Preliminary Market Engagement

**Supplier Response Form**

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| Instructions  1. To be completed by Supplier.  Disclaimer Please note, any interest shown does not constitute a commitment to participate; and failure to show interest does not restrict suppliers from participating in this and/or any other procurement exercise/s initiated by the General Pharmaceutical Council (GPhC). |

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| Contract Reference | GPhC134 |
| Contract Name | **Transcription and Recording Services** |
| Supplier Name |  |
| Contact Name |  |
| Contact Email |  |

# About Us

The General Pharmaceutical Council (GPhC), a not-for-profit organisation established under the Pharmacy Order 2010, is 1 of 13 Health and Social Care Regulators within the United Kingdom. We regulate Pharmacists, Pharmacy Technicians, and pharmacies in Great Britain, and it is our role to ensure that the public receive safe and effective pharmacy care.

At present, we register c.61,000 Pharmacists, c.25,000 Pharmacy Technicians and c.14,000 pharmacy premises; with c.300 employees, alongside c.380 Associates and Partners working to support the enablement of statutory functions under the governance of our Council.

# What We Do

* Protect the public and provide assurance for the receipt of safe and effective care when using pharmacy services.
* Maintain a register of Pharmacists, Pharmacy Technicians, and pharmacies.
* Approve and accredit Pharmacists, Pharmacy Technicians and pharmacy Support Staff qualifications and training.
* Set standards for pharmacy professionals and pharmacies to enter and remain on our register.
* Request pharmacy professionals and pharmacies provide evidence that they are continuing to meet our standards; including conducting inspections to verify proof/s given.
* Investigate concerns and where necessary to protect patients and the public, or to uphold public confidence in pharmacy, take action to restrict one’s ability to practise.
* Promote professionalism and support continuous improvement, thus assuring quality and safety of pharmacy.

# Preliminary Market Engagement

The GPhC wishes to inform the market of our intention to procure the provision of Transcription and Recording Services.

The purpose of this notice is to raise awareness of our upcoming sourcing activity, gauge accurate levels of market interest, and receive feedback on prospective plans/requirements in advance of the formal procurement process; to be announced through Tender Notice on Find a Tender Service in June (2025).

Scope of services will include, the:

1. Provision of high-quality audio recordings.
2. Provision of translation, interpretation, and video recording services (of/for hearings).
3. Supply of Agents -throughout the United Kingdom- to attend hearings.
4. Production and secure email provision of complete transcripts.
5. Redaction and secure email provision of transcripts.
6. Supply of accurate management information/reports.

We kindly ask that all interested suppliers complete and submit this response form to Anna Kitoki, at [procurement@pharmacyregulation.org](mailto:procurement@pharmacyregulation.org) by 17:00 on 11.04.2025.

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|  | Proposal | Comment/s and Feedback |
| Award | 1 Service Provider |  |
| Indicative Budget | £220,000.00 incl. VAT |  |
| Contract Duration | 3 Years (1 Year + 2 Year extension) |  |
| Participation Conditions | Information Commissioner’s Office (ICO) registration; ISO 15489, BS 10012, and ISO 27001 accreditation or equivalent; no prior early contract termination due to poor performance; ‘Low’ Duns and Bradstreet overall business risk assessment score |  |
| Contract Terms | GPhC Terms and Conditions, with Data Processing Schedule |  |
| Tender Response Time | 28 days (electronic submission via [Delta eSourcing Portal](https://www.delta-esourcing.com/)) |  |
| Technical Weighting | 50% (including Social Value) |  |
| Commercial Weighting | 50% |  |
| Please note, <5 KPIs and quarterly Contract Management meetings will be applicable. | | |