This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/026965-2025

Planning

Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associ

NHS Commercial Solutions

UK3: Planned procurement notice - Procurement Act 2023 - <u>view information about notice</u> <u>types</u>

Notice identifier: 2025/S 000-026965

Procurement identifier (OCID): ocds-h6vhtk-05165b

Published 23 May 2025, 4:38pm

This is an old version of this notice. View the latest version.

Scope

Reference

C361880

Description

This is a replacement of the existing NHS England endorsed FWA. NHS England is heavily invested in initiatives that improve patient outcomes and relieving pressure on hospitals. There is a growing need for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription, and associated services in the NHS. These technologies offer significant benefits in terms of efficiency, accuracy, and reducing administrative burdens, which are crucial for an organization facing high demand and striving for digital transformation. The ongoing development of AI and cloud-based solutions will likely further enhance the capabilities and adoption of these services within the NHS. There will be continuous need for the service as Contracting Authorities are aligning with the NHSE

initiative to push for digital tools, including transcription services, to help manage the high volume of documentation efficiently. The market is dynamic and there will be need for Contracting Authorities and service providers to align with the changing regulations. For the past 4 (four) years 14 Trusts procured the services captured under the proposed FWA amounted to £9,575,319.00. £2,235,563.00 from 8 Trusts went through the FWA which is 23% of the total spend. There is a big opportunity to channel this entire spend through NHSCS FWA which secures compliance as well as value for money solutions. The framework will be divided into 6 lots, as follows: Lot 1: Products and/or Services Catalogue Lot 2: Digital Dictation service solution with AI Technology Lot 3 Digital Dictation service solution without AI Technology Lot 4: Outsourced transcription service solution with AI Technology Lot 5 Outsourced transcription service solution without AI Technology Lot 6: Managed service solution The beneficiaries of the services are NHS Patients receiving Healthcare Services, service users or Citizens within a Local or Central Government organisation within the wider Public Sector Organisations.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £400,000,000 excluding VAT
- £480,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 19 January 2026 to 18 January 2034
- 8 years

Main procurement category

Services

Contract locations

- UK United Kingdom
- UKL Wales
- UKL1 West Wales and the Valleys
- UKL14 South West Wales
- UKL2 East Wales
- IE Ireland
- IE0 Ireland
- UKN Northern Ireland
- UKN0 Northern Ireland
- UKM Scotland
- UKM5 North Eastern Scotland
- UKM7 Eastern Scotland
- UKM8 West Central Scotland
- UKM9 Southern Scotland
- UKC North East (England)
- UKD North West (England)
- UKF East Midlands (England)
- UKG West Midlands (England)
- UKH East of England

- UKJ South East (England)
- UKK South West (England)

Lot constraints

Description of how multiple lots may be awarded:

This is a replacement of the existing NHS England endorsed FWA. NHS England is heavily invested in initiatives that improve patient outcomes and relieving pressure on hospitals. There is a growing need for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription, and associated services in the NHS. These technologies offer significant benefits in terms of efficiency, accuracy, and reducing administrative burdens, which are crucial for an organization facing high demand and striving for digital transformation. The ongoing development of AI and cloud-based solutions will likely further enhance the capabilities and adoption of these services within the NHS. There will be continuous need for the service as Contracting Authorities are aligning with the NHSE initiative to push for digital tools, including transcription services, to help manage the high volume of documentation efficiently. The market is dynamic and there will be need for Contracting Authorities and service providers to align with the changing regulations. For the past 4 (four) years 14 Trusts procured the services captured under the proposed FWA amounted to £9,575,319.00. £2,235,563.00 from 8 Trusts went through the FWA which is 23% of the total spend. There is a big opportunity to channel this entire spend through NHSCS FWA which secures compliance as well as value for money solutions. The framework will be divided into 6 lots, as follows: Lot 1: Products and/or Services Catalogue Lot 2: Digital Dictation service solution with Al Technology Lot 3 Digital Dictation service solution without AI Technology Lot 4: Outsourced transcription service solution with Al Technology Lot 5 Outsourced transcription service solution without Al Technology Lot 6: Managed service solution The beneficiaries of the services are NHS Patients receiving Healthcare Services, service users or Citizens within a Local or Central Government organisation within the wider Public Sector Organisations.

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Lot 1: Products and/or Services Catalogue

Description

Lot 1, 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

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 72000000 IT services: consulting, software development, Internet and support
- 48314000 Voice recognition software package
- 32332100 Dictating machines
- 32342450 Voice recorders
- 32344110 Voice-logging system
- 79551000 Typing services
- 48311000 Document management software package

- 48517000 IT software package
- 48900000 Miscellaneous software package and computer systems
- 72300000 Data services
- 72212314 Voice recognition software development services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lot 2 Digital Dictation service solution with Al Technology

Description

Lot 2 of this framework will offer a Digital Dictation service solution with Artificial Intelligence (AI) Technology which will enhance the traditional process of recording audio for transcription by integrating intelligent features. Instead of solely relying on human transcriptionists, AI-powered digital dictation systems can automatically transcribe speech to text with increasing accuracy. Software will include but not be limited to licenses, software for Speech/Voice recognition, work-flow, interfacing, speech recognition engine, externally or internally hosted solution (cloud based), insourced and outsourced HR and Consultancy services, support and maintenance. Services may include consultancy day/hourly rates for planning, implementation, developing interfacing, support, troubleshooting and maintenance.

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79551000 Typing services
- 32332100 Dictating machines
- 48314000 Voice recognition software package
- 72212314 Voice recognition software development services
- 48517000 IT software package
- 32344110 Voice-logging system

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Lot 3 Digital Dictation service solution without Al Technology

Description

Lot 3 of this framework will offer a Digital Dictation service solution which will enable clinicians to securely record their verbal notes, which can then be efficiently routed for transcription or speech recognition processing, ultimately streamlining the documentation workflow and contributing to improved patient care and operational efficiency. The digital dictation system will meet the diverse needs of clinical staff across the Contracting Authority, providing a robust, user-friendly, and integrated solution for the creation of clinical documentation. Software will include but not be limited to licenses, software for Speech/Voice recognition, work-flow, interfacing, speech recognition engine, externally or internally hosted solution (cloud based), insourced and outsourced HR and Consultancy services, support and maintenance. Services may include consultancy day/hourly rates for planning, implementation, developing interfacing, support, troubleshooting and maintenance

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79551000 Typing services
- 48517000 IT software package
- 32332100 Dictating machines
- 48311000 Document management software package

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Lot 4: Outsourced transcription service solution with Al Technology

Description

Lot 4 will offer outsourced transcription service that primarily utilizes Artificial Intelligence for rapid initial transcription of audio and video files across various languages. The solution must offer a secure platform for file upload and delivery, include features like speaker identification and timestamping, and ideally provide an intuitive interface for both users and human editors.

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 72317000 Data storage services
- 72610000 Computer support services
- 72268000 Software supply services
- 72212000 Programming services of application software
- 72300000 Data services
- 48900000 Miscellaneous software package and computer systems

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Lot 5 Outsourced transcription service solution without Al Technology

Description

Lot 5 Offers an outsourced transcription services which may have to integrate with the existing systems or work stand-alone/manually. The solution should operate as a complete workflow solution and as such should include the following functionality as a minimum:a comprehensive system to manage Outsourced Transcription Services; compatible with standard Digital Dictation Services; ability to interface with Patient

Administration Systems

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79550000 Typing, word-processing and desktop publishing services
- 72000000 IT services: consulting, software development, Internet and support
- 32332100 Dictating machines
- 79551000 Typing services
- 79993000 Building and facilities management services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Lot 6: Managed service solution

Description

Lot 6: Managed service solution includes the scopes from Lot 2, Lot 3, Lot 4 and Lot 5

Lot value (estimated)

- £66,666,667 excluding VAT
- £66,800,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 72300000 Data services
- 72250000 System and support services
- 72800000 Computer audit and testing services
- 72000000 IT services: consulting, software development, Internet and support
- 72212314 Voice recognition software development services
- 79993000 Building and facilities management services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

19 January 2034

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

1%

Further information about fees

1%. NHSCS are a self-funded, not for profit NHS organisation and do not look to make a profit out of the framework as some other organisations do. Any surplus in ABI also gets passed back to NHS Commercial Solutions member Trusts.

Framework operation description

This is a replacement of the existing NHS England endorsed FWA. NHS England is heavily invested in initiatives that improve patient outcomes and relieving pressure on hospitals. There is a growing need for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription, and associated services in the NHS. These technologies offer significant benefits in terms of efficiency, accuracy, and reducing administrative burdens, which are crucial for an organization facing high demand and striving for digital transformation. The ongoing development of AI and cloud-based solutions will likely further enhance the capabilities and adoption of these services within the NHS. There will be continuous need for the service as Contracting Authorities are aligning with the NHSE initiative to push for digital tools, including transcription services, to help manage the high volume of documentation efficiently. The market is dynamic and there will be need for Contracting Authorities and service providers to align with the changing regulations. For the past 4 (four) years 14 Trusts procured the services captured under the proposed FWA amounted to £9,575,319.00. £2,235,563.00 from 8 Trusts went through the FWA which is 23% of the total spend. There is a big opportunity to channel this entire spend through NHSCS FWA which secures compliance as well as value for money solutions. The framework will be divided into 6 lots, as follows: Lot 1: Products and/or Services Catalogue Lot 2: Digital Dictation service solution with AI Technology Lot 3 Digital Dictation service solution without AI Technology Lot 4: Outsourced transcription service solution with AI Technology Lot 5 Outsourced transcription service solution without AI Technology Lot 6: Managed service solution The beneficiaries of the services are NHS Patients receiving Healthcare Services, service users or Citizens within a Local or Central Government organisation within the wider Public Sector Organisations.

Contracting authorities that may use the framework

The Framework Agreement will be accessible by a number of organisations (each a "Participating Organisation" or "Contracting Authority"). The Framework Agreement will be accessible by all NHS and Public Sector organisations within the UK, including Universities and Education Authorities where they are funded by Public Fund (each a "Contracting Authority").

Contracting authority location restrictions

• UK - United Kingdom

Participation

Particular suitability

Lot 1. Lot 1: Products and/or Services Catalogue

Lot 2. Lot 2 Digital Dictation service solution with Al Technology

Lot 3. Lot 3 Digital Dictation service solution without Al Technology

Lot 4. Lot 4: Outsourced transcription service solution with Al Technology

Lot 5. Lot 5 Outsourced transcription service solution without Al Technology

Lot 6. Lot 6: Managed service solution

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)
1 October 2025
Enquiry deadline
26 November 2025, 12:00pm
Tender submission deadline
3 December 2025, 12:00pm
Tenders may be submitted electronically
Yes
Languages that may be used for submission
English
Award decision date (estimated)
9 January 2026

Procedure

Procedure type

Open procedure

Contracting authority

NHS Commercial Solutions

• Public Procurement Organisation Number: PLDZ-3358-YMVH

The Atrium, Curtis Road

Dorking

RH4 1XA

United Kingdom

Contact name: nhscs.digital@nhs.net

Telephone: 01306 64 6822

Email: nhscs.digital@nhs.net

Website: https://www.commercialsolutions-sec.nhs.uk/

Region: UKJ26 - East Surrey

Organisation type: Public authority - central government