General Dental Council: Information released under the Freedom of Information Act

Date released: 4 July 2022

Request:

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Transcription & Logger Services for the General Dental Council:

https://www.contractsfinder.service.gov.uk/Notice/6dc22246-1810-461a-bb6a-42f7dac13c47

The details we require are:

1. What are the contractual performance KPI's for this contract?
2. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date
4. Start date & duration of framework/contract?
5. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
6. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
7. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
8. Who is the senior officer (outside of procurement) responsible for this contract?

Thank you for your help.

Response:

Thank you for your request for information dated 20 May 2021 requesting details in respect of the contract for “Transcription & Logger Services for the General Dental Council”:

https://www.contractsfinder.service.gov.uk/Notice/6dc22246-1810-461a-bb6a-42f7dac13c47)

The specific questions asked are:

1. What are the contractual performance KPI's for this contract?
2. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date
4. Start date & duration of framework/contract?
5. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
6. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
7. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
8. Who is the senior officer (outside of procurement) responsible for this contract?

Your request is being handled under the Freedom of Information Act 2000 (the FOI Act).

In response to your request, please see below using the same numbering:
1. a) Logger services and attendance: that we are provided with suitably qualified staff, who attend the hearing with reference to the prescribed time frames or as agreed locally at an event, that they are able to record the hearings event in full and with sufficient notes/annotation to enable full transcription should it be required. Any deviations from this will be assessed as they arise.

b) Transcription services: we set deadlines for the provision of transcripts according to urgency and expect to receive such requests within agreed deadlines. Any deviations from this would be discussed and assessed as they arise.

2. No PQQ process was used in the procurement. This is a further competition from an existing framework. This information relates to the procurement process that the GDC operated and not the procurement process for the framework. You will need to make further enquiries in relation to the framework to the HCPC who are the organisation managing that arrangement.

Successful: Marten Walsh Cherer Ltd
Unsuccessful: Appen, Epiq, Ubiquis

3. The spend on the provision of loggers and transcripts from the inception of the current agreement until end of May 2022 is £382,104.36 (inc. VAT). This relates to the contract the GDC has and not the spend on the framework as a whole. You will need to make further enquiries in relation to the framework to the HCPC who are the organisation managing that arrangement.

4. Contract period is from 1 October 2020 for 3 years and 12 days including extension that has been operated. This relates to the contract the GDC has and not the framework as a whole. You will need to make further enquiries in relation to the framework to the HCPC who are the organisation managing that arrangement.

5. See Appendix 1 (attached)

6. 12-month extension clause in contract has been operated. This relates to the contract the GDC has and not the spend on the framework. You will need to make further enquiries in relation to the framework to the HCPC who are the organisation managing that arrangement.

7. Contract has been extended. The framework is not managed by the GDC so you will have to make further enquiries in relation to this with the HCPC.

8. The senior non-procurement person is Val Shepherd, Senior Hearings Manager.

Where we have advised to contact the Health and Care Professionals Council (HCPC), please use this link which shows how to make a request to them for the relevant information under the Freedom of Information Act: How to make a request | (hcpc-uk.org)
Appendix 1

SPECIFICATION OF REQUIREMENTS

1. INTRODUCTION

1.1. The Fitness to Practise (FTP) panel is the regulatory arm of the GDC that make decisions on dental professionals' fitness to practise and hears a wide range of cases including Conduct, Health, Performance, Interim Orders, Restoration Applications and Registration Appeals.

1.2. The Hearings team draws on an FTP panel of approximately 150 members comprising dentists, dental care professionals and lay members who have been independently recruited via a public and transparent process by the GDC Appointments Committee.

1.3. The Hearings Team and FTP Panel work on behalf of the GDC which are neutral and aim to hear cases fairly and efficiently.

1.4. Hearings normally comprise of a three-person panel plus Legal Adviser, Committee Secretary and Hearings Support Officers. Only panel members make the decisions. It is necessary to record all hearings automatically in order to have a record in case of an appeal to the High Court or in case of queries about the hearing.

1.5. The GDC is looking to procure a Service Provider to support the new implementation of its Digital Audio Recording Technology and Storage system (DARTS) which operates within the GDC’s Hearings rooms based at 37 Wimpole St. The Service Provider will provide transcription services requested by the GDC Hearing Team and recorded on either GDC technology or Service Provider technology (including recordings stored by the GDC but created by a previous Service Provider).

1.6. Transcription services are required on an ad hoc basis upon request from GDC Hearing Team. Please be advised not all hearings require transcription service.

1.7. Access will be given via a secure file share arrangement to transfer DARTS generated recordings post-COVID at venue-based hearings. The turnaround starts from our request for the transcript.

1.8. The Service Provider will also be required to provide loggers who will take notes/annotations and also create the recording for virtual GDC Hearings, which have recently been implemented to address the current COVID-19 emergency. These are GDC Hearings that take place via Video Conferencing Software and do not have access to the DARTS recording and annotation technology. Currently the GDC uses either Skype for Business or Microsoft Teams as the platforms for virtual hearings. The requirement to log virtual GDC hearings is an additional requirement in order to provide a high-quality recording should a transcript of the virtual hearing be required. Depending on the technology solutions employed by the GDC in the future, and the percentage of hearings that may be run virtually, the requirement to provide loggers may be adjusted in the future. The chosen Service Provider will have a proven track record of providing this service to similar organisations using suitably qualified and experienced personnel. Full details are set out in the specification below.

2. CONTRACT PERIOD

2.1. The contract will run for length of the HCPC Framework. The contract will commence on 01 October 2020 and expire on 14 October 2022, however, the GDC may exercise its right to extend the contract for a further period of up to 12 months.

3. SCOPE
3.1. In 2019 the GDC held 1017 productive hearing days representing approximately 75% of listed days. When running at full capacity the GDC would aim to run four or five hearings a day in parallel. Under the COVID-19 emergency the number of hearings days running in parallel has been heavily reduced, but the GDC aims to increase the number of hearings running in any one day in parallel to 4 from September 2020, and then 5 later in the year. The GDC currently has no specific requirement to hold hearings outside London, however, it is always possible there might be a business need to hold particular hearings at locations outside of London, particularly if it is not possible to hold the hearing at a venue in London. The GDC is currently operating virtual hearings and when circumstances allow, will return to a mix of venue-based and virtual hearings. It is anticipated that a return to [initially very limited] physical hearings will take place during Q4 of 2020.

3.2. **Transcription Service**

3.3. The GDC requires the Service Provider to:
   - Produce and provide transcripts either immediately, or on request, at any stage after the event;
   - Provide urgent transcripts of complete hearings within 1 working day where requested.
   - Provide expedited turnaround times of not less than 3 working days for transcripts where requested.
   - Provide efficient turnaround times of not less than 5 working days for other transcripts required.

3.4. The GDC may require cost quotes to be produced for each of these deadlines upon request.

3.5. **Logger Service**

3.6. The GDC requires the Service Provider to provide a suitably trained and experienced logger (including any relevant accreditation and membership) who will take notes/annotations alongside the recordings for virtual GDC Hearings that take place via Video Conferencing Software.

3.7. The Service Provider shall ensure that the logger takes sufficient notes/annotations alongside the recording, so that speakers can be correctly attributed in the recording and any circumstances recorded correctly, for example, but not restricted to, the need to make separate private transcripts of material that was not heard in public.

3.8. The record shall be used by the Service Provider to provide a verbatim transcript.

4. **ATTENDANCE**

4.1. Core hours are typically 9.30am to 5.30pm, however proceedings may run over the normal working day from time to time.

4.2. Loggers must be available in ample time to prepare for the hearing.

4.3. Loggers must provide adequate notice if running late or cannot attend the hearing.

4.4. The Logger shall attend throughout the duration of the virtual hearing and take notes/annotations as required by the GDC.

4.5. The Logger will work collaboratively with all parties at a hearing/meeting to ensure that adequate shorthand notes/annotations are taken.

5. **SERVICE LEVELS**
5.1. **Transcription Service**

5.2. The GDC requires costs for transcription services.

5.3. The GDC requires the Service Provider to:

   • Produce and provide transcripts either immediately, or on request, at any stage after the event.
   • Provide urgent transcripts of complete hearings within 1 working day where requested.
   • Provide expedited turnaround times of not less than 3 working days for transcripts where requested.
   • Provide efficient turnaround times of not less than 5 working days for other transcripts required.

5.4. The Service Provider shall not provide transcripts, or copies of transcripts, to any person other than an authorised staff member of the GDC.

5.5. The Service Provider shall produce transcripts only when required to do so by the GDC.

5.6. The Service Provider shall bear all costs in connection with the delivery of transcripts.

5.7. The Service Provider must accept common audio file type and provide secure and safe storage and transport of electronic transcripts, media files and translations to ensure confidentiality of all parties is maintained in line with the Data Protection Act 2018, and any subsequent data protection legislation that is in or may come into force during the contract period.

5.8. The Service Provider must be aware of national legislation that applies to matters such as Information Governance and Health and Safety. The Service Provider may be called upon from time to time to demonstrate how it ensures that these legislative requirements are met. In addition, the Service Provider will be expected to demonstrate good practice in staff training and awareness of IT security and compliance with ISO27001 as well as recognised quality assurance and data protection accreditation, including threat alert/detection.

5.9. **Logger Service**

5.10. The GDC requires costs for Logger’s attendance at virtual hearings.

5.11. The GDC requires the Service Provider to provide a logger who will take notes/annotations alongside the recording for virtual GDC Hearings that take place via Video Conferencing Software.

5.12. The Service Provider would take sufficient notes/annotations alongside the recording, so that speakers can be correctly attributed in the recording and any circumstances recorded correctly, for example the need to make separate private transcripts of material that was not heard in public.

5.13. The record shall be used by the Service Provider to provide a verbatim transcript.

5.14. The Service Provider shall bear all costs, expenses and outlays associated with travel, subsistence and accommodation of its employees, servants, and agents.

5.15. The Service Provider must be aware of national legislation that applies to matters such as Information Governance and Health and Safety. The Service Provider may be called upon from time to time to demonstrate how it ensures that these legislative requirements are met. In addition, the Service Provider will be expected to demonstrate good practice in staff training and awareness of IT security and compliance with ISO27001 as well as recognised quality assurance and data protection...
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