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Tender

Automated Transcription Solution

The Police & Crime Commissioner for Sussex

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033284

Procurement identifier (OCID): ocds-h6vhtk-04efe1 ([view related notices](#))

Published 18 June 2025, 1:29pm

Scope

Reference

JPS1754

Description

Police forces routinely conduct audio and video-recorded interviews that require transcription for investigative, evidential, and reporting purposes. Currently, transcription processes involve significant manual effort, which is both time-consuming and resource intensive. The purpose of this procurement is to acquire an advanced transcription solution that enhances efficiency while maintaining very high accuracy and compliance with UK policing standards for both Surrey and Sussex Police.

Total value (estimated)

- £100,000 excluding VAT
- £120,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 9 September 2025 to 8 September 2027
- Possible extension to 7 September 2030
- 4 years, 11 months, 29 days

Description of possible extension:

5 x 1 year extension options

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48170000 - Compliance software package
- 48219300 - Administration software package
- 48222000 - Web server software package

- 48314000 - Voice recognition software package
- 48422000 - Software package suites
- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package
- 48517000 - IT software package
- 48740000 - Foreign language translation software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72212510 - Communication software development services
- 72312000 - Data entry services

Submission

Enquiry deadline

11 July 2025, 1:00pm

Submission type

Tenders

Tender submission deadline

25 July 2025, 1:00pm

Submission address and any special instructions

<https://sell2.in-tend.co.uk/blpd>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 August 2025

Award criteria

Name	Description	Type
Simple description	Price: 25% Technical: 32.5% Quality 32.5% Social Value 10%	Price

Weighting description

Price: 25%

Technical: 32.5%

Quality 32.5%

Social Value 10%

Other information

Payment terms

30 days upon receipt of valid invoice unless invoice is reasonably disputed in writing.

Description of risks to contract performance

Requirement to increase or decrease the number of hours required for transcription as demand in the Authority changes.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This will be a 2 stage competitive flexible procedure:

Stage 1: Paper Submissions - Tenderers will be asked to confirm compliance with a series of must, should and could criteria to which a quantitative score will be issued, they will also be asked to provide pricing information based on information provided within the Invitation to Tender, and may be asked to respond to a series of qualitative questions for which suppliers will be scored on a 0-5 basis with written feedback also provided.

Stag 2: Demonstration and Testing phase: The top scoring tenderers from stage 1, will be asked to provide a demonstration of their solution. The Authority will then test this solution over a period of up to one month against criteria which will be provided within the invitation to tender. Solutions in stage 2 will again receive both a quantitative numerical score and qualitative feedback as to the justification for that score.

The supplier with the highest technical score from stage 2 and pricing score from stage 1 combined will be awarded the contract.

Contracting authority

The Police & Crime Commissioner for Sussex

- Public Procurement Organisation Number: PPLN-2959-YWYQ

Sackville House, Brooks Close

Lewes

BN7 2FZ

United Kingdom

Contact name: Paige Ward

Email: JointProcurementService@Surrey.Police.UK

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government