



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

Digital Interview Recording



Contents

1 Who are Business Systems?.....3

2 Service Pricing – Digital Interview Recording3

2.1 Fixed Pricing 3

2.2 Volume Based Pricing Models: Capture.....4

2.3 Volume Based Pricing Models: Transcription4

2.4 Volume Based Pricing Models: Summary Themes:..... 5

2.5 Volume Based Pricing Models: Checks and Scores: 5

2.6 Volume Based Pricing Models: Additional Fees:..... 5

2.7 Volume Based Pricing Models: Purpose Built Microphones:.....6

2.8 Professional Services: 7

1 Who are Business Systems?

Business Systems is an independent UK-based transformation partner with over 35 years' experience supporting organisations to modernise customer experience and contact centre operations.

We deliver outcome-driven solutions across AI and Automation, CX Management, Workforce Engagement Management, and Monitoring and Compliance. Our consultative, vendor-neutral approach supports complex, mission-critical environments, enabling secure transitions from legacy systems to modern, cloud-based platforms while maintaining operational integrity, regulatory compliance, and delivering measurable return on investment.

2 Service Pricing – Digital Interview Recording

BSL offers the Recordsure Digital Interview Recording solution, which is compliant with the PACE Act, as a Secure Digital Network solution. It provides high quality, secure recording with capabilities for automated transcription and sophisticated speech analytics.

Our pricing has a **fixed element** for the core platform and a **variable element** based on hours recorded, depending on the configuration of the product that is chosen.

2.1 Fixed Pricing

Every client will need the Base Platform module and there are 3 additional optional modules to choose from. We also offer a bundled "everything included" option for £14,000 per month. These monthly platform fees cover the maintenance, patching and bug fixes for the product as well as the hosting fees.

Platform Module	Cost per month
Base Platform (Mandatory)	£6,000
Form Builder (Optional)	£1,500
API access (Optional)	£2,500*
Public Portal (Optional)	£5,500

Business Systems (UK) Limited

**"Driving Positive Business Outcomes through Tailored Customer Experience,
Compliance and Complete Communications"**

Email: tender.alerts@bslgroup.com

**business
systems**

*A fair usage commitment will be applied, based on the API methods and volumes that the client wants to use

2.2 Volume Based Pricing Models: Capture

The base functionality of the product is the ability to Capture digital interviews, along with key information pertaining to those interviews, in a highly secure manner and make them available to those parties that need to be able to view and review them. This price also includes the initial 12 months of storage for the recordings.

There are 3 tiers of pricing based on different volume commitments:

Tier	Cost per month	Hours included	Per hour over commitment
Tier 1	£0	0	£3.60
Tier 2	£20,250	8,333	£2.43
Tier 3	£32,500	16,666	£1.95

2.3 Volume Based Pricing Models: Transcription

Transcription adds a highly accurate AI powered transcription (utilising Microsoft Azure ASR) to the recorded interviews.

The same 3 tiers of pricing apply to Transcription and are **in addition to the Capture price**

Tier	Cost per month	Hours included	Per hour over commitment
Tier 1	£0	0	£3.00
Tier 2	£15,000	8,333	£1.80
Tier 3	£25,000	16,666	£1.50

Business Systems (UK) Limited

"Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications"

Email: tender.alerts@bslgroup.com

2.4 Volume Based Pricing Models: Summary Themes:

Summary Themes utilises AI to segment the recordings into the relevant topics for analysis to enable significantly faster and more efficient review and recall. **(Capture and Transcription are prerequisites for Summary Themes)**

The same 3 tiers of pricing apply to Classify and are **in addition to the Capture and Transcription costs**

Tier	Cost per month	Hours included	Per hour over commitment
Tier 1	£0	0	£3.00
Tier 2	£18,750	8,333	£2.25
Tier 3	£28,125	16,666	£1.70

2.5 Volume Based Pricing Models: Checks and Scores:

Checks and Scores uses sophisticated AI to apply a quality framework to the recordings and create a quality score based on whether certain questions and topics have been effectively covered. **(Capture, Transcription and Summary Themes are prerequisites for Checks and Scores)**

The same 3 tiers of pricing apply to Checks and Scores and are **in addition to other modules**

Tier	Cost per month	Hours included	Per hour over commitment
Tier 1	£0	0	£1.80
Tier 2	£11,250	8,333	£1.35
Tier 3	£16,875	16,666	£1.00

2.6 Volume Based Pricing Models: Additional Fees:

Business Systems (UK) Limited

“Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications”

Email: tender.alerts@bslgroup.com

Storage beyond 12 months

There is a flat charge of **£0.50 per hour per year** charged for any recordings that are required to remain in the platform after year 1

Support fees

Cloud Support (i.e. IT helpdesk to IT helpdesk) is included between the hours of **9am-5pm, weekdays excluding bank holidays**, via telephone and email, for all software, hardware and cloud services.

Exclusions

- Extended support hours are available for suitable contracts through Business Systems (UK) Ltd
- End-user (desktop level) support is not provided but can be arranged via separate contracts.
- Onsite support is not provided but can be arranged via separate contracts

2.7 Volume Based Pricing Models: Purpose Built Microphones:

In order to record high quality audio a high quality multi-directional microphone is required.

If the interviews are being recorded on smartphones or most tablets this may be possible without additional specially designed microphones, but laptop and desktop computers are not able to record to sufficient quality to make the recordings usable.

Recordsure has designed and manufactured a **high quality multi directional microphone** that is perfectly suited to use in echoey interview rooms, and also is portable and equally usable in citizen's homes or vehicles.

The unit cost of microphones is dependent on the order size:

Units / Microphones	Cost per microphone
1-250	£458.00
251-500	£327.00
>500	£253.00

Once each department / authority has ordered enough microphones to reach a lower cost tier, all future orders will be priced at that lower unit price.

Business Systems (UK) Limited

"Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications"

Email: tender.alerts@bslgroup.com

2.8 Professional Services:

Professional Services	Charge Type	Price
Engineering	One Off Charge	From £1,200.00 subject to scope of requirements
Project Management		
Testing		
Training		

Business Systems (UK) Limited

**"Driving Positive Business Outcomes through Tailored Customer Experience,
Compliance and Complete Communications"**

Email: tender.alerts@bslgroup.com



**business
systems**

G-Cloud 15

**Business Systems UK Ltd
Techspace 2nd Floor
140 Goswell Road
London
EC1V 7DY**

