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Planning

NHS Gloucestershire Ambient AI Voice

GLOUCESTERSHIRE HEALTH AND CARE NHS FOUNDATION TRUST

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

Notice identifier: 2025/S 000-016269

Procurement identifier (OCID): ocids-h6vhtk-0505b3

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Scope

Description

NHS England Commercial and Procurement Hub (the Hub) are supporting and managing market engagement activity on behalf of NHS Gloucestershire Healthcare Foundation Trust (GHFT) and wider NHS Gloucestershire ICB.

NHS Gloucestershire partners are seeking to procure voice-led software solutions to support workflow management in Primary, Secondary and potentially tertiary care settings. The partners are seeking solutions which deliver the following:

1. Traditional digital dictation
2. Voice recognition
3. Ambient AI Voice Technology

Capabilities 1 and 2 above have been historically provided to GHFT and other buying partners. The partners are particularly interested in functionality relating to Ambient AI Voice technology, with the ability to record consultations and outcomes directly into Electronic Patient Records of particular interest. The buying partners are also seeking to understand how Ambient AI solutions are able to interact with existing and new workflows.

The buyers are keen to understand supplier wraparound services included within their product offering, including provision of generic templates; bespoke template generation; staff training and commitment to buyer benefit realisation strategies.

NHS England Commercial and Procurement Hub (the Hub) are supporting and managing market engagement activity on behalf of NHS Gloucestershire Healthcare Foundation Trust and wider NHS Gloucestershire ICB.

The market engagement activity will take the form of a Preliminary Market Engagement notice, with suppliers required to contact commercial.procurementhub@nhs.net to express interest and access the buyer's market engagement questionnaire.

Information gathered as part of this Preliminary Market Engagement notice will support the development of the procurement strategy, with an intention to issue Invitation to Tender documents in early-summer 2025, dependent on the market capabilities identified via market engagement. The procurement exercise is likely to take the form of a Flexible Competitive Procedure and defined in the Procurement Act 2023. Further details on the design of the process will be shared with the market upon agreement of the procurement strategy.

This process is being managed by NHS England National Commercial and Procurement Hub on behalf of the Commissioner(s).

Contract dates (estimated)

- 1 October 2025 to 31 March 2029
- Possible extension to 31 March 2030
- 4 years, 6 months

Main procurement category

Services

CPV classifications

- 48180000 - Medical software package
- 72200000 - Software programming and consultancy services
- 72300000 - Data services
- 85121100 - General-practitioner services

Contract locations

- UKC - North East (England)
 - UKD - North West (England)
 - UKE - Yorkshire and the Humber
 - UKF - East Midlands (England)
 - UKG - West Midlands (England)
 - UKH - East of England
 - UKI - London
 - UKJ - South East (England)
 - UKK - South West (England)
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Engagement

Engagement deadline

31 May 2025

Engagement process description

NHS Commercial and Procurement Hub (the Hub), working on behalf on NHS Gloucestershire (the Buyer), are undertaking market engagement to assess potential supplier capability and capacity to deliver the following:

Traditional digital dictation

Voice recognition

Ambient AI

The Buyer is seeking to procure a transformational solution to enhance the efficiency of clinical time, providing voice-led consultations with seamless integration into various Electronic Patient Record (EPR) and other clinical software solutions.

Buyer interest is particularly attuned to Ambient AI Voice technology, with the ability to record consultations and outcomes directly into Electronic Patient Records of significant interest. The buying partners are also seeking to understand how Ambient AI solutions are able to interact with existing and new workflows.

The buyers are also keen to understand supplier wraparound services included within their product offering, including provision of generic templates; bespoke template generation; staff training and commitment to buyer benefit realisation strategies.

The Buyer is exploring the market capabilities to develop a robust and ambitious procurement specification, with a target contract start date of 1 October 2025.

Any successful supplier must be able to demonstrate safe and effective voice recognition capabilities, as well as supporting significant cultural and business change across various Buyer organisations within NHS Gloucestershire.

Expressions of Interest must be made to NHS England Commercial and Procurement Hub via commercial.procurementhub@nhs.net and a supplier capability questionnaire will be issued. Responses to this questionnaire will be evaluated and the buyer may seek interviews with a selection of suppliers.

Clarification questions can be raised via commercial.procurementhub@nhs.net

The deadline for clarification questions is 5pm BST on 6 May 2025.

The deadline for Expressions of Interest and questionnaire submissions is 5pm BST on 12 May 2025.

Information gathered as part of this Preliminary Market Engagement notice will support the development of the procurement strategy, with an intention to issue Invitation to Tender documents in early-summer 2025, dependent on the market capabilities identified via market engagement. The procurement exercise is likely to take the form of a Flexible Competitive Procedure and defined in the Procurement Act 2023. Further details on the design of the process will be shared with the market upon agreement of the procurement strategy.

This process is being managed by NHS England National Commercial and Procurement Hub on behalf of the Commissioner(s).

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 June 2025

Contracting authority

GLOUCESTERSHIRE HEALTH AND CARE NHS FOUNDATION TRUST

- NHS Organisation Data Service: RTQ
- Public Procurement Organisation Number: PBGV-6466-NHDM

Gloucester Business Park, Edward Jenner Court, 1010 Pioneer Ave, Brockworth

Gloucester

GL3 4AW

United Kingdom

Email: edward.taylor1@nhs.net

Region: UKK13 - Gloucestershire

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS SOUTH CENTRAL AND WEST COMMISSIONING SUPPORT UNIT

Summary of their role in this procurement: Nationally Commissioned Procurement Agent

- NHS Organisation Data Service: ODF
- Public Procurement Organisation Number: PXTZ-5316-XWPW

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

United Kingdom

Email: commercial.procurementhub@nhs.net

Region: UKJ35 - South Hampshire

Contact organisation

Contact NHS SOUTH CENTRAL AND WEST COMMISSIONING SUPPORT UNIT for any enquiries.