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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](mailto: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

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## **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

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### **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

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## **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)

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## **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