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Award

Voice Recording Solution Support

Police and Crime Commissioner for North Wales Police & North Wales Police

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066595

Procurement identifier (OCID): ocds-h6vhtk-05cf7d

Published 20 October 2025, 10:17am

Scope

Description

It is a legal obligation for North Wales Police to have voice recording for Airwave Radio conversations, 999 and 111 calls etc. It is key that we have a supplier who supports this solution.

Contract 1. Voice Recording Solution Support

Supplier

- SVL Business Solutions

Contract value

- £123,839 including VAT

Below the relevant threshold

Earliest date the contract will be signed

27 October 2025

Contract dates (estimated)

- 27 October 2025 to 27 October 2028
- 3 years, 1 day

Main procurement category

Services

CPV classifications

- 98390000 - Other services
- 32342450 - Voice recorders

Contract locations

- UKL - Wales
-

Procedure

Procedure type

Below threshold - without competition

Supplier

SVL Business Solutions

2 ORBITAL COURT

EAST KILBRIDE

G74 5PH

United Kingdom

Email: svlaccounts@svlbusinesssolutions.co.uk

Region: UKM95 - South Lanarkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Voice Recording Solution Support

Contracting authority

Police and Crime Commissioner for North Wales Police & North Wales Police

- Public Procurement Organisation Number: PXZV-7812-NGMV

Force Headquarters, Glan-y -don, Abergele Road,

Colwyn Bay, North Wales

LL29 8AW

United Kingdom

Contact name: James Parry

Telephone: +44 1492804247

Email: james.parry1@northwales.police.uk

Website: <http://www.north-wales.police.uk>

Region: UKL13 - Conwy and Denbighshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)