TRANSCRIPTION CITY

Crown Commercial Service Supplier

RM6302 – Language Services Framework

Lot 3 – Transcription, Stenography and Recording 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

Transcription City Ltd is a UK-based language services provider founded in 2011 in London and headquartered in Chelsea. The company is owner-led by Samantha Lee Bapty.

We provide transcription, stenography and recording services across England, Scotland, Wales and Northern Ireland, supporting Central Government departments, the NHS, regulators, research institutions, international bodies and media organisations. Our work includes assignments for organisations such as the BBC, the United Nations, the International Criminal Court and NHS bodies.

Our focus is procedural accuracy, secure handling of sensitive material and production of records suitable for evidential, regulatory and research use. We are frequently instructed on complex and sensitive material including covert recordings, multilingual dialogue, expert witness material, legal proceedings, medical research interviews and confidential focus groups discussing treatments and products not yet in the public domain.

We maintain a vetted network of over 5,000 specialist transcription professionals covering both high-demand and less widely spoken languages, enabling controlled scaling without compromising review standards. This includes professionals experienced in transcribing multilingual dialogue within a single exchange, as required in international investigations and cross-border proceedings.

All transcription assignments are managed by experienced project managers and subject to structured quality assurance. Where automated speech recognition is used, it is deployed within a controlled workflow and followed by full human review and editing. For sensitive or evidential material, we recommend fully human transcription.

We operate a secure Microsoft-based client portal for document exchange, workflow control and reporting visibility through structured dashboards. Data handling procedures align with ISO 9001 and ISO 27001 standards, with enforced role-based access controls and encrypted file transfer applied as standard.

Clients work directly with experienced professionals. We do not operate a call-centre model or ticketing system. Buyers can speak directly with a knowledgeable member of the team by telephone and receive timely responses. Operational availability is maintained 24/7, including weekends and public holidays, with urgent mobilisation available within four hours where required.

Our services are designed for environments where accuracy, confidentiality and audit traceability are critical, including legal proceedings, regulatory investigations and clinical research. Delivery combines defined human transcription workflows with controlled use of automated speech recognition, subject to mandatory human verification.

Buyers receive direct access to experienced personnel, structured reporting and defined mobilisation timelines. All mobilisation actions are logged and time-stamped within our workflow system to preserve audit traceability. Delivery performance is monitored against defined internal service thresholds, with continuous review to maintain accuracy, timeliness and compliance across regulated environments.

Team Structure

Samantha Lee-Bapty
Supplier Relationship Manager
Email: sam@transcriptioncity.co.uk
Tel: +44 7476102861

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



Samuel Lee-Bapty
Managing Director
Call-Off Competition Lead
Email: samuel@transcriptioncity.co.uk
Tel: +44 7538 374806

Leads call-off responses, mobilisation planning and oversight of assignments.



Governance Framework: Our governance structure includes a designated Data Protection Lead, an Information Security Lead and a formal risk management framework aligned with ISO 9001 and ISO 27001 standards. We hold Cyber Essentials Plus certification and maintain a documented and tested Business Continuity and Disaster Recovery Plan to ensure uninterrupted service delivery. All Category 1 and Category 2 information security incidents are subject to immediate containment and documented reporting procedures. Senior escalation is available 24/7 to ensure service continuity, structured risk mitigation and rapid decision-making where operationally required.

Delivery Structure: Delivery operates through clearly segregated roles to protect quality, independence and audit defensibility. Project Management controls scoping, allocation, deadline management and buyer liaison. Quality Assurance is independent of primary production and conducts mandatory review of every output, including all ASR-assisted files, against documented accuracy, completeness and formatting thresholds. Review outcomes are recorded within structured audit logs. Operations manages capacity planning, surge activation and compliance documentation. Technology administers secure systems, access control and reporting dashboards. Finance manages contract administration and payments.

Specialist Network and Scalability: Transcription and recording services are supported by a vetted network of more than 5,000 specialist transcribers, stenographers and language professionals operating nationally and internationally. The network includes subject-matter specialists in legal proceedings, regulatory hearings, covert surveillance material and clinical research transcription. Resources are segmented by expertise and undergo qualification checks, testing, reference validation, confidentiality agreements and ongoing quality monitoring.

We maintain a reserve capacity model that enables immediate scaling for high-volume and multilingual urgent projects. Same-day mobilisation is available under senior oversight, with direct access to decision-makers at all times. This structure supports urgent, large-scale and complex transcription assignments while maintaining structured human quality control and independent review.

Social Value

Transcription City Ltd delivers measurable Social Value through ethical workforce practices, accessible documentation, professional development and environmentally responsible operations. Our transcription services directly support legal fairness, research integrity and public accessibility.

Fair Work and Ethical Supply Chain: We pay at least the Real Living Wage to employed staff and maintain fair minimum rates for freelance transcriptionists and stenographers. Supplier payment terms operate on a 30-day basis.
We maintain a strong UK-based professional network while retaining access to international specialists where subject expertise or language coverage requires. All transcriptionists sign confidentiality agreements and comply with structured data protection requirements. Senior escalation is available 24/7 for sensitive or high-risk material.

Accessibility, Fairness and Public Impact: Accurate transcription supports procedural fairness within legal and regulatory environments and ensures reliable records for research and public accountability.
We operate accessibility-by-design formatting standards, including clear speaker identification, structured headings and compatibility with assistive technologies. Caption-ready transcripts can be produced to improve access to public information and recorded proceedings.
Our work with covert recordings, multilingual dialogue and complex research material ensures that evidence and findings are accurately documented and accessible. Transcription City Ltd is a woman-led organisation and supports inclusive recruitment practices, including opportunities for neurodivergent professionals within a flexible remote working model.

Skills Development and Mentoring: We provide free structured training for transcriptionists and offer direct feedback during paid assignments to maintain professional standards. Mentoring is available to developing typists to strengthen accuracy, sector knowledge and formatting compliance. This contributes to a sustainable, skilled transcription workforce.

Environmental Responsibility: We operate a fully digital, paperless transcription workflow supported by secure cloud-based systems hosted within UK/EU environments. Our remote delivery model reduces travel-related emissions and physical infrastructure demand. Environmental performance is reviewed annually as part of governance oversight in line with our Net Zero operational commitment.

Our workforce model supports flexible remote engagement, widening access to skilled professionals across the UK and reducing geographic barriers to participation.

Transcription, Stenography and Recording Services

Transcription City Ltd provides professional transcription, stenography and recording services for Central Government, NHS bodies, regulators, legal services, research institutions and international organisations. Services include verbatim, intelligent verbatim and summary transcription; evidential and court-ready formatting; multilingual transcription within a single recording; certified transcripts; structured time-stamping; and secure automated speech recognition with mandatory human verification. All major audio and video formats are supported. No minimum order threshold applies.

Accuracy performance is maintained at 99.9% across controlled workflows, supported by structured sampling, independent secondary review and documented verification procedures proportionate to assignment complexity and evidential risk.

Each assignment follows a structured workflow: scoping to confirm format, confidentiality classification and evidential requirements; audio assessment to identify quality risks, speaker complexity and language mix; transcription using fully human or secure ASR-assisted workflow as agreed; independent quality assurance including documented accuracy verification and formatting compliance; and secure delivery via encrypted portal. All workflow stages are logged, time-stamped and traceable.

Same-day mobilisation is available for urgent assignments. Multi-speaker and multilingual recordings are segmented across coordinated teams to maintain both accuracy and deadlines. Public ASR engines and public AI transcription tools are not used for confidential or evidential material.

We regularly manage covert and low-quality recordings, overlapping speakers, rapid exchanges and code-switching within the same sentence, alongside regulatory hearings, investigative interviews and clinical research panels. Where evidential integrity is required, fully human workflows are applied.

Reserve specialists are maintained across core language groups to enable immediate scaling. High-volume projects are coordinated under senior supervision to maintain consistency and formatting standards. Multilingual urgent requests can be mobilised immediately, including compressed turnaround schedules where required.

All outputs are suitable for evidential, regulatory and archival use, with documented processing history available where required.

Case Studies

Royal Courts of Justice – Urgent Multilingual Stenography (International Legal Matter)

Challenge: Less than 12 hours' notice for Spanish-language stenography, courtroom recording and same-day transcripts to support international proceedings. Complex legal terminology and English–Spanish code-switching required evidential formatting and strict confidentiality.
Delivery: Specialist team mobilised within four hours. 8–10 hours of proceedings captured daily using secure recording and real-time stenography, supported by controlled ASR drafting and mandatory human verification. Transcripts delivered in structured evidential format under OFFICIAL and OFFICIAL-SENSITIVE handling controls.
Outcome: Court-ready daily transcripts delivered on time throughout proceedings. 99.9% accuracy maintained. No security incidents or revision requests.

United Nations – Multilingual Conference Transcription

Challenge: UN programme with sessions extending up to 20 hours per day. 12-hour turnaround required across English, French, Spanish, Arabic, Russian and Chinese streams. Daily volumes exceeded 20 hours of multilingual audio.
Delivery: Parallel multilingual teams deployed under structured surge control. Fully human verbatim transcription with independent proofreading and FAO template formatting. Standby capacity maintained for overnight and unpredictable session extensions.
Outcome: All transcripts delivered within 12-hour deadlines. 99.9% accuracy sustained across language streams. No deadline breaches across the full conference cycle.

Global Medical Research Programme – Specialist Clinical Conference

Challenge: Multi-day international medical conference and breakout focus groups generating in excess of 25 hours of technical audio. Overlapping speakers, varied accents and complex pharmaceutical terminology under compressed reporting timelines.
Delivery: Pre-event terminology preparation and specialist allocation. Fully human transcription with independent proofreading and structured medical terminology validation. Multi-team coordination for simultaneous breakout sessions.
Outcome: High-accuracy transcripts delivered within deadline at 99.9% accuracy. Outputs supported regulatory review and specialist clinical analysis without revision.

Technology Solutions

Transcription City Ltd operates a secure Microsoft-based infrastructure integrating automated speech recognition with documented human verification.

Secure Platform Architecture

The system supports secure upload, processing and delivery of audio and video files, including automated conversion and subtitle generation in standard formats such as TXT, VTT and SRT.

AI Transcription Web System

All files are encrypted in transit and at rest within UK/EU data centres using industry-standard cryptographic protocols. Processing environments are configured to support OFFICIAL and OFFICIAL-SENSITIVE material handling requirements. Role-based access controls and multi-factor authentication restrict system access. File retention policies can be configured in line with client requirements.
Microsoft 365 integration enables secure selection and return of files within controlled SharePoint environments.

ASR and Human Verification

Automated speech recognition is deployed only within secure processing environments and remains subject to mandatory human verification as standard practice. Public ASR engines and public ASR tools are not used for confidential or evidential material under any circumstances. Time-stamped transcripts, speaker diarisation and export formats including TXT, VTT and SRT are supported. Structured outputs can be tailored to client formatting requirements.

Monitoring and Reporting

Administrative dashboards enable job tracking, usage monitoring, SLA milestone tracking and controlled approval workflows. System availability is continuously monitored against defined uptime and incident response thresholds aligned to business continuity controls.
Clients may receive structured progress updates via secure dashboards and Excel-based reporting. Audit logs are maintained to support traceability and compliance.

This technology framework supports scalable, secure and transparent transcription delivery while preserving human oversight, documented audit trails and evidential standards required within regulated public sector environments.

Senior operational oversight is directly accessible without tiered escalation structures, enabling rapid, accountable decision-making in time-critical environments.