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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

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## **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

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## Award criteria

| Name               | Description  | Type  |
|--------------------|--|-------|
| Simple description | Price: 25% Technical: 32.5%<br>Quality 32.5% Social Value<br>10% | Price |

## Weighting description

Price: 25%

Technical: 32.5%

Quality 32.5%

Social Value 10%

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## 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

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## **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.

Stage 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.

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## **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](mailto:JointProcurementService@Surrey.Police.UK)

Region: UKJ22 - East Sussex CC

Organisation type: Public authority - sub-central government