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Planning

NHS SBS DIGITAL DICTATION, SPEECH RECOGNITION & OUTSOURCED TRANSCRIPTION SERVICES (SBS10505)

NHS Shared Business Services Limited

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019069

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

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Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services Limited

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

Contact

Phil Wood

Email

nsbs.digital@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05280446

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

NHS SBS DIGITAL DICTATION, SPEECH RECOGNITION & OUTSOURCED TRANSCRIPTION SERVICES (SBS10505)

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 Limited (NHS SBS) 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.

NHS SBS intends to 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. These include, but are not limited to existing manual transcription services and automated software and hardware based services that are made available by on premise, or cloud based IT solutions to provide these services. The Framework will also cover complimentary ancillary devices, and new services or devices that may become relevant over the lifetime of the Framework Agreement.

Our Approved Organisation list can be found on:

<https://sbs.nhs.uk/proc-framework-agreements-support>

We are committed to working with suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender.

II.1.5) Estimated total value

Value excluding VAT: £150,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Lot structure is indicative at this stage and will be confirmed in any resultant Contract Notice.

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

II.2.4) Description of the procurement

Capital purchase of hardware/software goods and services for Digital Dictation. Lots may be further defined following the outcome of this PIN. The new framework, subject to review and change, is expected to go live shortly after the existing framework (SBS/20/SM/WCC/9423) expires on 15 June 2024.

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

II.2.4) Description of the procurement

Pay-as-you-go/price per line cost or software subscription cost for Digital Dictation Services. Lots may be further defined following the outcome of this PIN. The new framework, subject to review and change, is expected to go live shortly after the existing framework (SBS/20/SM/WCC/9423) expires on 15 June 2024.

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

II.2.4) Description of the procurement

Capital purchase of hardware/software for additional or stand alone Speech and Voice recognition Services, including ambient and natural language processing technologies. Lots may be further defined following the outcome of this PIN. The new framework, subject to review and change, is expected to go live shortly after the existing framework (SBS/20/SM/WCC/9423) expires on 15 June 2024. II.2.5) Award Criteria

Price is not the only award criterion and all criteria will be stated in the procurement documents.

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

II.2.4) Description of the procurement

Services to provide transcription from digital data files to written copy (hard or soft) of the data. Lots may be further defined following the outcome of this PIN. The new framework, subject to review and change, is expected to go live shortly after the existing framework (SBS/20/SM/WCC/9423) expires on 15 June 2024. II.2.5) Award Criteria

Price is not the only award criterion and all criteria will be stated in the procurement documents.

II.3) Estimated date of publication of contract notice

15 December 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This Prior Information Notice (PIN) is to signal an intention to commence market engagement with those within the Digital Dictation, Speech Recognition & Outsourced Transcription market.

If you wish to participate please complete and return the RFI (Request for Information) that can be obtained by emailing nsbs.digital@nhs.net . Please return completed forms direct via e-mail to nsbs.digital@nhs.net by 5.00pm on Friday the 4th of August 2023. NHS Shared Business Services Limited (NHS SBS) reserves the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Bidders and is not liable for any costs incurred as a result of Bidders engaging with this process. This early market engagement exercise does not guarantee that a Procurement will take place and NHS SBS reserves the right to defer from any Procurement entirely.

NHS SBS intends to hold market engagement sessions during July and August 2023 with industry experts and suppliers interested in potentially bidding for the resulting Framework, please note, we will not review any RFI's received following these dates.

The value in II.1.5 is an indicative value over 4 years from 17 June 2024.

The date in II.3) is the estimated date of publication, please monitor Find a Tender Service <https://www.find-tender.service.gov.uk/Search> for the publication of the relevant high value contract notice.