of the provision of services.
- 1.1.1.9 Agree to their premises, operations, policies, procedures and security arrangements used in connection with the delivery of the provision of service, being subject to audit and inspection by the MOPAC and/or its representatives, at any time during the life of the Agreement.
- 1.1.1.10 Where it is identified as a requirement, give MOPAC auditors appropriate access to systems which may have been used as part of the delivery of the provision of services to enable them to carry out their audit responsibilities. Where there is a requirement for such access to be 'on-line', the Supplier shall work with the MOPAC to implement an acceptable way of achieving this.
- 1.1.1.11 Within their response, state whether any aspects of the provision of services (e.g. support arrangements, Service Desk service, etc) will be managed outside of the European Union (EU).
- 1.1.1.12 Where there will be any such proposals, the Supplier must ensure that there are appropriate arrangements (e.g. 'Safe Harbor

Agreements', etc) in place. Any such agreements must receive approval from the MOPAC's Data Protection Officer.

1.1.1.13 In order to ensure that the MOPAC remain compliant with the Data Protection Act 1998, where it is identified by the MOPAC's Data Protection Officer that any such agreements require amendments, the Supplier must agree to the acceptance of such amendments.

1.2 There may be a requirement for the Successful Bidder to sign up to the Ministry of Justice's (MoJ) secure e-mail facility (CJSM) at their own expense where this is a requirement of the service. This is to be used for the secure exchange of information (e.g. emails, data transfer etc) between the MOPAC representatives and or the Agreed Supplier as well as between the successful Successful Bidder and their own third party providers where this may be relevant.

1.3 In addition to any requirements outlined within other associated documentation (e.g. the Statement of Requirements document, etc), the Supplier must comply with current legislation in particular the provisions of (but not limited to) the:

- Computer Misuse Act 1990;
- Copyright, Designs and Patents Act 1988;
- Data Protection Act 1998;
- Freedom of Information Act 2000; and
- Official Secrets Act 1911 and 1989.

1.4 Personnel Security

1.4.1 The Supplier must ensure all persons requiring access to any assets for the provision of services are authorised to do so by the DSC following consultation (where relevant) with the MOPAC' Client Sponsor. The

Supplier must keep records of all Contract representatives (including agents and/or sub-Suppliers) who have been authorised.

1.4.2 The Supplier must:

- 1.4.2.1 Accept that the DSC and any appointed SPOC will be required to undergo CTC (Counter Terrorist Checked) security clearance as a minimum) by the MOPAC's Personnel Security Group (PSG)
- 1.4.2.2 Accept that MOPAC will undertake (as a minimum) Initial Vetting Checks (IVC) up to a maximum of Counter Terrorist Checks (CTC) as deemed necessary, in respect of all other Supplier's representatives involved in the delivery of the provision of services. This will require the completion of a Security Questionnaire by any employee accepted to work on any aspect of the provision of services and this security clearance must be renewed as stipulated by MOPAC.
- 1.4.2.3 Remove any Supplier's representative without delay from the MOPAC Agreement, if in the opinion of the MOPAC, any Supplier representative engaged in the provision of service shall misconduct themselves, or if it is not in the public interest for such persons to be employed or engaged by the Supplier on any part of the provision of services.
- 1.4.2.4 Ensure sufficient Supplier representatives who are adequately trained, appropriately certified for their respective roles, are available at all times.

- 1.4.2.5 Maintain procedures to avoid undue dependence on the experience and expertise of individual Supplier representatives.
- 1.4.2.6 Maintain definitions of individual Supplier representative's security responsibilities including those responsibilities relating to individuals working on systems supporting its administrations.
- 1.4.2.7 Maintain security procedures covering all aspects relating to the delivery of the provision of services and ensuring that all such procedures are available to all and observed by all such personnel engaged in the provision of services.
- 1.4.2.8 Ensure that all Supplier representatives working on the provision of services at the Supplier's location/s are identifiable at all times as approved individuals to be within any designated area, which have been approved by the MOPAC. This also includes location/s relating to any sub-Suppliers', agents', etc which will form part of the provision of services.
- 1.4.2.9 Ensure that all Supplier representatives required to visit MOPAC premises as part of the provision of services are identifiable at all times by wearing and/or presenting an appropriate pass in Contract with the MOPAC.
- 1.4.2.10 Maintain an ongoing security awareness and education programme where it relates to the provision of services.

1.5 Business Continuity

- 1.5.1 In addition to any business continuity/disaster recovery requirements specific to the secure delivery of the Agreemented services, the Supplier must:
 - 1.5.1.1 Produce a Corporate Business Continuity Plan, which takes into account the requirements in relation to the delivery of the

provision of service and which will need to be reviewed and agreed (as a minimum) annually with the MOPAC.

1.5.1.2 Ensure all associated representatives are aware of the Business Continuity arrangements and are kept informed of any changes to the plan.

1.5.1.3 Ensure the Business Continuity arrangements are tested as a minimum annually or as agreed with the MOPAC.

MOPAC INSURANCE SCHEDULE

Third Party Public and Products Liability Insurance

Insured

The Contractor

Interest/Insured Risks

To indemnify the Insured in respect of all sums that it may become legally liable to pay as damages (including claimant's costs and expenses) in respect of accidental:

- (i) death, bodily injury to, or sickness, anguish or shock whether mental or otherwise, or illness or disease contracted by any person (other than employees of the Contractor);
- (ii) loss or damage to property;

happening during the Period of Insurance (as defined below) and arising out of or in connection with the provision of the Services and/or the Contract.

Limit of Indemnity

Not less than £10,000,000 (ten million pounds) in respect of any one occurrence the number of occurrences being unlimited, but in respect of products liability not less than £10,000,000 (ten million pounds) for each and every occurrence and in the aggregate per annum and, in respect of pollution liability (to the extent pollution liability is insured by the policy), not less than £1,000,000 (one million pounds) for each and every occurrence.

Territorial Limits

United Kingdom

Jurisdiction relating to policy interpretation

Courts of England and Wales

Choice of Law

This insurance shall be governed in accordance with the laws of England and Wales

Period of Insurance

From the date of the Contract for the duration of the Contract.

Professional Indemnity Insurance

Insured

Contractor

Interest/Insured Risks

To indemnify the Insured in respect of all sums that it may become legally liable to pay (including claimants costs and expenses) as a result of any claim or claims first made against the Insured during the Period of Insurance (as defined below) by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Services and/or the Contract.

Limit of Indemnity

Not less than £1,000,000 (one million pounds) per claim and in the aggregate per annum.

Territorial Limits

United Kingdom

Jurisdiction relating to policy interpretation

Courts of England and Wales

Choice of Law

This insurance shall be governed in accordance with the laws of England and Wales.

Period of Insurance

From the date of the Contract for the duration of the Contract and for a further period of six years following the expiry or earlier termination of the Contract.

Compulsory Insurance

The Contractor and any sub-contractors of the Contractor are required to meet their United Kingdom statutory insurance obligations in full. Insurances required to comply with all statutory requirements including, but not limited to, United Kingdom employers' liability and motor third party liability insurance.

The limit of indemnity for the employers' liability insurance shall not be less than GBP 10,000,000 (ten million pounds sterling) (or such other limit as may be required by law from time to time) for any one occurrence inclusive of costs, the number of occurrences being unlimited.

Section 4 – Special Conditions applying to Greater London Authority (GLA)

GLA INSURANCE LEVELS



BILLING



Section 5 – Special Conditions applying to any other Functional Body.

Not Used.

SCHEDULE 3 – SPECIFICATION

TfL/91768 – Pan GLA Transcription & General Note Taking Services

1 Introduction

The Greater London Authority (GLA) Group comprises of the following Functional Bodies:

- Transport for London (TfL)
- Greater London Authority (GLA)
- London Fire and Emergency Planning Authority (LFEPA)
- Mayor's Office for Policing and Crime (MOPAC)
- London Legacy Development Corporation (LLDC)
- Old Oak and Park Royal Development Corporation (OPDC)

1.1 Transport for London

Transport for London (TfL) is responsible to the Mayor and the Greater London Authority for the delivery of integrated transport services in London. It includes the maintenance and operation of 580km of main roads, operation bus and other transport services and congestion charging in the London area.

As one of the world's leading transport authorities, TfL aim to provide the most integrated, efficient, accessible, reliable and safe service possible, supporting London's economic development, environment and our local communities. It is made up of the following 16 companies:

1. TfL Corporate
2. Surface Transport
3. Taxi and Private Hire
4. Transport Trading Limited
5. London Underground Limited
6. London Bus Services Limited
7. London River Services Limited
8. Victoria Coach Station Limited
9. London Dial –A-Ride Limited
10. London Transport Museum
11. Docklands Light Railway
12. Rail for London Limited
13. London Overground
14. London Trams
15. Crossrail Limited
16. Tube Lines Limited

1.2 Greater London Authority

The Greater London Authority was created by the GLA Act of 1999 and was formally established on 3 July 2000. The Authority supports both the Mayor of London in successfully developing and delivering strategies for London and the London Assembly in effectively scrutinising the work of the Mayor and representing the interests of Londoners. The Authority works as a strategic organisation to design a better future for London by supporting the Mayor of London and the London Assembly, irrespective of their political background. It is a permanent body, currently based in City Hall.

1.3 London Fire and Emergency Planning Authority

The London Fire and Emergency Planning Authority (LFEPA) run the London Fire Brigade (LFB). The LFB is the largest fire and rescue service in the UK. There are 17 members of LFEPA who are appointed by the Mayor of London. Eight are nominated from the London Assembly, seven are nominated from the London boroughs and two are Mayoral appointees.

1.4 Mayor's Office for Policing and Crime

The Mayor's Office for Policing and Crime (MOPAC) is the strategic oversight body which sets the direction and budget for the Metropolitan Police Service (MPS) on behalf of the Mayor. It ensures the Metropolitan Police Service is run efficiently and effectively and holds it, and other criminal justice services, to account on behalf of Londoners. It is also the contracting authority for the MPS.

1.5 Metropolitan Police Service

The Metropolitan Police Service (MPS) employs around 32,000 officers together with about 13,000 police staff and 2,600 Police Community Support Officers (PCSOs). The MPS is also being supported by more than 5,100 volunteer police officers in the Metropolitan Special Constabulary (MSC) and its Employer Supported Policing (ESP) programme. The Metropolitan Police Services covers an area of 620 square miles and a population of 7.2 million.

1.6 London Legacy Development Corporation

The London Legacy Development Corporation was established in 2012, replacing the Olympic Park Legacy Company. It was formed as a mayoral development corporation under the powers of the Localism Act 2011. The mayoral development area covered by the development corporation is the Olympic Park and surrounding areas.

1.7 Old Oak and Park Royal Development Corporation

The Old Oak and Park Royal Development Corporation was launched on 1 April 2015. Its purpose is to use the once-in-a-lifetime opportunity of investment in HS2

and Crossrail to develop an exemplar community and new centre in north-west London, creating opportunities for local people and driving innovation and growth in London and the UK.

2 SPECIFICATION FOR LOT 1: TRANSCRIPTION SERVICES.

Each Functional Body has their own separate requirements and these have been detailed below:

2.1 TRANSPORT FOR LONDON (TfL)

Transport for London requires the provision of Professional Transcription Services. The services comprise the production of high quality Transcripts and/or summary notes of meetings and recorded interviews ensuring that:

- The nature of the case is adequately captured.
- Transcripts are produced in a consistent and accurate format as determined by the relevant Authority.

The requirement is split into two different parts using a two tier approach:

Tier one:

Provision of Professional Transcription Services' primarily but not exclusively in connection with complex cases as determined by HR. Transcribers are required to attend meetings at TfL sites in order to take detailed notes and subsequently prepare transcripts and/or summary notes of the discussion.

Tier two:

Provision of Note Takers, for matters of a non-complex nature requiring a more basic summary note taking service. (This requirement now forms part of Lot 2 – General Note Taking Services)

2.1.1 Delivery

2.1.1.1 The Service Provider shall provide and/or deliver (but not limited to) the following:

- 2.1.1.1.1 An experienced Transcriber to attend within 4 hours of booking (in urgent cases) to provide a professional and accurate verbatim service.
- 2.1.1.1.2 An experienced Transcriber to attend within 48 hours of booking (or as requested at point of booking) to provide a professional and accurate verbatim service.
- 2.1.1.1.3 A Transcription Service at TfL premises or chosen location.
- 2.1.1.1.4 Guarantee secure storage, secure transfer and delivery of

documents (which in the case of transcription services for TfL Human Resources may, where the client considers it appropriate, be via email).

2.1.1.1.5 Professional Transcribers who are able to maintain high levels of confidentiality and possess excellent customer service skills.

2.1.1.1.6 Quality control and quality assurance procedures.

2.1.1.1.7 Consistently accurate and high quality reports and documents.

2.1.1.1.8 A standard 48 hour turnaround time for transcripts to the agreed Authority standards.

2.1.1.1.9 A draft verbatim transcript to be available in less than 48 hours on request at no additional cost, but the final transcription or summary transcript will remain as a standard 48 hour turnaround.

2.1.2 Data

2.1.2.1 A complete set of records of all the individual transcriptions cases shall be returned to TfL on completion of the Framework Agreement period.

2.1.2.2 Any case information held by the Service Provider is to be securely destroyed after case completion on instruction from TfL

2.1.2.3 The Service Provider shall retain all TfL's records, documents and accounts in connection with this Framework Agreement for at least seven years after the expiry or termination of this Framework Agreement and the Service Provider shall, upon reasonable notice being given by TfL allow access to such records, documents and accounts.

2.1.3 Management Information

2.1.3.1 Transcription bookings by value per period, broken down by:

- Bookings by value & volume (Pan TfL) per period & Year to Date (YTD) spend.
- Bookings by value & volume (Business Unit e.g. Corporate, Surface, Underground)
- Bookings by value & volume per People Management Advice (PMA) Specialist. (This needs to be grouped under the correct Business Unit e.g. Corporate, Surface, Underground)

- Bookings by type Pan TfL and Model.
- Number of cancellations Pan TfL & Model value & volume per People Management Advice (PMA) Specialist.

2.1.4 Cancellation Charges

2.1.4.1 TfL will not be liable to pay any cancellation fee provided that the Service Provider has received notification of the cancellation by telephone or by e-mail a minimum of 24 hours prior to the start of the agreed booking.

2.1.5 Service Level Agreement

2.1.5.1 The Service Level Agreement has been attached as Appendix 1

2.2 GREATER LONDON AUTHORITY (GLA)

Background information

The London Assembly, part of the Greater London Authority (GLA), requires the provision of Transcription Services in relation to Assembly and Committee meetings held at City Hall, The Queen's Walk, London, SE1 2AA.

Responsibilities of the Assembly

The Assembly, represented by the Head of Committee and Member Services or his representative will be responsible for:

- Providing due notice of all meetings where Transcription Services are needed. Assembly and Committee meetings are planned a year in advance, at May each year, but alterations to the plan can arise as time passes and occasional urgent or emergency meetings can be called. Committee Services staff will notify the Service Provider as soon as a new or urgent meeting has been called.
- Taking recordings of the meetings on a legal recording system and transferring the recordings to a secure extranet in wav format.
- Responding promptly if any problems are being encountered with the quality of the transcripts received back from the Service Provider, so that matters can be set right.
- Assessing whether the service standards are being met.

The GLA estimates that there will be about 100 meetings to be transcribed in a year. Meetings last, on average, two and a half hours. The calendar of meetings

for the year is agreed each May, but there are a small proportion of meetings for which transcription is not required or which are arranged or rearranged. Formal notification of meetings requiring transcription will be given by Thursday of the previous week.

Copies of the meeting minutes and past transcripts are available in the Meetings Papers on the GLA website. Please click on the link below.

<http://www.london.gov.uk/moderngov/mgCalendarMonthView.aspx?GL=1&bcr=1>

2.2.1 GLA Services required

The Transcription Service must meet the service standards set out below:

- 2.2.1.1 The Transcript must be completed in accordance with the GLA's style guide (appended) and returned to the GLA normally within 24 hours of provision of the sound file. Occasionally, a longer turnaround period may be stipulated.
- 2.2.1.2 Every meeting has an assigned Committee Clerk, available to the Service Provider to answer any questions and to act as the liaison point for the Service Provider. The Committee Clerk is responsible (acting in support of the Chair of the body in question) for the agenda and papers for the meeting, for the proper conduct of the meeting, and for the minutes of the meeting. Transcripts will normally form part of the minutes of the meeting.
- 2.2.1.3 A sound file will be submitted to the Transcription Service Provider following each meeting, along with a list of attendees.
- 2.2.1.4 There may be other requirements for transcriptions arising from other needs within the Greater London Authority, possibly for meetings arranged by or on behalf of the Mayor and/or by the GLA's Functional Bodies (Transport for London, Mayor's Office for Policing and Crime, London Fire and Emergency Planning Authority, London Legacy Development Corporation and Old Oak and Park Royal Development Corporation).

2.2.2 Service standards to be met

The GLA Assembly requires the following standards, set out in detail in Appendix 2 below to be met:

- Accuracy
- Identification
- Interpretation
- Tone
- Timeliness

Appendix 2

GLA Service standards to be met

1 Accuracy

Transcripts must record what was said (see also “interpretation” below). Where words can sound like other words, we expect the Transcriber to have had regard to the context so that the proper sense is conveyed. For example, “provision for radio flows of traffic in outer London is poor” should be “provision for radial flows of traffic”.

Names must be spelled correctly. It is important to the Assembly that London terminology is correct, for example, place names such as Southwark, Holborn, the river Lea, need to be correct but may sound very different from the way in which they are written.

Proper names and acronyms must always be right. Names of the Assembly Members, of people making presentations to the meeting, and their organisations will always be shown on the agenda and papers for the meeting, which are made available on the website five days before each meeting; and will be included in the confirmation email sent when the sound file is submitted for processing.

2 Identification

The name (including any titles, honours or other initials) and job title of each speaker must be shown.

3 Interpretation

The transcript though not strictly verbatim must be substantially a verbatim report, with repetitions and redundancies omitted and with obvious mistakes corrected but

which on the other hand leaves out nothing that adds to the meaning of the speech or illustrates the argument. It should be in the first person for all speakers. Speakers may sometimes express themselves in a way that will not make sense on the page and the text may be edited to remove any obvious confusion.

4 Tone

Transcripts must show the sense of the meeting. The text should not convey any meaning or atmosphere that was not there at the meeting. For example, if the general consensus of the meeting was one of agreement with the discussion then the text should not read as if there was dissent. This can be a difficult matter for the Service Provider to judge, and is best handled in liaison with the Committee Clerk.

5 Timeliness

Transcripts will normally be required back within 24 hours (one working day) of the meeting in word format via e-mail and the Service Provider should set their prices accordingly. There may be instances when the transcript is needed more urgently (for example, special hearings with the Mayor convened at short notice).

2.2.3 Hardware/Software

A digital audio recording system has been installed at City Hall for the purpose of recording the proceedings of the Assembly and other related bodies using the facilities there. The GLA will provide an audio recording of most meetings. However the Service Provider should also be aware that occasional meetings take place in rooms in City Hall where the GLA's recording system has not been installed. For these meetings, the Service Provider will be required to ensure that their Transcribers have a full audio recording of these meetings in order to provide the service to the required standard.

The GLA system comprises:

- A TRANSERV recording unit.

A supervisory computer controlling recording according to a schedule. In the event that a Transcriber is required on site, the following equipment is also available:

- A player computer providing playback and transcription facilities.
- 2 Notebook computers equipped with the Prism Sound Indexer application.