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Contract

## **Extension- Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services framework agreement**

NHS Commercial Solutions

F20: Modification notice

Notice identifier: 2026/S 000-000723

Procurement identifier (OCID): ocds-h6vhtk-0354e4

Published 6 January 2026, 2:46pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NHS Commercial Solutions

The Atrium. Curtis Road.

Dorking

#### **Contact**

NHSCS Digital Team

#### **Email**

[nhscs.digital@nhs.net](mailto:nhscs.digital@nhs.net)

#### **Telephone**

+44 1306646822

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Charity Commission (England and Wales)**

1126477

**Internet address(es)**

Main address

<https://www.commercialsolutions-sec.nhs.uk/>

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Extension- Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services framework agreement

Reference number

5257-4667

**II.1.2) Main CPV code**

- 79500000 - Office-support services

**II.1.3) Type of contract**

Services

**II.2) Description**

**II.2.1) Title**

NHS Commercial Solutions is extending this Framework Agreement for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services for a 12 month period

Lot No

All Lots

### **II.2.2) Additional CPV code(s)**

- 32332100 - Dictating machines

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

Surrey and Borders Partnership Trust, on behalf of NHS Commercial Solutions, has let this Framework Agreement subsequent to a procurement using the Restricted Procedure as directed by the Public Contracts Regulations 2015 (as amended), in which NHS Commercial Solutions placed a notice to establish a multiple supplier framework (ref:2023/S 000-002099).

Multiple suppliers were successful in each lot and have been appointed to the Framework, which has been let for three years with the option to extend for a further year. The framework agreement start date is 23rd of January 2023. By issuing this Extension Notice, NHS Commercial Solutions exercises the last optional extension period for 12 months. This will be from 23 January 2026 to 22 January 2027.

The framework has been structured to incorporate four lots which are:

**Lot 1: Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and Associated Services**

Offers a catalogue of Hardware, Software and Consultancy Services. Hardware includes but not limited to Dictaphone, voice recording devices, docking, peripherals, accessories, IT equipment. Software includes but not limited to licenses, software for Speech/Voice recognition, work-flow, support and maintenance. Services include but not limited to consultancy day/hourly rates for planning, implementation, developing interfacing, support, troubleshooting and maintenance.

**Lot 2: In-house and outsourced digital dictation service solution**

Offers a complete Digital Dictation Solution which may include but not be limited to supply of Hardware, Software and Licenses, Workflow, interfacing, Voice/speech recognition engine, internally or externally (cloud-based) Hosted solution, in-sourced HR and

consultancy services.

Lot 3: Outsourced transcription service solution

Offers an outsourced transcription services which may have to integrate with the existing systems or work stand-alone/manually.

Lot 4: Managed Service Solution

Offers a managed service solution covering both Lot 2 and Lot 3 and other innovations, e.g. outsourced mailing solution. Call-off contracts can be awarded through a further competition exercise.

### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

23 January 2023

End date

22 January 2026

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2023/S 000-002099](#)

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## **Section V. Award of contract/concession**

### **Contract No**

5257-4667

### **Lot No**

Lot 1, 2, 3, 4

### **Title**

Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services framework agreement

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

23 January 2023

#### **V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor/concessionaire**

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

05271209

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

Aprobrium Ltd (trading as Lexacom)

OX162AF

Banbury

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03835983

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

BigHand Limited

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3128724

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

Crescendo Systems Ltd

Feltham

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4944050

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

DICT8 Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4781165

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4930122

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4424839

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

Nuance Communications Ireland Limited

Marlow

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

503352

The contractor/concessionaire is an SME

No

**V.2.3) Name and address of the contractor/concessionaire**

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03114547

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

T-Pro

Dublin

Country

Ireland

NUTS code

- IE0 - Ireland

Companies House

IE273216

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

OKS International Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

10485494

The contractor/concessionaire is an SME

Yes

**V.2.3) Name and address of the contractor/concessionaire**

EpiQ Europe Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02656370

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £19,999,999

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Surrey and Borders Partnership Trust, on behalf of NHS Commercial Solutions

Leatherhead

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 79500000 - Office-support services

#### **VII.1.2) Additional CPV code(s)**

- 32332100 - Dictating machines

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

#### **VII.1.4) Description of the procurement:**

The scope of services is as follows:

Lot 1: Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and Associated Services

Lot 2: In-house and outsourced digital dictation service solution

Lot 3: Outsourced transcription service solution

Lot 4: Managed Service Solution

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

23 January 2023

End date

22 January 2026

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£19,999,999

**VII.1.7) Name and address of the contractor/concessionaire**

Aprobrium Ltd (trading as Lexacom)

Banbury

OX162AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

BigHand Limited

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

Crescendo Systems Ltd

Feltham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

DICT8 Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

Nuance Communications Ireland Limited

Marlow

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**VII.1.7) Name and address of the contractor/concessionaire**

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

T-Pro

Dublin

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.1.7) Name and address of the contractor/concessionaire**

Epiq Europe Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**VII.1.7) Name and address of the contractor/concessionaire**

OKS International Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

**VII.2) Information about modifications**

**VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Multiple suppliers were successful in each lot and have been appointed to the Framework, which has been let for three years with the option to extend for a further year. The framework agreement start date is 23rd of January 2023. By issuing this Extension

Notice, NHS Commercial Solutions exercises the last optional extension period for 12 months. This will be from 23 January 2026 to 22 January 2027.

The total value for this Framework Agreement was advertised as £200,000,000 . The revised total contract value for the 4 year contract is now £19,999,999.

The overall scope of the Framework Agreement, Suppliers' appointment, Terms and Conditions remain unchanged.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The framework agreement start date is 23rd of January 2023. By issuing this Extension Notice, NHS Commercial Solutions exercises the last optional extension period for 12 months.

The total value for this Framework Agreement was advertised as £200,000,000 . The revised total contract value for the 4 year contract is now £19,999,999.

The overall scope of the Framework Agreement, Suppliers' appointment, Terms and Conditions remain unchanged.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £19,999,999

Total contract value after the modifications

Value excluding VAT: £19,999,999