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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

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

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

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](#)

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

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

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

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

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