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Tender

Framework Agreement Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

F02: Contract notice

Notice identifier: 2022/S 000-020028

Procurement identifier (OCID): ocds-h6vhtk-0354e4

Published 22 July 2022, 2:33pm

Section I: Contracting authority

I.1) Name and addresses

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

THIRD FLOOR, LEATHERHEAD HOUSE, STATION ROAD

LEATHERHEAD

KT22 7FG

Contact

Monjur Elahi

Email

monjur.elahi@nhs.net

Telephone

+44 1306646820

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.commercialsolutions-sec.nhs.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://commercialsolutions.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://commercialsolutions.bravosolution.co.uk/>

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

Framework Agreement Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services

Reference number

5257-4667

II.1.2) Main CPV code

- 79500000 - Office-support services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Commercial Solutions on behalf of Surrey and Borders Partnership NHS Foundation Trust, invites potential Tenderers to submit bids for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services. The Framework Agreement is going to be divided into the following Lots:

Lot 1: Products and/or Services Catalogue;

Lot 2: In-house and outsourced digital dictation service solution;

Lot 3: Outsourced transcription service solution; and.

Lot 4: Managed service solution.

Participating Organisations

The framework agreement will be accessible by all NHS and Public Sector organisations within the UK (each a "Contracting Authority").

4.2 The public sector bodies to whom the framework agreement will be open include, in particular, the following in the United Kingdom and their respective statutory successors and organisations created as a result of re-organisations or organisational changes, and any private sector entities having similar procurement needs:

- The NHS in England (National Health Service for the United Kingdom) including but not limited to Foundation Trusts, Acute (Hospital) Trusts, Ambulance Trusts, Mental Health Trusts, Care Trusts listed at:

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

- Clinical Commissioning Groups:

<https://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>

- Area Teams: <https://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx>

- Special Health Authorities:

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

- NHS Improvement: <https://improvement.nhs.uk/>

- Department of Health:

<https://www.gov.uk/government/organisations/department-of-health>

- Arm's Length Bodies:

<https://www.gov.uk/government/publications/how-to-contact-department-of-health-arms-length-bodies/department-of-healths-agencies-and-partner-organisations>

- Sustainability and Transformation Partnerships (STPs) and their individual constituent organisations:

<https://www.england.nhs.uk/stps/view-stps/>

- NHS England: <https://www.england.nhs.uk/>

- Other organisations involved in commissioning and/or overseeing General Practitioner services, GP consortia, GP Practices and any other provider of primary medical services:
 - a) who are a party to any of the following contracts: - General Medical Services (GMS) - Personal Medical Services (PMS) - Alternative Provider Medical Services (APMS) and/or
 - b) Commissioned by NHS England or other organisations involved in commissioning or overseeing General Practitioner services, as described above.

- The NHS in Wales, Scotland and Northern Ireland including but not limited to Primary care services - GPs, pharmacies, dentists and optometrists, Hospital services, and community services, including those provided through community health centres and mental health services at:

- NHS Wales (National Health Service for Wales): including but not limited to Welsh Health Boards, NHS Trusts and Public Health Wales:

<http://www.wales.nhs.uk/nhswalesaboutus/structure>

- NHS Scotland (National Health Service for Scotland) including but not limited to Regional NHS Boards, Special NHS Boards and public health body at:

<http://www.scot.nhs.uk/organisations/>

- Health and Social Care Services in Northern Ireland: (National Health Service for Northern Ireland) including but not limited to Health Trusts, Social Care Board and other HSC Agencies: <http://online.hscni.net/>

- Social Enterprise UK: <https://www.socialenterprise.org.uk>

II.1.5) Estimated total value

Value excluding VAT: £200,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1: Products and/or Services Catalogue

Lot No

1

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Offers a catalogue of Hardware, Software and Consultancy Services. Hardware will include but not be limited to Dictaphone, voice recording devices, docking, peripherals,

accessories, IT equipment. Software will include but not be limited to licenses, software for Speech/Voice recognition, work-flow, support and maintenance. Services may include consultancy day/hourly rates for planning, implementation, developing interfacing, support, troubleshooting and maintenance. The Contracting Authorities are able to Direct Award a call-off contract following Public Contract Regulations 2015, subsequent Procurement Policy Notes and any other subsequent version of Public Contracts Regulation.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

2X12 months optional extension

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Optional extension for 2X12 upon expiry of the initial 2 years contract period

II.2) Description

II.2.1) Title

Lot 2: In-house and outsourced digital dictation service solution

Lot No

2

II.2.2) Additional CPV code(s)

- 48314000 - Voice recognition software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Offers a complete Digital Dictation Solution which may include but not be limited to supply of Hardware, Software and Licenses, Workflow, interfacing, speech recognition engine, internally or externally (cloud-based) Hosted solution, in-sourced HR and consultancy services. Call-off contracts can be awarded through a further competition exercise.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 2X12 months extension upon expiry of the initial 2 years period

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Optional 2X12 months extension upon expiry of the initial 2 years period

II.2) Description

II.2.1) Title

Lot 3: Outsourced transcription service solution

Lot No

3

II.2.2) Additional CPV code(s)

- 72212512 - Interactive voice response software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Offers an outsourced transcription services which may have to integrate with the existing systems or work stand-alone/manually. The Contracting Authorities are able to run a mini-competition tender exercise or Direct Award a call-off contract following Public Contract Regulations 2015, subsequent Procurement Policy Notes and any other subsequent version of Public Contracts Regulation.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 2X12 months extension upon expiry of the initial 2 years contract period

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Optional 2X12 months extension upon expiry of the initial 2 years contract period

II.2) Description

II.2.1) Title

Lot 4: Managed service solution

Lot No

4

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Offers a managed service solution covering both Lot 2 and Lot 3 and other innovations, e.g. outsourced mailing solution. Call-off contracts can be awarded through a further competition exercise.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 2X12 months extension period upon expiry of the initial 2 years contract period

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Optional 2X12 months extension period upon expiry of the initial 2 years contract period

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As defined in the tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

22 August 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

All tender documents are accessible on the following portal:

<https://commercialsolutions.bravosolution.co.uk/>

Please access PQQ_1127

VI.4) Procedures for review

VI.4.1) Review body

Surrey and Borders Partnership NHS Trust, on behalf of NHS Commercial Solutions

Leatherhead

Country

United Kingdom