



FEDERAL COURT OF AUSTRALIA



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Property & Procurement

REQUEST FOR TENDER: RFT-2020-0019 FOR THE PROVISION OF TRANSCRIPTION, RECORDING AND AV SUPPORT AND MAINTENANCE SERVICES

Addenda 5 – Questions and Answers

- Q1.** What access will the Service Provider be given from the court rooms to the Comms room to wire up the network connectivity? Will the Service Provider be permitted to wire up a WAN (Wide Area Network)?
- A1.** The Service provider will be given access to the Court rooms and relevant Comms rooms to set up their infrastructure including a WAN.
- Q2.** What are the cameras model/series specified in the Data Pack for the FCA, FCoA and FCC belonging to the court currently being used for? Is their feed currently being relied on for the purposes for remote monitoring and preparation of transcription?
- A2.** The cameras are part of the Courts Video conference infrastructure. Their feed is available to the Service Provider.
- Q3.** The documents specify FCA requires a monitor in the court room to monitor the proceeding. Also the documents specify that In-Court monitoring generally does not occur in FCoA and FCC. Can you clarify that you want FCA In-Court monitoring only and that you won't allow remote monitoring/centralised monitoring model?
- A3.** The requirement as set out in Part B - Statement of Requirements is for all FCA Proceedings at Court Locations (other than Adelaide and Canberra) and FCoA Appeals Division, the Service Provider is responsible for providing In-Court Monitors in Court Rooms. For Proceedings taking place in Court Rooms in Adelaide and Canberra, In-Court Monitoring Services will be undertaken from a dedicated In-Court Monitoring Room at that Court Location.

The In-Court monitor performs task within the court room and is required to be located in the court room and not remotely. See clause 2.5.4 below by way of example:

2.5.4	Audio Monitoring and Start/Stop Recording	<p>The following tasks must be provided by the Service Provider staff completing In-Court Monitoring services (in FCA and FCoA Appeals Division). For Proceedings without In-Court Monitors, the Service Provider must design and implement a process to complete the following tasks remotely:</p> <ul style="list-style-type: none"> > Monitor if the Recording Equipment receives an audio feed from the AV Infrastructure; > Monitor if the Recording Equipment is correctly producing the audio file; > Immediately troubleshoot issues as they occur to ensure consistent quality of Recording; > Activate backup Recording systems; > Notify immediately the relevant Court Registry in the event Recording is likely to be compromised/not possible; > Design and implement a process for Customer personnel located in a Court Room to notify the Service Provider of changes to the start and/or end time for the Recording (eg when the Proceeding start or finish time is early or delayed); > Remote Audio Monitoring to Start/Stop Recording Remotely after notified (where In-Court Monitor present, they will perform the Start/Stop of Recording); and > Design and implement a process to physically indicate to people present in the Court Room that recording has started/ended.
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Q4. What registries have monitor rooms that can be utilised and occupied by the service provider?

A4. For Proceedings taking place in Court Rooms in Adelaide and Canberra, In-Court Monitoring Services will be undertaken from a dedicated In-Court Monitoring Room at the Court Location.

Q5. Is the service supplier only to rely on orders placed by the parties or can it gain access to the parties details through the court to assist with the ordering process? If so, how much time in advance prior to the sitting date?

A5. Yes, the Service provider will receive notification of requirements for Transcription Services / orders from the Customer, Litigants (including legal representatives, Non-Parties, and Media) via the Service Provider's Online Ordering Portal. No access to party details will be provided by the Court.

For Real-Time Transcription Services, the Service Provider will receive notification of requests by the Litigants for this service at least 10 Business Days prior to the Court Sitting/Proceeding in Court Location (Capital City only).

- Q6.** Please provide statistical data on the Native Proceedings with respect sitting days/location/folios?
- A6.** The Court will seek to obtain data and advise.
- Q7.** Will Native Proceeding have a cultural adviser advising on the protocol for performing Native Title Hearings or circuits?
- A7.** This is a requirement of the Service provider as per Part B – Attachment E – Clause 1.
- Q8.** Please clarify under PART D Technical Response Schedule Section 6.1.3 what the response page limit is.
- A8.** Section 6.1.4 should read four (4) pages.
- Q9.1** Assuming there are no switches in the courtroom itself, the switches are instead located at the rack on each floor to allow cabling to run from the recording PC (in any courtroom on that floor) to the switch on that floor. Will this switch provide the service provider with as many ports as there are courtrooms on that floor (on a VLAN) to connect up the recording PC or does the service provider need to supply their own switch?
- Q9.2** Secondly, would the VLAN be created by the court and indicated to the service provider which ports on that switch can be used?
- A9.1** The Service provider will be given access to the Court rooms and relevant Comms rooms to set up their infrastructure including recording equipment, switches and VLAN, WAN. For security and confidentiality of data the Service Providers infrastructure is completely separate from the Courts infrastructure for other than for taking feeds from the AV infrastructure and being accommodated in the Courts racks etc.
- A9.2** The VLAN is part of the Service Providers infrastructure. For security and confidentiality of data the Service Providers will not have access to the Court LAN switches.

Q10. Under Transcription Services 4.1: “Transcription services provide accurate manually produced (i.e not generated by speech to text recognition computer application) records of the words spoken by all participants of proceedings based on high quality audio files produced by recording services and In-Court Monitoring”. Does FCA required this transcription to be manual process?

A10. The Court requires “Transcription services provide accurate manually produced (i.e not generated by speech to text recognition computer application) records of the words spoken by all participants of proceedings based on high quality audio files produced by recording services and In-Court Monitoring”

However there is an option in 4.6

4.6 Optional: Speech to text

Due to the complex nature of the Customer’s environment, flexibility is often required. Technology, when leveraged effectively, can be useful in achieving this. The Customer is looking to Service Provider to propose available speech-to-text solution and how they may be of assistance in the provision of Transcription Services in future. The Customer understands that this is an emerging technology that is still being refined in terms of accuracy. The Service Provider is encouraged to outline how efficiencies and better turnaround times could be achieved but should also outline how the quality standards described above could be achieved.

Q11. Can we position response as a technical solution POC only? This is to eliminate complexity of in-court monitoring services. Also are we able to perform a series of test transcription to demonstrate accuracy of Transcription platform?

A11. It is not intended that the concept of a POC be introduced as part of the tender/evaluation process. Tenderers may provide alternative solutions for consideration by the Court, in accordance with the tender conditions. The Court reserves the right to engage with tenderers in accordance with the tender conditions throughout the evaluation process, which may include product demonstrations. Tenderers will be advised if this is to occur.

Q12. Do all 178 courtrooms have the facilities required for in-court playback?

A12. The audio playback function/facility is to be provided by the Service Provider. The court rooms may have speakers for the play back of audio in the court rooms or alternative mobile speakers may be provided.

Q13. Page 14 of Part D Technical Response Schedule specified that the response is “limited to two (4) pages” – could this be clarified?

A.13. This should read “limited to four (4) pages.”

- Q14.** Please confirm the number of cancellations for in-court monitoring services for FY17-FY19 per - location/jurisdiction.
- A14.** The Court will seek to obtain data and advise.
- Q15.** Please confirm the number of hearings that sat for less than one hour – per location/jurisdiction.
- A15.** The Court does not capture this information currently. We encourage tenderers to view the structure of the daily court lists (available on each of the court’s websites) that will give an indication of resources required for recording and monitoring.
- Q16.** Please confirm the number of folios ordered by the Court (not the parties) for FY17-FY19 – per jurisdiction/month.
- A16.** The Court is seeking clarification on the request and the data available and will advise.
- Q17.** There is a discrepancy in the number of ‘folios by jurisdiction’ as compared to ‘folios by month’ and ‘folios by location’ in the provided data pack – could you please clarify?
- A17.** This data is fairly difficult to reconcile due to the complexity of the multi-party discount, credit notes, deferred invoicing, and the timing of credits and discounts. The folios provided allow the respondent to determine volumes of work to understand their ability to meet the Court’s transcription requirements.
- Q18.** Please clarify the meaning of ‘transcripts sold’ – does this refer to transcripts sold only to third parties or does it include transcripts sold to the Court?
- A18.** ‘Transcript sold’ includes all transcripts sold to and paid for by litigants, the courts and third parties
- Q19.** In the provided data pack, in some instances the number of folios transcribed is fewer than the number of transcripts sold – please explain why this is so.
- A19.** A folio may be sold multiple times, as noted in the heading to the relevant columns in the data pack.
- Q20.** Is it possible to obtain a breakdown of folios sold to third parties and folios sold to the court for each jurisdiction, per month from FY17-FY19?
- A20.** The Court is seeking clarification on the request and the data available and will advise.

- Q21.** Is it possible to obtain a breakdown of orders (as opposed to folios) sold to third parties and orders sold to the court for each jurisdiction, per month from FY17-FY19?
- A21.** The Court is seeking clarification on the request and the data available and will advise.
- Q22.** How many hearings ran concurrently per jurisdiction/month from FY17-FY19?
- A22.** The Court will seek to obtain data and advise.
- Q23.** The 'Recording By Location' data provided from FY17-FY19 does not seem accurate – for example, based on the data provided, there were 3.35M recorded hours. Assuming 201 courts and 252 working days a year this would amount to 66 recorded hours per court per day. Please confirm whether these stats are correct.
- A23.** Data contained in column E and F is the consolidated number of courts and number of days per location.
- Columns F and H represents minutes and not hours, however, it has come to our attention that there are discrepancies in the data which we are seeking to clarify and will provide further information.
- Q24.** What level of support is required for integration with hearing loops and can you confirm how often hearing loops are utilised.
- A24.** Hearing loops as per the data pack are already integrated with the Court's existing sound infrastructure. Portable units require the transmitter to be plugged into the feed from the Service Provider's Audio recording server. There is no data available on how often hearing loops are utilised.
- Q25.** What space, if any, is available for monitors in each location – eg: muster room/allocated desk space?
- A25.** Only the in-court monitor space can be guaranteed, alternate space will vary location to location.
- Q26.** In the data pack, under 'Recording By Location' there is reference to 'Outside of Courtroom, Off-site or portable (other than Circuit locations)' – please confirm which locations this refers to.
- A26.** The Court will seek clarification on that data and advise.
- Q27.** What is the requirement for hard copies, by location?
- A27.** Minimal if any at all.