

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019369-2023>

Contract

## **Framework Agreement for Court Reporting & Transcription (CRT) Services**

Ministry of Justice

F03: Contract award notice

Notice identifier: 2023/S 000-019369

Procurement identifier (OCID): ocds-h6vhtk-03835d

Published 6 July 2023, 10:15pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ministry of Justice

102 Petty France

London

SW1H 9AJ

#### **Email**

[CCMDOpenJustice@justice.gov.uk](mailto:CCMDOpenJustice@justice.gov.uk)

#### **Telephone**

+44 02033343555

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.justice.gov.uk/>

Buyer's address

<https://ministryofjusticecommercial.bravosolution.co.uk>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Framework Agreement for Court Reporting & Transcription (CRT) Services

Reference number

ITT\_6329

#### **II.1.2) Main CPV code**

- 75231000 - Judicial services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Following a competitive process, the Ministry of Justice (hereafter the Authority) has awarded a Framework Agreement for the procurement of the following Court Reporting and Transcription Services (CRT) on behalf of HM Courts & Tribunals Service (HMCTS):

- a. Off-site Transcription Services (OTS) which involves the Court recordings being sent to the relevant supplier where they produce the transcription services based on the contracted service level timeframe.
- b. Attendance-based Transcription Services (ATS) comprises stenographers or loggers attending the Court proceeding and then later producing the transcript to the contracted timescales.
- c. Real-time Transcription Services (RTS) involves temporarily supplying equipment and production of near-instantaneous transcriptions of proceedings on site.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £22,093,699

## **II.2) Description**

### **II.2.1) Title**

Off-site Transcription Services (OTS)

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 75231000 - Judicial services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

OTS involves the production of high volumes of low-value transcripts away from the court, hearing centre or venue, using a recording provided by the court. The supplier is responsible for producing the transcripts in line with HMCTS' rules, including the application of reporting restrictions (anonymisation) and the collection of relevant approvals and permissions. Services are provided based on agreed service bandings and capped units referred to as folios (72 words). OTS is split into two distinct areas, Crown Court transcription and HMCTS Approved Transcription Panel (ATP):

a. Crown Courts contracts under OTS are contracted via Regional lots. Audio is recorded using a dedicated Digital Audio Recording, Transfer and Storage system (DARTS) and stored on the DARTS online portal for supplier access. Requestors are limited to one specific supplier based on the location of the hearing.

b. ATP covers Civil & Family Courts and Tribunals. The ATP works on a panel basis where requestors can choose from any of the four suppliers. Audio is recorded using various Digital Audio Recording (DAR) formats after which audio is either downloaded onto physical media and posted to the relevant supplier or uploaded onto the relevant supplier's portal.

For Lot 1 four Call-Off contracts are planned to be awarded on a Regional basis based on the highest tender scores. However the Authority reserves the right to amend the methodology for awarding future Call-off Contracts under the Framework.

### **II.2.5) Award criteria**

Quality criterion - Name: Minimum Technical/Quality Threshold / Weighting: 100

Cost criterion - Name: N/A / Weighting: N/A

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Attendance-based transcription services (ATS) Crime and Real-time transcription services (RTS)

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 75231000 - Judicial services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

ATS Crime

- Services comprise of stenographers (skilled professionals utilising stenotype machines) attending hearings to make a record of proceedings to supplement court recording in order to produce a transcript within the stipulated timescales. These services are primarily required in the Court of Appeal Crime Division located within the Royal Courts of Justice (RCJ).

RTS:

The provision of near instantaneous transcription services which usually involves a stenographer attending the court proceeding and inputs a real-time record of the hearing. Editors, either based remotely or on site, will assist in the production of a 'stream', which would appear on screens in the courtroom, laptops and media feeds. RTS also includes the supplier providing the specialised equipment required for the necessary timescales.

### **II.2.5) Award criteria**

Quality criterion - Name: Minimum Technical/Quality threshold / Weighting: 100

Cost criterion - Name: N/A / Weighting: N/A

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Attendance-based Transcription Services (ATS) – Civil, Family and Tribunals

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 75231000 - Judicial services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

1. Services comprise of loggers attending hearings to make a note of proceedings to supplement court recording in order to produce a transcript within the stipulated timescales. These services are primarily required in the Civil Appeals Court and

Administrative Courts located within the RCJ and The Rolls Building.

2. The Lot also include the provision of limited on-site transcription, in the form of a “sensitive case service”, where supplier personnel with appropriate level of security clearance attend the secure hub located at either the Field House (Central London) or the RCJ to produce a transcript on site.

3. In addition to Civil jurisdictions, the ATS service also includes specialist jurisdictions such as the Special Immigration Appeals Commission (SIAC), the Proscribed Organisations Appeals Commission (POAC) and PAAC (Pathogens Access Appeals Commission).

#### **II.2.5) Award criteria**

Quality criterion - Name: Minimum Technical/Quality threshold / Weighting: 100

Cost criterion - Name: N/A / Weighting: N/A

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-031922](#)

---

## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

6 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Appen (UK) Ltd

Berkshire

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

National registration number

06647360

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Lot No**

1

**Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

6 July 2023

### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

DA Languages Limited

Manchester

Country

United Kingdom

NUTS code

- UKD33 - Manchester

National registration number

06207784

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

## Section V. Award of contract

### Lot No

1

### Title

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

6 July 2023

#### V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

#### V.2.3) Name and address of the contractor

Epiq Europe Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02656370

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Lot No**

1

**Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

6 July 2023

**V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

eScribers Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

09892966

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

### **Section V. Award of contract**

#### **Lot No**

1

#### **Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

6 July 2023

##### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Marten Walsh Cherer Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02669638

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Lot No**

1

**Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

6 July 2023

**V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Opus 2 International Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

05907841

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

6 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

The Transcription Agency LLP

Kent

Country

United Kingdom

NUTS code

- UKJ4 - Kent

National registration number

OC419743

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

### **Section V. Award of contract**

#### **Lot No**

1

#### **Title**

Off-Site Transcription Services (OTS)

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

6 July 2023

##### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

##### **V.2.3) Name and address of the contractor**

Ubiquis UK Limited

Kent

Country

United Kingdom

NUTS code

- UKJ4 - Kent

National registration number

03444614

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

### **Section V. Award of contract**

#### **Lot No**

2

#### **Title**

Attendance-Based Transcription Services (ATS) Crime and Real-Time Transcription Services (RTS)

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

6 July 2023

##### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Epiq Europe Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02656370

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Lot No**

2

**Title**

Attendance-Based Transcription Services (ATS) Crime and Real-Time Transcription Services (RTS)

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

6 July 2023

### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

eScribers Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

09892966

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

## **Section V. Award of contract**

### **Lot No**

3

### **Title**

Attendance-Based Transcription Services (ATS) Civil and Family

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

6 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Epiq Europe Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02656370

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

**Section V. Award of contract**

**Lot No**

3

**Title**

Attendance-Based Transcription Services (ATS) Civil and Family

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

6 July 2023

**V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

eScribers Limited

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

09892966

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

The Authority utilised the Light Touch Regime broadly in accordance with the open procedure set out in the Regulations

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Country

United Kingdom