TRANSCRIPTION CITY

Crown Commercial Service Supplier

RM6302 – Language Services Framework

Lot 2 – Translation Services

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Disclaimer

This Prospectus has been prepared by Transcription City Ltd for the purpose of providing buyers with an overview of services under the RM6302 Language Services Framework. The information contained within this document is not commercially sensitive. Where case studies, client references or staff information are included, all appropriate permissions have been obtained. This Prospectus is intended to complement, and does not replace, the call-off processes under the RM6302 Language Services Framework.

Supplier Introduction

Founded in 2011 by Samantha Lee-Bapty, Transcription City Ltd is an owner-led UK language services provider headquartered in Chelsea, London.

We deliver professional translation services across England, Scotland, Wales and Northern Ireland, supporting Central and local Government, NHS bodies, regulators, universities, research institutions and international organisations. Our experience includes work for the BBC, the United Nations, the International Criminal Court and NHS clients.

We specialise in public sector environments where accuracy, confidentiality and regulatory compliance are essential. Our linguists regularly deliver medical, legal, research and policy translations, including highly confidential clinical research material, regulatory documentation, expert reports and multilingual consultation content.

Our vetted network includes over 5,000 professional linguists covering both high-demand UK public sector languages and less commonly requested languages, enabling controlled delivery at scale.

Linguists are selected based on subject expertise, professional qualifications and experience in regulated public sector contexts.

All translation projects follow a structured, human-led workflow. For legal, medical and regulatory material, fully human translation is our default recommendation. Where AI-assisted workflows are requested, they are deployed transparently and always subject to mandatory human post-editing and proofreading. Clients retain full control over workflow selection.

We operate a secure Microsoft-based environment for document exchange, workflow management, terminology control and audit reporting. Data handling aligns with ISO 9001 and ISO 27001 standards. Clients communicate directly with experienced project managers and subject specialists, ensuring responsive and accountable service.

Our approach is structured, defensible and audit-ready, designed specifically for regulatory, clinical and policy environments where scrutiny, evidential integrity and public accountability are non-negotiable.

Unlike high-volume, automation-led agencies, Transcription City Ltd operates a documented human-led delivery model designed for regulated environments where accuracy and accountability outweigh volume throughput.

Team Structure

Samantha Lee-Bapty
Supplier Relationship Manager
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Tel: +44 7476102861

Responsible for framework oversight, performance monitoring, reporting and senior escalation.



Samuel Lee-Bapty
Managing Director
Call-Off Competition Lead
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Leads call-off responses, mobilisation planning and oversight of complex assignments.



Governance Framework: Our governance structure includes a designated Data Protection Lead, Information Security Lead and formal risk management processes aligned with ISO 9001 and ISO 27001 standards. Senior escalation is available 24/7 to ensure continuity and rapid decision-making where operationally required.

Delivery Structure

Translation services are delivered through clearly segregated functional roles to protect quality, independence and accountability:
Project Management oversees workflow coordination, linguist allocation, deadline control and client liaison.
Quality Assurance operates independently of primary translation delivery and conducts mandatory human proofreading and structured review of all outputs, including AI-assisted translations.
Operations manages capacity planning, compliance documentation and resource scheduling.
Technology administers secure portal access, terminology management and reporting dashboards.
Finance oversees contract management, invoicing and supplier payments.
Clients communicate directly with experienced professionals. We do not operate a ticket-based or call-centre support model.

Linguist Network and Scalability: Our vetted network of over 5,000 linguists supports delivery across legal, medical, research and regulatory domains. All linguists undergo qualification checks, testing, reference validation, confidentiality agreements and ongoing quality monitoring.
Reserve capacity models enable immediate scaling for high-volume and multilingual urgent projects. Same-day mobilisation is available under senior oversight.
This structure enables urgent and large-scale delivery without compromising review independence, compliance controls or quality thresholds.

Social Value

Transcription City Ltd delivers measurable Social Value through fair work practices, inclusive communication, skills development and environmentally responsible operations. Our approach aligns directly with the public sector's objective to improve civic participation, accessibility and responsible procurement.

Fair Work and Ethical Supply Chain: We pay at least the Real Living Wage to employed staff and operate fair minimum rate policies for freelance linguists. Standard supplier payment terms are 30 days.

We prioritise UK-based linguists where appropriate while maintaining access to international specialists for less widely spoken languages. All linguists sign confidentiality agreements and operate under structured data protection obligations.

Accessibility and Inclusion: Multilingual communication enables public bodies to reach diverse communities and improve civic participation. Accurate translation supports equitable access to healthcare, justice, policy consultations and public services.

We operate accessibility-by-design processes, including screen-reader compatible formatting, structured documents and clear terminology management. Where requested, we support subtitle and caption-ready translation to improve access to public information.

Transcription City Ltd is a woman-led business and actively supports inclusive employment practices. We encourage participation from neurodivergent professionals and maintain flexible, remote working models that support workforce accessibility.

Skills Development and Training: We provide ongoing free training modules for linguists and translators, including structured feedback on paid assignments. Mentoring support is available for developing professionals to strengthen sector knowledge and maintain quality standards.

We offer guidance and development pathways for emerging language professionals, contributing to sustainable workforce development within the sector.

Environmental Responsibility: We operate a predominantly remote and paperless delivery model, reducing travel and physical resource consumption.

Our workflow is fully digital, supported by secure cloud-based systems. We maintain a Net Zero operational commitment, supported by digital-first delivery, remote workforce structure and supplier adherence to responsible data-centre hosting standards. Environmental performance is reviewed annually as part of operational governance. Through these measures, our translation services contribute to inclusive communication, responsible employment and sustainable public service delivery.

Translation Services

Transcription City Ltd provides professional translation services across 200+ languages and dialects, supporting Central Government, NHS bodies, regulators, international institutions, research organisations and media. All major file formats are supported. No minimum order threshold applies. Assignments are handled within secure, role-controlled environments designed for regulated public sector delivery.

Structured, Defensible Workflow

Every project begins with a collaborative scoping session to define purpose, audience, legal risk profile, confidentiality level and the most defensible delivery model. This ensures the selected workflow is proportionate to regulatory exposure and evidential sensitivity.
Fully human translation remains the default for legal, medical, clinical and regulatory material. AI-assisted workflows are deployed only on request and always include mandatory human post-editing by subject-qualified linguists. Public machine translation engines are never used for confidential or regulated material.
Back translation is available for research validation, regulatory submissions and compliance assurance. Client-specific glossaries and terminology databases are created and maintained where consistency is critical across multi-phase or high-volume programmes.
All outputs undergo independent secondary review under documented quality control protocols, with reviewer allocation segregated from primary translation delivery to preserve independence and evidential integrity.

Operational Control and Deadline Protection

Standard turnaround times align with public sector requirements, with same-day delivery available for urgent assignments under senior oversight. On-time delivery performance is monitored against defined internal service thresholds and maintained at or above 99.5% across controlled workflows.High-volume projects are segmented and allocated across parallel linguist teams under centralised project control, maintaining deadline integrity without diluting review depth.
All workflow stages are documented, traceable and role-controlled. Personnel allocation and review depth are recorded within structured audit logs, ensuring governance visibility over how content is processed, who handles it and what level of verification is applied.

Capacity and Regulatory Resilience

Our vetted network of 5,000+ linguists enables controlled scaling across both high-demand and less widely spoken languages. Reserve linguists are maintained across core language groups. Multilingual urgent requests can be mobilised immediately under senior oversight.
Where demand increases unexpectedly, capacity is released in structured tiers under senior oversight, with quality review ratios maintained during surge periods to prevent dilution of standards.

Defensible Translation Standards

All outputs are independently reviewed by qualified linguists under documented quality protocols. For evidential, disciplinary or regulatory material, fully human workflows with segregated secondary review are mandated to preserve defensibility, procedural fairness and audit readiness.

Case Studies

NHS – Multilingual Research and Clinical Programme

Delivery of multilingual research and clinical documentation under fixed reporting deadlines. The project involved structured interviews and consultation materials requiring transcription and translation across multiple European and community languages, with strict consistency requirements for medical terminology and research phrasing.

Languages: Greek, German, French, Italian, Spanish, Swiss German, Polish, Romanian, Portuguese (Brazilian Portuguese), Lithuanian and Albanian.

Service Delivered: Human translation supported by terminology management and structured independent review protocols. Client-specific glossaries were developed to ensure medical and research terminology remained consistent across all language versions. Outputs were formatted to align with stakeholder reporting and regulatory submission standards.

Multilingual documentation delivered within agreed deadlines under documented quality control procedures. Consistency was maintained across all language streams, supporting accurate research interpretation, inclusive participation and compliant reporting within a clinical and public health context.

Legal Evidential Material – Multilingual Proceedings

Urgent evidential recordings in multiple languages requiring transcription and translation under strict accuracy thresholds and compressed timelines. Material required defensible formatting suitable for legal review and procedural use.

Languages: Arabic, Urdu, Romanian, Albanian, Kurdish (Sorani and Kurmanji), Farsi (Persian), Pashto, Somali, Tigrinya and Lithuanian.

Service Delivered: Fully human verbatim transcription followed by translation, with segregated secondary review to protect independence and evidential integrity. Structured formatting included speaker identification, evidential timestamping and procedural consistency aligned to legal expectations.

Court-ready multilingual documentation delivered within compressed timelines under controlled quality review, meeting evidential and procedural standards. Quality controls preserved procedural fairness and audit defensibility. No security incidents. No revision requests.

BBC – Multilingual Digital and Broadcast Content

Translation of structured digital and broadcast content across multiple international and UK community language services, requiring cultural precision, terminology consistency and publication-ready formatting under fixed editorial deadlines.

Languages: Arabic (including BBC Arabic), Urdu, Polish, Ukrainian, Russian, Simplified Mandarin Chinese, Traditional Chinese, Bengali and Punjabi.

Service Delivered: Fully human translation supported by structured terminology alignment and editorial-level review prior to release. Outputs were delivered in broadcast-ready digital formats to enable immediate integration into publication workflows. Linguists with regional expertise ensured linguistic nuance and cultural appropriateness across all language variants.

Outcome: Accurate, publication-ready multilingual content delivered within deadline. Outputs supported audience engagement across diverse communities while preserving editorial integrity, linguistic consistency and brand alignment across international language services.

Technology Solutions

Transcription City Ltd operates a secure, Microsoft-based environment supporting translation workflow management, terminology control and controlled AI integration.

Secure Infrastructure: Our systems operate within UK/EU-hosted environments aligned with ISO 27001, Cyber Essentials Plus and GDPR principles. Files are encrypted in transit using TLS 1.2+ protocols and encrypted at rest using enterprise-grade encryption standards. Role-based access controls restrict data visibility to authorised personnel only. Multi-factor authentication is available for administrative access. Audit logs and access tracking are maintained in line with ISO 27001 controls.
Access permissions are managed on a least-privilege basis, reducing exposure risk and strengthening data governance controls.

Translation Workflow Technology: We support computer-assisted translation tools and maintain client-specific translation memories and terminology databases where required. Glossaries can be created and managed on request to ensure consistency across large or multi-phase projects.
Machine translation and AI-assisted workflows are available only on request and are deployed within secure environments. Public translation engines are not used for confidential material. Clients may opt for fully human translation workflows at all times.
Back translation and structured review workflows are supported within the same controlled system.

Reporting and Transparency: Clients may access live progress updates through secure dashboards. Structured tracking provides visibility of project status, deadlines and completion milestones. Structured management information reports, including volume analysis and performance tracking, are available on request.
All workflows maintain documented audit trails, ensuring transparency over processing stages and review levels applied.

This technology model supports secure, scalable and fully auditable translation delivery, enabling clients to select, evidence and defend their chosen workflow, review depth and compliance posture.