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Contract

Digital Dictation, Speech Recognition & Outsourced Transcription Services 2

NHS Shared Business Services Limited

F03: Contract award notice

Notice identifier: 2026/S 000-002342

Procurement identifier (OCID): ocds-h6vhtk-03ded8

Published 12 January 2026, 3:11pm

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services Limited

Three Cherry Trees Lane

Hemel Hempstead

HP27AH

Email

nsbs.digital@nhs.net

Telephone

+44 1442884444

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Companies House

05280446

Internet address(es)

Main address

<https://www.sbs.nhs.uk/>

I.4) Type of the contracting authority

Other type

Public Sector Framework Provider <https://www.sbs.nhs.uk/nhs-sbs-about-us>

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Dictation, Speech Recognition & Outsourced Transcription Services 2

Reference number

SBS10505

II.1.2) Main CPV code

- 72212314 - Voice recognition software development services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Shared Business Services act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new.

These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework/Dynamic Purchasing System (DPS).

NHS Shared Business Services Limited (NHS SBS) has put in place a Framework Agreement for the provision of Digital Dictation, Speech Recognition & Outsourced Transcription and related Goods and Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://www.sbs.nhs.uk/services/framework-agreements-categories/>

The framework includes

Lot 1a - Digital Dictation (Fixed)

Lot 1b - Digital Dictation (SaaS)

Lot 2a - Speech Recognition (Fixed)

Lot 2b - Speech Recognition (SaaS)

Lot 3 - Outsourced Transcription

Lot 4 - Combined Solutions

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: £150,000,000

II.2) Description

II.2.1) Title

Digital Dictation (Fixed)

Lot No

1a

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 1a

Capital purchase of hardware/software goods and services for Digital Dictation. The new framework is to replace the previous framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement.

There were additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders were asked to respond to these.

A Framework Agreement could be awarded to a maximum of 8 bidders for Lot 1a.

A Framework Agreement will be awarded to 8 bidders for Lot 1a.

Where a Bidder did not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently did not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority excluded the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders could increase where 2 or more Bidders had tied scores in the last awardable position for the Lot.

Additionally, NHS SBS reserved the right to award to any Bidder whose final score was within 1% of the last awardable position of the Lot.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

II.2) Description

II.2.1) Title

Digital Dictation (SaaS)

Lot No

1b

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 1b

Pay-as-you-go/price per line cost or software subscription cost for Digital Dictation Services. The new framework is to replace the previous framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement.

There were additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders were also asked to respond to these.

A Framework Agreement could be awarded to a maximum of 8 bidders for Lot 1b.

A Framework Agreement will be awarded to 8 bidders for Lot 1b.

Where a Bidder did not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently did not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority excluded the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders could increase where 2 or more Bidders had tied scores in last awardable position for the Lot.

Additionally, NHS SBS reserved the right to award to any Bidder whose final score was within 1% of the last awardable position of the Lot.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

II.2) Description

II.2.1) Title

Speech Recognition (Fixed)

Lot No

2a

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 2a

Capital purchase of hardware/software for additional or standalone Speech and Voice recognition Services, including ambient and natural language processing technologies. The new framework is to replace the previous framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement.

There were additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders were also asked to respond to these.

A Framework Agreement could be awarded to a maximum of 8 bidders for Lot 2a.

A Framework Agreement will be awarded to 5 bidders for Lot 2a.

Where a Bidder did not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently did not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority excluded the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders could increase where 2 or more Bidders had tied scores in last awardable position for the Lot.

Additionally, NHS SBS reserved the right to award to any Bidder whose final score was within 1% of the last awardable position of the Lot.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

II.2) Description

II.2.1) Title

Speech Recognition (SaaS)

Lot No

2b

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 2b

Pay-as-you-go/price per line cost or software subscription for additional or standalone Speech and Voice recognition services including ambient and natural language processing technologies.

The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement.

There were additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders were also asked to respond to these.

A Framework Agreement could be awarded to a maximum of 8 bidders for Lot 2b.

A Framework Agreement will be awarded to 9 bidders for Lot 2b.

Where a Bidder did not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently did not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority excluded the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders could increase where 2 or more Bidders had tied scores in last awardable position for the Lot.

Additionally, NHS SBS reserved the right to award to any Bidder whose final score was within 1% of the last awardable position of the Lot.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

II.2) Description

II.2.1) Title

Outsourced Transcription

Lot No

3

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 3

Services to provide transcription from digital data files to written copy (hard or soft) of the data.

The new framework is to replace the previous framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement.

There were additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders were also asked to respond to these.

A Framework Agreement could be awarded to a maximum of 8 bidders for Lot 3.

A Framework Agreement will be awarded to 8 bidders for Lot 3.

Where the Bidder did not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently did not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority excluded the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders could increase where 2 or more Bidders had tied scores in last awardable position for the Lot.

Additionally, NHS SBS reserved the right to award to any Bidder whose final score was within 1% of the last awardable position of the Lot .

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

II.2) Description

II.2.1) Title

Combined Solutions

Lot No

4

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Main site or location of works, place of delivery or of performance: Various Approved Organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 4

A combination of the services in all of lots 1a, 1b, 2a, 2b and 3.

The new framework is to replace the previous framework (SBS/20/SM/WCC/9423) which expired June 15th 2025.

To be awarded to this lot, Bidders must have been successful in being awarded to a minimum of two Lots from Lots 1-3, as per the ITT Documentation.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There were additional Selection Qualification (SQ), and Bidder Declarations applicable, and bidders were also asked to respond to these.

There was no evaluation of quality, social value or price for Lot 4.

A Framework Agreement will be automatically awarded to Lot 4 to bidders who were successfully awarded to any combination of 2 Lots from Lots 1-3 to supply solutions spanning multiple lots under a single Call-Off.

A Framework Agreement will be awarded to 8 bidders for Lot 4.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority has the option to extend the term of the framework by up to 24 months upon conclusion of the initial 24 months framework term.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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: [2024/S 000-028196](#)

Section V. Award of contract

Contract No

SBS10505

Lot No

1a

Title

Digital Dictation (Fixed)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 11

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Aprobrium LTD T/A Lexacom

East Court, Hardwick Business Park, Noral Way, Banbury,

Oxfordshire

OX16 2AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3835983

Internet address

<https://www.lexacom.co.uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BigHand Limited

Union Street,

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3128724

Internet address

www.bighand.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictallogic Limited

367 West Wycombe Road, High Wycombe

Bucks

HP12 4AE

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

11680927

Internet address

<https://www.dictalogic.com>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictate IT LTD

Eastcastle House, 27/28 Eastcastle Street,

London

W1W 8DH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4930122

Internet address

www.dictateit.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Diktamen UK

Regus Strand, Golden Cross House, 8 Duncannon Street

London

WC2N 4JF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

14047865

Internet address

<https://info.diktamen.com/uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

G2 Speech UK LTD

202 Coppergate House, 10 Whites Row

London

E1 7NF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4424839

Internet address

www.g2speech.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

KCI Medical Ltd t/a Solventum UK

Building 47 Charnwood Campus, 10 Bakewell Road,
Loughborough

LE11 5RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

1130981

Internet address

www.solventum.com

The contractor is an SME

No

V.2.3) Name and address of the contractor

Scribetech UK LTD

15 Penhurst House, 352-356 Battersea Park Road

London

SW11 3BY

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3114547

Internet address

www.scribetech.co.uk

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000,000

Section V. Award of contract

Contract No

SBS10505

Lot No

1b

Title

Digital Dictation (SaaS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 19

Number of tenders received from SMEs: 17

Number of tenders received by electronic means: 19

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

V.2.3) Name and address of the contractor

Aprobrium LTD T/A Lexacom,

East Court, Hardwick Business Park, Noral Way, Banbury,

Oxfordshire

OX16 2AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3835983

Internet address

<https://www.lexacom.co.uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BigHand Limited

Union Street,

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3128724

Internet address

www.bighand.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictallogic Limited

367 West Wycombe Road, High Wycombe

Bucks

HP12 4AE

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

11680927

Internet address

<https://www.dictalogic.com>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dict8 Limited

22 Chancery Lane

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4781165

Internet address

www.dict8.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Diktamen UK

Regus Strand, Golden Cross House, 8 Duncannon Street

London

WC2N 4JF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

14047865

Internet address

<https://info.diktamen.com/uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

G2 Speech UK LTD

202 Coppergate House, 10 Whites Row

London

E1 7NF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4424839

Internet address

www.g2speech.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

KCI Medical Ltd t/a Solventum UK

Building 47 Charnwood Campus, 10 Bakewell Road,

Loughborough

LE11 5RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

1130981

Internet address

www.solventum.com

The contractor is an SME

No

V.2.3) Name and address of the contractor

Norty Ltd t/a T-Pro

3rd Floor, Waterloo Exchange, Waterloo Road,

Dublin 4,

D04 E5W7

Country

Ireland

NUTS code

- IE - Ireland

Companies House

273216

Internet address

<https://info.tpro.io/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000,000

Section V. Award of contract

Contract No

SBS10505

Lot No

2a

Title

Speech Recognition (Fixed)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received from SMEs: 9

Number of tenders received by electronic means: 11

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

V.2.3) Name and address of the contractor

BigHand Limited

Union Street,

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3128724

Internet address

www.bighand.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictate IT LTD

Eastcastle House, 27/28 Eastcastle Street,

London

W1W 8DH

Country

United Kingdom

NUTS code

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4930122

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E1 7NF

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NUTS code

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4424839

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The contractor is an SME

Yes

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LE11 5RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

1130981

Internet address

www.solventum.com

The contractor is an SME

No

V.2.3) Name and address of the contractor

Voice Technologies Ltd

10 Shuttle Street,

Paisley

PA1 1YD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

SC066712

Internet address

www.voicetechnologies.co.uk

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000,000

Section V. Award of contract

Contract No

SBS10505

Lot No

2b

Title

Speech Recognition (SaaS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 20

Number of tenders received from SMEs: 17

Number of tenders received by electronic means: 20

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

V.2.3) Name and address of the contractor

Aprobrium LTD T/A Lexacom

East Court, Hardwick Business Park, Noral Way, Banbury,

Oxfordshire

OX16 2AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

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Companies House

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Diktamen UK

Regus Strand, Golden Cross House, 8 Duncannon Street

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WC2N 4JF

Country

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NUTS code

- UK - United Kingdom

Companies House

14047865

Internet address

<https://info.diktamen.com/uk/>

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202 Coppergate House, 10 Whites Row

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E1 7NF

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- UK - United Kingdom

Companies House

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Internet address

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Country

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1130981

Internet address

www.solventum.com

The contractor is an SME

No

V.2.3) Name and address of the contractor

Norty Ltd t/a T-Pro

3rd Floor, Waterloo Exchange, Waterloo Road,

Dublin 4,

D04 E5W7

Country

Ireland

NUTS code

- IE - Ireland

Companies House

273216

Internet address

<https://info.tpro.io/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Nuance Communications Ireland Limited

One Microsoft Place, South County Business Park, Leopardstown,

Dublin 18

Country

Ireland

NUTS code

- IE - Ireland

Companies House

503352

Internet address

www.nuance.com

The contractor is an SME

No

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

Total value of the contract/lot: £150,000,000

Section V. Award of contract

Contract No

SBS10505

Lot No

3

Title

Outsourced Transcription

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 16

Number of tenders received from SMEs: 14

Number of tenders received by electronic means: 16

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

V.2.3) Name and address of the contractor

Accuro Transcriptions Solutions

Caledonian House, Tatton Street, Knutsford

Cheshire

WA16 6AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

7384107

Internet address

www.accuro.co.uk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Aprobrium LTD T/A Lexacom

East Court, Hardwick Business Park, Noral Way, Banbury,

Oxfordshire

OX16 2AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3835983

Internet address

<https://www.lexacom.co.uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

DScribe Limited

Parkfield, Drinkstone

Suffolk

IP30 9SS

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

5123175

Internet address

www.dscribe.co.uk

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

G2 Speech UK LTD

202 Coppergate House, 10 Whites Row

London

E1 7NF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4424839

Internet address

www.g2speech.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

InventAsia Limited

10 The Southend, Ledbury

Herefordshire

HR8 2EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

05271209

Internet address

www.invent-asia.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Norty Ltd t/a T-Pro

Waterloo Exchange, Waterloo Road

Dublin 4

D04 E5W7

Country

Ireland

NUTS code

- IE - Ireland

Companies House

273216

Internet address

<https://info.tpro.io/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

OKS International Limited

Unit 6 2-20 Scrutton Street, Shoreditch

London

EC2A 4RJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

10485494

Internet address

www.oksgroup.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Xstek Limited

Falcon House, 257 Burlington Road, New Malden,

Surrey

KT3 4NE

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

7112697

Internet address

<https://xstek.co.uk>

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000,000

Section V. Award of contract

Contract No

SBS10505

Lot No

4

Title

Combined Solutions

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 19

Number of tenders received from SMEs: 17

Number of tenders received by electronic means: 19

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

V.2.3) Name and address of the contractor

Aprobrium LTD T/A Lexacom

East Court, Hardwick Business Park, Noral Way, Banbury,

Oxfordshire

OX16 2AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3835983

Internet address

<https://www.lexacom.co.uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BigHand Limited

Union Street,

London

SE1 1SD

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3128724

Internet address

www.bighand.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictallogic Limited

367 West Wycombe Road, High Wycombe

Bucks

HP12 4AE

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

11680927

Internet address

<https://www.dictalogic.com>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dictate IT Limited

Eastcastle House, 27/28 Eastcastle Street,

London

W1W 8DH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4930122

Internet address

www.dictateit.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Diktamen UK

Regus Strand, Golden Cross House, 8 Duncannon Street

London

WC2N 4JF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

14047865

Internet address

<https://info.diktamen.com/uk/>

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

G2 Speech UK LTD

202 Coppergate House, 10 Whites Row

London

E1 7NF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4424839

Internet address

www.g2speech.com

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

KCI Medical Ltd t/a Solventum UK

Building 47 Charnwood Campus, 10 Bakewell Road,

Loughborough

LE11 5RB

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

1130981

Internet address

www.solventum.com

The contractor is an SME

No

V.2.3) Name and address of the contractor

Norty Ltd t/a T-Pro

Waterloo Exchange, Waterloo Road

Dublin 4

D04 E5W7

Country

Ireland

NUTS code

- IE - Ireland

Companies House

273216

Internet address

<https://info.tpro.io/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000,000

Section VI. Complementary information

VI.3) Additional information

Framework Commencement Date - 01/10/2025

Framework Expiry Date - 30/09/2027

Framework Term - 2 Years with the option to extend for up to a further 24 months

Procurement was run as an open procedure under the Procurement Contracts Regulations 2015.

The value provided in 2.6 and 4.2.4 by Lot are only estimates based on current market estimations of demand.

NHS SBS cannot guarantee to successful Suppliers any business through this Framework Agreement.

Spend and volumes may vary throughout the life of the Framework Agreement from the anticipated levels given in this notice.

Some purchases under this Framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations.

In such cases, Call-off Contracts from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and Approved Organisations may, at their discretion, modify the terms and conditions of any Call-off Contracts to reflect that Approved Organisation's specific needs.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom