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Planning

AI Admin Co-Worker

University Hospitals of Leicester NHS Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015345

Procurement identifier (OCID): ocds-h6vhtk-065867

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Scope

Reference

C425409

Description

AI Services relate to the provision of AI co-workers ("Co-Workers"). Co-Workers are AI-driven digital assistants, designed to optimise the administrative processes within patient pathways.

Total value (estimated)

- £40,000 excluding VAT
- £48,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 31 March 2026 to 30 March 2027
- 1 year

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

20 March 2026

Engagement process description

UHL & UHN Group requires the Provision of the AI Services relate to the provision of AI co-workers ("Co-Workers"). Co-Workers are AI-driven digital assistants, designed to optimise the administrative processes within patient pathways.

The Co-Worker should support administrative roles and administrative aspects of clinical roles, by automating routine tasks and reducing delays associated with manual data handling.

UHL & UHN is seeking to appoint a Service Provider to deliver a pilot to trial AI Co-workers in one or two of our services.

Product Capabilities in Scope of Pilot:

AI solution to automate administrative workflows to manage & coordinate patient care. Examples of automations include but not limited to:

Action end-to-end outpatient bookings for the specialty, taking into account speciality-specific complexities.

Chase down relevant investigation results and perform next-step actions depending on the relevant pathway and clinical context.

Perform tasks such as optimising slot opportunities in order to maximise utilisation and detect and action prerequisites for outstanding appointments. It will also deliver DNA and cancellation mitigation actions.

Validate pathways and coordinate with other departments in order to minimise lost opportunities due to administrative overhead

Initial scoping has to be conducted to define agreed tasks to be automated for the duration of the pilot

Users of the Co-Workers should be mainly administrative staff, however Co-Workers may also be configured to perform administrative tasks that are relevant to clinical roles.

The Co-Workers should be designed to sit alongside staff to automate scoped administrative tasks in order to reduce the burden of their administrative work.

The Co-Workers should only be able to execute scoped tasks.

Co-Workers should not be used without key stakeholder approving a given task.

Co-Worker outputs should be validated by an end user.

Co-Workers may perform automated or overnight checks agreed by key stakeholders.

Users will interact with the Co-Worker through a user interface provided by the Supplier which should include interactive dashboards tailored to clinicians, ops teams, and execs.

Co-Workers will have a log which tracks all actions undertaken. The log will provide a paper trail for all Co-Worker activity.

Co-Workers will operate with pre-determined administrative access and permissions.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

30 March 2026

Contracting authority

University Hospitals of Leicester NHS Trust

- Public Procurement Organisation Number: PWXN-8614-MPHH

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Region: UKF21 - Leicester

Organisation type: Public authority - central government