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Contract

Transcription and Recording Services

General Pharmaceutical Council

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-065589

Procurement identifier (OCID): ocds-h6vhtk-04fa7f (view related notices)

Published 15 October 2025, 1:36pm

Scope

Reference

GPhC134

Description

The GPhC have procured the provision of Transcription and Recording services. This Contract has been awarded to 1 Tenderer(s)/Service Provider(s); and scope of services include:

- o Audio Recording
- 1. Supply of Loggers -throughout the United Kingdom- to attend and record in-person 'Fitness to Practise' hearings.
- 2. Provision and storage of high-quality audio recordings, enabling the production of verbatim transcriptions using current technologies.
- 3. Application of appropriate, effective and consistent audio recording(s) labelling/indexing

practices.

- o Transcription
- 1. Provision of verbatim 'Fitness to Practise' hearing transcripts.
- 2. Secure email provision of complete transcripts on 'standard' request within 10 working days.
- 3. Secure email provision of complete transcripts on 'urgent' request within 5 working days.
- 4. Secure email provision of complete transcripts on 'expedited' request within 3 working days.
- o Data Security and Information Governance
- 1. Compliance with the Data Protection Act 2018 and General Data Protection Regulation (GDPR), including registration with the Information Commissioner's Office (ICO).
- 2. ISO 15489 and BS 10012 accreditations, or appropriate Records Management policies and procedures in place, which are compliant with ISO 15489 and BS 10012 standards.
- 3. ISO 27001 accreditation, or appropriate Information Security policies and procedures in place, which are compliant with ISO 27001 standards.
- 4. Data processed within the United Kingdom, or another Country/Territory recognised by the United Kingdom Government as having equivalent levels of Data Protection.
- 5. Application of appropriate and effective measures/processes/procedures/systems to ensure all Agents, including but not limited to Loggers, Transcriptionists and Transcribers:
- i. respect confidentiality of Hearings.
- ii. provide secure and safe production, storage and transport of transcripts and recordings.
- o Communication
- 1. Application of an efficient and intuitive booking and cancellation system.
- 2. Application of an efficient invoicing system.
- o Account Management and Management Information (MI)

to:	C	•	
i. usage.			
ii. expenditure.			

1. Provision of accurate management information/reports on demand, for but not limited

Contract 1. GPhC134: Transcription and Recording Services

Supplier

MARTEN WALSH CHERER LIMITED

Contract value

• £220,000 including VAT

Above the relevant threshold

Date signed

3 October 2025

Contract dates

- 12 October 2025 to 11 October 2027
- Possible extension to 11 October 2028

• 3 years

Description of possible extension:

The duration of this Contract is 3 years; comprising a 2-year fixed term, with an option to extend for 1 period(s) beyond this, of up to 12 months each.

Main procurement category

Services

CPV classifications

- 32342450 Voice recorders
- 32353000 Sound recordings
- 72317000 Data storage services
- 72318000 Data transmission services
- 75231100 Law-courts-related administrative services
- 79996100 Records management

Contract locations

• UK - United Kingdom

Key performance indicators

Name	Description
Objective: Reliability	Performance Indicator: Logger supply and attendance rate. Expected Performance Metric: 100%

Name	Description	
Objective: Punctuality	Performance Indicator: Logger adherence to Hearing schedule. Expected Performance Metric: 100%	
Objective: Efficiency	Performance Indicator: Transcription(s) provided within timescale. Expected Performance Metric: 100%	
Objective: Delivery	Performance Indicator: Transcription(s) accuracy rate. Expected Performance Metric: 100%	
Objective: Delivery	Performance Indicator: Audio Recording quality. Expected Performance Metric: Minimal background noise, echoes and other ambient sounds. Clear speech signals.	

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

MARTEN WALSH CHERER LIMITED

• Companies House: 02669638

Public Procurement Organisation Number: PBRY-5547-ZRVT

27 Old Gloucester Street

London

WC1N 3AX

United Kingdom

Email: gareth@martenwalshcherer.com

Website: https://martenwalshcherer.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. GPhC134: Transcription and Recording Services

Contracting authority

General Pharmaceutical Council

Public Procurement Organisation Number: PXRY-5513-YMDN

Level 14, One Cabot Square, Canary Wharf

London

E14 4QJ

United Kingdom

Email: procurement@pharmacyregulation.org

Website: https://www.pharmacyregulation.org

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government