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Awarded contract

Framework Agreement for Digital Dictation, Outsourced Transcription & associated Services

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

F20: Modification notice

Notice reference: 2022/S 000-026050

Published: 16 September 2022, 1:30pm

Section I: Contracting authority/entity

I.1) Name and addresses

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

The Atrium. Curtis Road.

Dorking

Email

monjur.elahi@nhs.net

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Framework Agreement for Digital Dictation, Outsourced Transcription & associated Services

Reference number

OJEU No: 2018/S 099-226228; Ref: 4189-1964

II.1.2) Main CPV code

- 79500000 - Office-support services

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Framework Agreement for Digital Dictation, Outsourced Transcription & associated Services

Lot No

Lot 1, 2, 3 and 4

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

NHS Commercial Solutions on behalf of Surrey and Borders Partnership NHS Foundation Trust, awarded a Framework Agreement for Digital Dictation, Outsourced Transcription & associated Services. The Framework Agreement is divided into the following Lots:

Lot 1: Digital dictation hardware and software as a service solution;

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

Lot 3: Outsourced transcription service solution; and

Lot 4: Managed service solution

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

Start date

19 October 2018

End date

20 October 2022

In the case of framework agreements, provide justification for any duration exceeding 4 years

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee (Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2018/S 099-226228](#)

Section V. Award of contract/concession

Contract No

OJEU No: 2018/S 099-226228; Ref: 4189-1964

Lot No

Lot 1, 2, 3 and 4

Title

Framework Agreement for Digital Dictation, Outsourced Transcription & associated Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

17 September 2018

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

AVR Transcription Ltd

Lancashire

Country

United Kingdom

NUTS code

- UK - United Kingdom

4778259

4778259

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

BigHand Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

3128724

3128724

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Crescendo Systems Limited

Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

04944050

04944050

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

DICT8 Limited

Kensington Chelsea

Country

United Kingdom

NUTS code

- UK - United Kingdom

4781165

4781165

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Dictate IT Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

4930122

4930122

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

DSCRIBE LIMITED

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

05123175

05123175

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

G2 Speech UK Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

4424839

4424839

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

InventAsia Limited

Herefordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

05271209

05271209

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Medisec Software

Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

2296369

2296369

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Nuance Communications Ltd

Slough

Country

United Kingdom

NUTS code

- UK - United Kingdom

503352

503352

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

OKS International Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

10485494

10485494

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

ScribeTECH (UK) Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

03114547

03114547

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

T-Pro

Dublin

Country

United Kingdom

NUTS code

- UK - United Kingdom

IE273216

IE273216

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Xanadutec Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

4251641

4251641

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £34,000,000

Section VI. Complementary information

VI.3) Additional information

Nature and extent of the modifications (with indication of possible earlier changes to the contract)

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee (Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU)

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Due to unforeseen circumstances two key members of the procurement team required unplanned rehabilitation following COVID infection and surgery. This staff shortage impacts on the ability of the Authority's procurement team to complete contract renewals within the existing programme of contract renewal work. This 12-month extension supports the Authority in managing existing and future Contracting Activity.

VI.4) Procedures for review

VI.4.1) Review body

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

The Atrium, Curtis Road

Dorking

RH4 1XA

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79500000 - Office-support services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

NHS Commercial Solutions has let this framework agreement subsequent to a procurement using the open procedure as directed by the Public Contracts Regulations 2015 (as amended), in which NHS Commercial Solutions placed a notice to establish a multiple supplier framework (ref: 2018/S 099-226228).

Multiple suppliers were successful in each lot and have been appointed to the framework, which has been let for initial two years with the option to extend it for a further 24 months (2X12 months).

The framework has been structured to incorporate four lots, which are:

Lot 1: Digital dictation hardware and software as a service solution

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

Lot 3: Outsourced transcription service solution

Lot 4: Managed service solution

The Framework Agreement current expiry date is 20th October 2022. By issuing this modification notice, the Authority extends the current contract till 31st December 2022

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

19 October 2018

End date

31 December 2022

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£34,000,000

VII.1.7) Name and address of the contractor/concessionaire

AVR Transcription Ltd

Lancashire

Country

United Kingdom

NUTS code

- UK - United Kingdom

4778259

4778259

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

Crescendo Systems Limited

Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

04944050

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

DICT8 Limited

Kensington Chelsea

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4781165

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

Dictate IT Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4930122

The contractor/concessionaire is an SME

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VII.1.7) Name and address of the contractor/concessionaire

DSCRIBE LIMITED

Middlesex

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

05123175

The contractor/concessionaire is an SME

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VII.1.7) Name and address of the contractor/concessionaire

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London

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NUTS code

- UK - United Kingdom

Companies House

4424839

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- UK - United Kingdom

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- UK - United Kingdom

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London

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United Kingdom

NUTS code

- UK - United Kingdom

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The contractor/concessionaire is an SME

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Dublin

Country

United Kingdom

NUTS code

- UK - United Kingdom

IE273216

IE273216

The contractor/concessionaire is an SME

No

VII.1.7) Name and address of the contractor/concessionaire

Xanadutec Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

4251641

4251641

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Framework Agreement extension for 10 weeks.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Due to unforeseen circumstances two key members of the procurement team required unplanned rehabilitation following COVID infection and surgery. This staff shortage impacts on the ability of the Authority's procurement team to complete contract renewals within the existing programme of contract renewal work. This 10-weeks' extension supports the Authority in managing existing and future Contracting Activity.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier

contract modifications, price adaptations and average inflation)

Value excluding VAT: £34,000,000

Total contract value after the modifications

Value excluding VAT: £34,000,000