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1. PURPOSE

- 1.1 The Authority is seeking to procure transcript services.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 MMU provides a media monitoring service to the Prime Minister's Office and other Government departments across Whitehall and smaller Government bodies. The provision of transcripts to these parties is a supplementary service.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The most recent contract expired on 30 September 2016.
- 3.2 The transcripts are required by Government officials and ministers for immediate briefing purposes and as a permanent record of interviews for research and reference purposes. The completed transcript is likely to be distributed to in excess of 100 individual email addresses across several Government departments.

4. DEFINITIONS

Expression or Acronym	Definition
MMU	means Cabinet Office Media Monitoring Unit

5. SCOPE OF REQUIREMENT

5.1 Quality

MMU will provide detailed guidance on house style which will give guidance around punctuation, grammar and spelling of certain words.

5.2 Delivery times

Each five minutes of transmission will be transcribed and delivered within 60 minutes with an additional tolerance of 30 minutes per transcript. It is likely that extremely urgent transcripts of up to 15 minutes in length will be ordered between 0700 and 0900 and be required by 1030.

5.3 Format

MMU will provide guidance on house style in relation to the layout of transcripts as well as conventions on file naming and email subject.

5.4 Recording schedule

5.4.1. National TV

- 5.4.1.1. BBC 1
- 5.4.1.2. BBC 2
- 5.4.1.3. ITV 1
- 5.4.1.4. Channel 4

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5.4.1.5. Five

5.4.2. Freeview

5.4.2.1. BBC News

5.4.2.2. Sky News

5.4.2.3. BBC Parliament

5.4.2.4. BBC World

5.4.2.5. London Live

5.4.2.6. Al Jazeera English

5.4.3. Regional TV

5.4.3.1. All BBC and ITV regions

5.4.4. National Radio

5.4.4.1. BBC Radio 1

5.4.4.2. BBC Radio 2

5.4.4.3. BBC Radio 3

5.4.4.4. BBC Radio 4

5.4.4.5. BBC Radio 5 Live

5.4.4.6. BBC World Service Radio

5.4.4.7. BBC Asian Network

5.4.4.8. LBC 97.3

5.4.4.9. Talk Radio

5.4.4.10. Talk Sport

5.4.5. Regional Radio

5.4.3.1. All BBC regions

5.4.3.2. Capital FM (London)

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5.5 Additional transcript sources

- 5.5.1. Audio and video files available on line via the BBC iPlayer or other websites such as parliamentlive.tv.
- 5.5.2. Broadcast quality audio and visual files supplied in MP3 or MP4 format.

5.6 Third parties

Suppliers are welcome to use third parties to produce transcripts but must take ownership of the final product and ensure that the accuracy meets KPI standards. Suppliers must ensure that any break in transmissions from third party recordings or third party websites are completed from other sources.

5.7 Email address and phone number

The supplier will provide an email address for transcript orders that will be monitored 24/7 for transcript orders. The supplier will provide a telephone number that can be used 24/7 so that any issues with outstanding transcript orders can be discussed. The supplier will confirm receipt of orders within 15 minutes. Completed transcripts will be delivered by email to REDACTED

Contacts

The supplier will designate an account manager who will ensure KPIs are maintained and a customer service manager to deal with issues concerning specific transcripts.

6. THE REQUIREMENT

- 6.1 Transcripts will be required at any time 24 hours a day 7 days a week. The transcript will be verbatim any inaudible words will be typed and marked as unclear. MMU will specifically identify the clip that is required including date, channel, start time, end time and key speakers. All transcripts should start and end with complete sentences. In the majority of cases the transcript should start with the introduction of the interviewee and the first question. If a longer introduction is required this will be requested as part of the order.

7. KEY MILESTONES

- 7.1 Once the contract has been awarded and a date for the commencement of the service agreed the supplier must be prepared to deliver transcripts as in clause 5.2.
- 7.2 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Commencement of services.	Within one week of Contract Award
2	Adherence to MMU house style	One month from first transcript order

8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority's responsibilities will be
- 8.1.1 to manage the Media Monitoring Transcripts contract
 - 8.1.2 to review the performance of the provider

9. REPORTING

- 9.1 The Cabinet Office Contract Manager responsible for the day to day management of the contract is REDACTED.

10. VOLUMES

- 10.1 MMU does not normally commission transcripts from external suppliers without an order from a Government department. Volumes are dependent on these orders and cannot easily be quantified. In recent months demand has been low in the region of 15-25 transcripts a month with an average length of 8-12 minutes. This cannot be used as an indication for future volumes and there is no guaranteed minimum value.

11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration. By implanting regular feedback given by MMU in terms of customer service, speed of delivery and accuracy of transcripts.

12. SUSTAINABILITY

- 12.1 The Potential Provider should have regard to minimising the environmental impact of delivering the contract, through for example using digital means of delivery wherever possible to minimise paper use.

13. QUALITY

- 13.1 N/A

14. PRICE

- 14.1 The pricing structure and marking is set out in Appendix B.

Question Number	Question	Max Score available	Weighting %
6.1	0 – 1 minute long broadcast (price per single transcript)	100	5
6.2	1 – 5 minutes long broadcast (price per single transcript)	100	30

6.3	6 – 15 minutes long broadcast (price per single transcript)	100	40
6.4	16 – 30 minutes long broadcast (price per single transcript)	100	20
6.5	31 – 60 minutes long broadcast (price per single transcript)	100	5

14.2 Prices are to be submitted via the e-Sourcing Suite by completing Appendix E – Pricing Schedule excluding VAT.

15. STAFF AND CUSTOMER SERVICE

15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Media monitoring transcripts Contract in order to consistently deliver a quality service to the Authority.

15.2 Potential Provider's staff assigned to the Media monitoring transcripts. Contract shall have the relevant qualifications and experience to deliver the Contract.

15.3 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.

16. SERVICE LEVELS AND PERFORMANCE

16.1 The Authority will measure the quality of the Supplier's delivery by:

16.1.1 Transcript orders to be acknowledged by e-mail within 15 minutes

16.1.2 Each 5 minutes of transmission transcribed within one hour of original order with a 30 minute tolerance in each transcript

16.1.3 The transcript should be verbatim with only one error per 1000 words acceptable. Any further errors will result in the transcript charge being waived by the supplier

16.1.4 There should be no gaps in the transcript as a result of the recording not being available (see 5.6).

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Customer service	Transcript orders to be acknowledged by e-mail within 15 minutes	95%
#2	Delivery	Each 5 minutes of transmission transcribed within one hour of original order with a 30 minute tolerance in each transcript	95%
#3	Accuracy	The transcript should be verbatim with only one error per 1000 words acceptable. Any further errors will result in the transcript charge being waived by the supplier	98%

#4	Completeness	There should be no gaps in the transcript as a result of the recording not being available (see 5.6).	100%
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16.2 Any more than one error per 1000 words will result in the transcript charge being waived.

16.3 The contract will be terminated following two consecutive months where KPIs and SLAs have not been met.

17. SECURITY REQUIREMENTS

17.1 All MMU material is open source and in the public domain. Staff do not need to be vetted. But should adhere to customer confidentiality.

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

18.1 Transcripts must be provided free of any copyright and any royalties should be paid by the supplier.

19. PAYMENT

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

19.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

19.3 The purchase order number as provided by Cabinet Office must be quoted on each invoice.

20. ADDITIONAL INFORMATION

20.1 N/A

21. LOCATION

21.1 The Services will be carried out at the supplier's office.