

Mendip Media Group Limited (Trading as Appen)
Herschel House, 58 Herschel Street, Slough, Berkshire, SL1 1PG

FAO: **[REDACTED]**
Email: **[REDACTED]**

Date: **1 April 2022**
Your Reference: **N/A**
Our Reference: **TIS0523**

Dear Caroline,

Provision of Transcription Services to The Insolvency Service

Following your proposal for the continued provision of transcription services to **[REDACTED]**, we are pleased confirm our intention to award this contract to you.

The attached contract details ("**Order Form**"), contract conditions and the Annexes set out the terms of the contract between The Insolvency Service and Mendip Media Group Limited (Trading as Appen) for the provision of the deliverables set out in the Order Form.

We thank you for your co-operation to date and look forward to continuing the successful working relationship and smooth and successful delivery.

This Letter, the Order Form, Contract Conditions and Annexes have been issued via DocuSign. Please confirm your acceptance of the Terms and Conditions by signing as directed within **14** calendar days from the date of this Order Form. No other form of acknowledgement will be accepted. Please remember to include the reference number above in any future communications relating to this contract.

The Insolvency Service will then arrange for Order Form to be countersigned and a copy returned to you which will create a binding contract between the parties.

Yours faithfully,

[REDACTED]

Commercial Business Partner, Corporate Services and Operations Category
Insolvency Service Commercial Team



Order Form

Contract Reference	TIS0523	
Date	04/04/2022	
Buyer	The Insolvency Service 16th Floor, 1 Westfield Avenue Stratford, London, E20 1HZ	
Supplier	Mendip Media Group Limited (Trading as Appen) Herschel House, 58 Herschel Street, Slough, Berkshire, SL1 1PG	
The Contract	<p>The Supplier shall supply the deliverables described below on the terms set out in this Order Form and the attached INSS Standard Terms and Conditions ("Conditions") and any Annexes.</p> <p>Unless the context otherwise requires, capitalised expressions used in this Order Form have the same meanings as in Conditions.</p> <p>In the event of any conflict between this Order Form and the Conditions, this Order Form shall prevail.</p> <p>Please do not attach any Supplier terms and conditions to this Order Form as they will not be accepted by the Buyer and may delay conclusion of the Contract.</p>	
Deliverables	Goods	Not Applicable.
	Services	<p>Provision of secure audio transcription services for witness statements and interviews under caution which includes but is not limited to the following:</p> <p>Full verbatim transcriptions for presentation as evidence in court</p> <p>Summary transcription: in accordance with Insolvency Service in-house style to provide a precis transcript which maintains the integrity of the interview for presentation as evidence in court</p> <p>Turnaround times must be within 5 to 10 working days</p> <p>Minimum threshold of 98% accuracy</p> <p>Transcribers must meet minimum security vetting requirements (Basic DBS check)</p> <p>To be performed remotely at the Supplier's premises for submission to the Authorised Representatives. This extends to Appen Employees working from home using Appen Equipment via VPN (Virtual Private Network) to an Appen secure server.</p>
Specification	The Specification contains the Deliverables and are set out in Annex 2 below.	
Term	<p>The Term shall commence on Friday 1 April 2022 and the Expiry Date shall be Friday 31 March 2023.</p> <p>Unless it is otherwise terminated in accordance with the terms and conditions of this Contract.</p>	



Charges	The Charges for the Deliverables shall be as set out below in Annex 3.	
Payment	All invoices must be sent, quoting a valid purchase order number (PO Number), to: payments@insolvency.gov.uk Within 10 Working Days of receipt of your countersigned copy of this letter, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice. To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment, please contact our Accounts Payable section either by email to: payments@insolvency.gov.uk	
Buyer Authorised Representative(s)	For general liaison your contact will continue to be: [REDACTED] Email: [REDACTED] Tel: [REDACTED]	
Address for notices	Buyer: The Insolvency Service <i>16th Floor, 1 Westfield Avenue Stratford, London, E20 1HZ</i> FOA: [REDACTED] Commercial Business Partner Email: [REDACTED]	Supplier: Mendip Media Group Limited (Trading as Appen) <i>Rockeagle House, Pynes Hill, Exeter, EX2 5AZ</i> FOA: [REDACTED] Director Secure Facilities Email: [REDACTED]
Key Personnel	Buyer: The Insolvency Service <i>16th Floor, 1 Westfield Avenue Stratford, London, E20 1HZ</i> FOA: [REDACTED] Commercial Business Partner Email: [REDACTED]	Supplier: Mendip Media Group Limited (Trading as Appen) <i>Rockeagle House, Pynes Hill, Exeter, EX2 5AZ</i> FOA: [REDACTED] Director Secure Facilities Email: [REDACTED]
Procedures and Policies	For the purposes of the Contract the Staff Vetting Procedures, data security requirements, equality and diversity policy and environmental policy are available on request from the Authorised Representative. The Buyer may require the Supplier to ensure that any person employed in the delivery of the Deliverables has undertaken a Disclosure and Barring Service check. The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a " Relevant Conviction "), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.	



Signed for and on behalf of the Supplier	Signed for and on behalf of the Buyer
Name: [REDACTED] Director Secure Facilities, Exeter	Name: [REDACTED] Commercial Business Partner, Corporate Services and Operations Category
Date: 01/04/2022	Date: 04/04/2022
Signature: [REDACTED]	Signature: [REDACTED]



Annex 1 Authorised Processing Template

Contract:	TIS0523 Secure Transcription Services
Date:	04/04/2022
Description of Authorised Processing	Details
Subject matter of the Processing	Audio recordings of fraud investigations.
Duration of the processing	Ad hoc service with 5 and 10 working day delivery.
Nature and purposes of the processing	Provision of verbatim transcription and summarisation from taped interviews carried out under caution.
Type of Personal Data	Names, Address
Categories of Data Subject	Interviews under caution in connection with financial fraud investigations.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	30 days after delivery

Annex 2 Specification

Provision of secure audio transcription services for witness statements and interviews under caution (in accordance with PACE 1984) which can include but is not limited to the following:

- Full verbatim transcriptions for presentation as evidence in court
- Summary transcription: in accordance with Insolvency Service in-house style to provide a precis transcript which maintains the integrity of the interview for presentation as evidence in court
- Turnaround times must be within 5 to 10 working days
- Minimum threshold of 98% accuracy
- Transcribers must meet minimum security vetting requirements (Basic DBS check)

Annex 3 Charges

Service	Timescales for Turnaround	Rate Per Folio
Full Transcription (Urgent)	Five (5) working days	[REDACTED]
Full Transcription (Standard)	Ten (10) working days	[REDACTED]
Summary Service	Ten (10) working days	[REDACTED]

The total value of this contract shall not exceed £20,000.00