

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

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

**Media Monitoring Unit Transcripts Contract**

**Contract Reference: CCCO20A12**

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## 1. PURPOSE

- 1.1 To provide the Cabinet Office Media Monitoring Unit with verbatim transcripts of interviews, clips and reports from broadcast news media.

## 2. BACKGROUND TO THE CUSTOMER

- 2.1 The Cabinet Office Media Monitoring Unit (herein, the 'Customer') provides a 24/7 team providing briefings and summaries taken from print and broadcast media to distribute to Government departments and agencies across Whitehall.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Part of the Customer's provision to Government departments involves provision of a transcript service which is most effectively done through a third party body. Transcripts are delivered to the Customer via email and then distributed by the team to Government departments.
- 3.2 Transcripts are used by Government departments as essential tools to check against delivery and to ensure consistency of message as well as to ensure stakeholders are properly briefed.
- 3.3 The Customer operates 24 hours a day seven days a week and transcripts can be requested at any time during these periods.

## 4. DEFINITIONS

Expression or Acronym	Definition
Transcript	Full verbatim transcript of the requested report, interview or report.
MMU	Cabinet Office Media Monitoring Unit (the Customer)

## 5. SCOPE OF REQUIREMENT

### 5.1 Quality

- 5.2 The Customer will provide detailed guidance on house style which will give guidance around punctuation, grammar and spelling of certain words.

### 5.3 Delivery times

- 5.4 Each five minutes of transmission will be transcribed and delivered within 60 minutes with an additional tolerance of 30 minutes per transcript.

### 5.5 Format

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

### 5.7 Recording schedule

- 5.8 Suppliers must be able to access and transcribe from the following TV and radio stations:

**5.9 National TV**

- 5.9.1 BBC 1
- 5.9.2 BBC 2
- 5.9.3 ITV 1
- 5.9.4 Channel 4
- 5.9.5 Five

**5.10 Freeview**

- 5.10.1 BBC News
- 5.10.2 Sky News
- 5.10.3 BBC Parliament
- 5.10.4 BBC World
- 5.10.5 London Live
- 5.10.6 Al Jazeera English

**5.11 Regional TV**

- 5.11.1 All BBC, STV and ITV regions

**5.12 National Radio**

- 5.12.1 BBC Radio 1
- 5.12.2 BBC Radio 2
- 5.12.3 BBC Radio 3
- 5.12.4 BBC Radio 4
- 5.12.5 BBC Radio 5 Live
- 5.12.6 BBC World Service Radio
- 5.12.7 BBC Asian Network
- 5.12.8 LBC 97.3
- 5.12.9 Talk Radio
- 5.12.10 Talk Sport

**5.13 Regional Radio**

- 5.13.1 All BBC regions in England, Wales, Scotland and Northern Ireland
- 5.13.2 A variety of commercial radio sources.

**5.14 Additional transcript sources**

5.15 Audio and video files available on line via the BBC iPlayer or other websites such as parliamentlive.tv.

5.16 Broadcast quality audio and visual files supplied in MP3 or MP4 format.

### 5.17 **Third parties**

5.18 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 are completed from other sources.

### 5.19 **Email address and phone number**

5.20 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.

## 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. The Customer 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 AND DELIVERABLES**

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 described in this document.

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

7.3 The following Contract milestones/deliverables shall apply:

<b>Milestone/Deliverable</b>	<b>Description</b>	<b>Timeframe or Delivery Date</b>
1	Commencement of services to meet with the scope of requirement	Within week 1 of Contract Award

## 8. **MANAGEMENT INFORMATION/REPORTING**

8.1 NONE

## 9. **VOLUMES**

9.1 The Customer 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 and a value of £1800 to £2500 a month. This cannot be used as an indication for future volumes and there is no guaranteed minimum value.

## **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 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.
- 10.3 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. SUSTAINABILITY**

- 11.1 Bidder should indicate that their infrastructure could support any increases or decreases in the volume of work.

## **12. QUALITY**

- 12.1 The Customer will provide detailed guidance on house style which will give guidance around punctuation, grammar and spelling of certain words.
- 12.2 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.

## **13. PRICE**

- 13.1 Pricing should be by length of audio/broadcast worked from as per the table in Attachment 4 – Price Schedule.
- 13.2 Pricing should be the same at weekends and out of hours.
- 13.3 Prices are to be submitted via the e-Sourcing Suite in Attachment 4 – Price Schedule (excluding VAT and including all other expenses relating to Contract delivery).

## **14. STAFF AND CUSTOMER SERVICE**

- 14.1 The Supplier shall provide cover 24 hours a day, seven days a week throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the necessary speed and accuracy required to deliver timely and accurate transcripts to the Authority.
- 14.3 The Supplier 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.

## **15. SERVICE LEVELS AND PERFORMANCE**

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

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.	100%
5	Style	Adherence to the Customer house style	100%

15.2 Frequent instances of transcripts containing more than one error per 1,000 words will be highlighted by the customer and the supplier must put in place a plan to reduce errors. Further instances of transcripts containing more than one error per 1,000 words may result in transcript charges being waived.

15.3 The Customer shall maintain a record of Supplier adherence to the agreed service level and performance timelines. Any non-adherence shall result in performance review meetings between the Customer and the Supplier, to provide a full debrief and explanation as to why the service level agreement was not met. Improvement plans shall also be established here. Performance Management shall be in accordance with the Framework terms and conditions.

15.4 Where the Successful Provider fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Customer reserves the right to seek early termination of the Contract in accordance with the Framework terms and conditions.

## 16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

16.1 All the Customer's material is open source and in the public domain. Staff do not need to be vetted, but they should adhere to customer confidentiality.

## **17. PAYMENT AND INVOICING**

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 The purchase order number as provided by Cabinet Office must be quoted on each invoice.

## **18. CONTRACT MANAGEMENT**

- 18.1 Attendance at any Contract Review meetings shall be at the Supplier's own expense.

## **19. LOCATION**

- 19.1 The location of the Services will be carried out at the Supplier's premises.