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Planning

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

NHS Commercial Solutions

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027882

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

Published 27 May 2025, 4:59pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Amendments on a few sections

### **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

## **Options**

The right to additional purchases while the contract is valid.

Once every 3 years. Expected life of the FWA 8 years, 3+3+2 years' breaks. Due to changing marketing dynamics and new entrants with value added technologies, the market offerings are expected to develop rapidly and to allow such changes and not limiting the market, the FWA is proposed to be for 8 years period.

## **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
- IEO - 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 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.

## Not the same for all lots

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

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## **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, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. Lot 2 Digital Dictation service solution with AI 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, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot 3. Lot 3 Digital Dictation service solution without AI 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, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot 4. Lot 4: Outsourced transcription service solution with AI**

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

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## Lot 5. Lot 5 Outsourced transcription service solution without AI 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, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **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, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **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.

## **Award method when using the framework**

Either with or without competition

## **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

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## **Participation**

### **Particular suitability**

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

**Lot 2. Lot 2 Digital Dictation service solution with AI Technology**

**Lot 3. Lot 3 Digital Dictation service solution without AI Technology**

**Lot 4. Lot 4: Outsourced transcription service solution with AI Technology**

**Lot 5. Lot 5 Outsourced transcription service solution without AI Technology**

**Lot 6. Lot 6: Managed service solution**

Small and medium-sized enterprises (SME)

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## **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

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**Procedure**



## Procedure type

Open procedure

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## Contracting authority

### NHS Commercial Solutions

- Public Procurement Organisation Number: PLDZ-3358-YMVH

The Atrium, Curtis Road

Dorking

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United Kingdom

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Region: UKJ26 - East Surrey

Organisation type: Public authority - central government