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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
- 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:

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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.

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.

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.

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.

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.

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.

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.

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

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)

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

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Region: UKJ26 - East Surrey

Organisation type: Public authority - central government