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Contract

## **Framework Agreement for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and Associated services**

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

F03: Contract award notice

Notice identifier: 2023/S 000-002099

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

Published 24 January 2023, 9:52am

### **Section I: Contracting authority**

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

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

THIRD FLOOR, LEATHERHEAD HOUSE, STATION ROAD

LEATHERHEAD

KT22 7FG

**Email**

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

**Telephone**

+44 1306646816

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

#### **II.1.1) Title**

Framework Agreement for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and Associated services

Reference number

5257-4667

#### **II.1.2) Main CPV code**

- 79500000 - Office-support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Commercial Solutions on behalf of Surrey and Borders Partnership NHS Foundation

Trust, invited potential Tenderers to submit bids for Digital Dictation, Speech/Voice

Recognition, Outsourced Transcription and associated services. The Framework Agreement

is divided into the following Lots:

Lot 1: Products and/or Services Catalogue;

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

Lot 3: Outsourced transcription service solution; and.

Lot 4: Managed service solution.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £200,000,000

## **II.2) Description**

### **II.2.1) Title**

Lot 1: Products and/or Services Catalogue

Lot No

1

### **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**

Offers a catalogue of Hardware, Software and Consultancy Services. Hardware will include but not be limited to Dictaphone, voice recording devices, docking, peripherals, accessories, IT equipment. Software will include but not be limited to licenses, software for Speech/Voice recognition, work-flow, support and maintenance. Services may include consultancy day/hourly rates for planning, implementation, developing interfacing, support, troubleshooting and maintenance. The Contracting Authorities are able to Direct Award a call-off contract following Public Contract Regulations 2015, subsequent Procurement Policy Notes and any other subsequent version of Public Contracts Regulation.

### **II.2.5) Award criteria**

Cost criterion - Name: Technical / Weighting: 90

Cost criterion - Name: Commercial / Weighting: 10

### **II.2.11) Information about options**

Options: No

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

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

## **II.2) Description**

### **II.2.1) Title**

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

Lot No

2

### **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**

Offers a complete Digital Dictation Solution which may include but not be limited to supply of Hardware, Software and Licenses, Workflow, interfacing, speech recognition engine, internally or externally (cloud-based) Hosted solution, in-sourced HR and consultancy services. Call-off contracts can be awarded through a further competition exercise.

### **II.2.5) Award criteria**

Cost criterion - Name: Technical / Weighting: 90

Cost criterion - Name: Commercial / Weighting: 10

### **II.2.11) Information about options**

Options: No

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

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

## **II.2) Description**

### **II.2.1) Title**

Lot 3: Outsourced transcription service solution

Lot No

3

### **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**

Offers an outsourced transcription services which may have to integrate with the existing systems or work stand-alone/manually. The Contracting Authorities are able to run a mini-competition tender exercise or Direct Award a call-off contract following Public Contract Regulations 2015, subsequent Procurement Policy Notes and any other subsequent version of Public Contracts Regulation.

### **II.2.5) Award criteria**

Cost criterion - Name: Technical / Weighting: 90

Cost criterion - Name: Commercial / Weighting: 10

### **II.2.11) Information about options**

Options: No

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

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

## **II.2) Description**

### **II.2.1) Title**

Lot 4: Managed service solution

Lot No

4

### **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**

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.2.5) Award criteria**

Cost criterion - Name: Technical / Weighting: 90

Cost criterion - Name: Commercial / Weighting: 10

### **II.2.11) Information about options**

Options: No

### **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.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-020028](#)



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

### **Contract No**

5257-4667

### **Lot No**

1

### **Title**

Lot 1: Products and/or Services Catalogue

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

19 January 2023

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

Number of tenders received: 11

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 10

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

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

Aprobrium Ltd (trading as Lexacom)

Banbury

OX162AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

BigHand Limited

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Crescendo Systems Ltd

Feltham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

DICT8 Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Nuance Communications Ireland Limited

Marlow

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

T-Pro

Dublin

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £75,000,000

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

### **Contract No**

5257-4667

### **Lot No**

2

### **Title**

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

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

19 January 2023

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

Number of tenders received: 10

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 9

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

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

Aprobrium Ltd (trading as Lexacom)

Banbury

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

BigHand Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Crescendo Systems Ltd

Feltham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

DICT8 Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

G2 Speech UK Ltd

London

Country

United Kingdom



NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

T-Pro

Dublin

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £65,000,000

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

### **Contract No**

5257-4667

### **Lot No**

3

### **Title**

Lot 3: Outsourced transcription service solution

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

19 January 2023

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

Number of tenders received: 11

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 10

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

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

Aprobrium Ltd (trading as Lexacom)

Banbury

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

BigHand Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

DICT8 Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Epiq Europe Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

OKS International Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

T-Pro

Dublin

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £35,000,000

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

### **Contract No**

5257-4667

### **Lot No**

4

### **Title**

Lot 4: Managed service solution

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

19 January 2023

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

Number of tenders received: 9

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 7

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

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

DICT8 Limited

London

Country



United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Dictate IT Limited

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

InventAsia Limited trading as Prescribe Digital

Hereford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

T-Pro

Dublin

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor is an SME

Yes

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

BigHand Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £23,000,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

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

Leatherhead

Country

United Kingdom