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Planning

AI Transcribing Software

LOCALA Community Partnerships CIC

F01: Prior information notice
Prior information only
Notice identifier: 2024/S 000-019558
Procurement identifier (OCID): ocds-h6vhtk-0472c5
Published 26 June 2024, 3:13pm

Section I: Contracting authority

I.1) Name and addresses

LOCALA Community Partnerships CIC

Beckside Court

BATLEY

WF17 5PW

Contact

Katy Cooney

Email

katy.cooney@locala.org.uk

Country

United Kingdom

Region code

UKE44 - Calderdale and Kirklees

Internet address(es)

Main address

https://www.locala.org.uk

Buyer's address

https://www.locala.org.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

https://health-family.force.com/s/Welcome

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

AI Transcribing Software

Reference number

LOC

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

Locala Community Partnerships CIC (Locala) is an independent Community Interest Company providing NHS community services across Kirklees, Bradford, Calderdale and Manchester. We deliver services from over 50 locations and most of our clinical colleagues are mobile workers visiting patients at home. Our care and support are provided at home and in clinics, schools, and health centres by our team of health visitors, district nurses, therapists, and other dedicated health care professionals. We currently employ approximately 1500 people.

www.locala.org.uk

Locala is seeking to procure AI transcribing software to enhance the efficiency and accuracy of our medical transcription services. The desired software should meet specific criteria to ensure high performance and suitability for diverse clinical applications.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKE44 - Calderdale and Kirklees

II.2.4) Description of the procurement

Locala Community Partnerships CIC (Locala) is an independent Community Interest Company providing NHS community services across Kirklees, Bradford, Calderdale and Manchester. We deliver services from over 50 locations and most of our clinical colleagues are mobile workers visiting patients at home. Our care and support are provided at home and in clinics, schools, and health centres by our team of health visitors, district nurses, therapists, and other dedicated health care professionals. We currently

employ approximately 1500 people.

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Description:
Locala is seeking to procure AI transcribing software to enhance the efficiency and accuracy of our medical transcription services. The desired software should meet specific criteria to ensure high performance and suitability for diverse clinical applications.

Requirements:

1. Regulations and Compliance:

- Must comply with all relevant UK and EU data protection regulations & GDPR and registered with the ICO.
- Adherence to industry standards for medical data security and confidentiality is mandatory.
- Must possess NHS Digital certification, ensuring compliance with NHS standards.

2. Qualifications and Certifications:

- The product must have proven certifications in the healthcare domain.
Essential Criteria:
- NHS – DCB0129 Certified
- DTAC (Digital Technology Assessment Criteria)
- DSPT (Data Security and Protection Toolkit)
- ISO 27001 certification for information security management.
- Data Protection Impact Assessment (DPIA)

3. Product Specifications:

The service must be an "ambient" AI clinical documentation scribe, with the ability to listen to conversations between clinicians and patients and generate clinical notes.
- The software must be a browser-based service, readily available for deployment.
- It should offer real-time transcription capabilities via a web browser using either in built or external mic and have mobile capability through mobile browsers.
- The service must have high accuracy, a manual recording feature and transcribing on demand.
- The service should support various medical specialisms and allow users to select or amend specific services or specialisms as needed.
- It should offer flexibility in the format of transcriptions, allowing transcriptions to be tailored into brief, extended, or detailed formats, and allow the user to structure the notes in medical formats such as SOAP (Subjective, Objective, Assessment, and Plan) and HMP (History and Physical) formats.

- Integration capability with existing electronic health record (EHR) systems e.g., SystmOne, is optional currently but will be a requirement in the future but must have inbuilt copy-paste functionality.
- Must provide user-friendly interfaces and ease of use for clinical staff.

4. Technical Requirements:

- The solution must be cloud-based, with robust data encryption both at rest and in transit.
- Scalability to manage large volumes of data and multiple simultaneous users.
- Regular updates and maintenance support included.

5. Vendor Qualifications:

- Vendors must demonstrate a history of successful implementations in similar healthcare settings.

6. Security:

- UK Cyber Essentials certified.
- UK Hosted
- Demonstrable Penetration testing with result documentation.
- End to end encryption of clinical sessions.

For our information only please can you log your interest by emailing katy.cooney@locala.org.uk and andrea.mycoe@locala.org.uk by Tuesday 9th July '24.

II.2.14) Additional information

For our information only please can you log your interest by emailing katy.cooney@locala.org.uk and andrea.mycoe@locala.org.uk by Tuesday 9th July '24.

II.3) Estimated date of publication of contract notice

2 September 2024

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