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Planning

Digital Dictation, Speech Recognition with Generative AI, and Outsourced Transcription

University Hospitals Birmingham NHS Foundation Trust

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

Notice identifier: 2025/S 000-018741

Procurement identifier (OCID): ocds-h6vhtk-04fe99

Published 2 May 2025, 12:37pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Extension to the deadline date

Scope

Reference

PROC.08.0827

Description

University Hospitals Birmingham NHS Foundation Trust (“UHB”) is one of the UK’s largest NHS Trusts that runs the Queen Elizabeth Hospital Birmingham, Birmingham Chest Clinic, Heartlands Hospital, Good Hope Hospital, Solihull Hospital, and various community services across the region, and is one of the highest performing Health organisations in Europe with a proven international reputation for its quality of care, information technology, clinical education and training and research. The trust has 2,366 in-patient beds over 105 wards in addition to 115 children’s beds and 145 day case beds. The trust operates 7,127 outpatients’ and 304 community clinics per week with a workforce of over 20,000 members of staff. UHB is looking to procure up to four solutions, split into three lots. The procurement process will be subject to business case approval and this Pre-Market Engagement Exercise will help form the tender process. The lots are shown below: • Lot 1: Digital Dictation • Lot 2: Speech Recognition with Generative AI • Lot 3: Outsourced Transcription

Contract dates (estimated)

- 30 November 2025 to 29 December 2030
- Possible extension to 29 December 2032
- 7 years, 1 month

Main procurement category

Services

CPV classifications

- 48314000 - Voice recognition software package
- 32344110 - Voice-logging system

- 72212314 - Voice recognition software development services
- 32332100 - Dictating machines
- 48311000 - Document management software package
- 79550000 - Typing, word-processing and desktop publishing services
- 48517000 - IT software package

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

13 May 2025

Engagement process description

Lot 1: Digital Dictation Where UHB references digital dictation, this encompasses the process from a clinician creating a new dictation/letter, through to the document completion with distribution to EDMS, EDT, print and external print. A representation of the as-is process can be seen in the below process map: Lot 2: Speech Recognition with Generative AI With the introduction of speech recognition we intend to transform this process to be more streamlined, needing fewer inputs and leading to a quicker turnaround time for patient letters. A representation of the to-be process can be found in the below process map: The flow using a Generative AI solution has not yet been mapped, as this hasn't been trialled within the Trust. Following supplier selection, we would be keen to get a pilot up-and-running as soon as possible so the benefits of this process can be realised. UHB Lot 3: Outsourced Transcription If a supplier is only responding to Lot 3 for outsourced transcription, the solution must be system agnostic as our digital dictation supplier will be selected as part of the same procurement exercise. Following this

procurement, the intention of UHB is to reduce our spend on outsourcing with the introduction of speech recognition. This will be progressive due to the size and geography of UHB making it impractical to go for a big-bang approach. Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Health Family Single eCommercial System Portal (Atamis) by 15:00 on Tuesday 6th May 2025. <https://health-family.force.com/s/Welcome> Please search for C352502 To View documents please register interest and then navigate "My Proposals and quotes"

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 November 2025

Contracting authority

University Hospitals Birmingham NHS Foundation Trust

- Public Procurement Organisation Number: PWVL-6877-BXXV

Queen Elizabeth Hospital Birmingham

Birmingham

B15 2GW

United Kingdom

Contact name: Abdul Alim

Email: abdul.alim@uhb.nhs.uk

Website: <https://www.health-family.force.com/s/Welcome>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government