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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)

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

i. usage.

ii. expenditure.

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