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Tender

Digital Dictation, Speech Recognition & Outsourced Transcription Services 2

NHS Shared Business Services Limited

F02: Contract notice

Notice identifier: 2024/S 000-028196

Procurement identifier (OCID): ocds-h6vhtk-03ded8

Published 3 September 2024, 5:20pm

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services Limited

Three Cherry Tree Lane, Hemel Hempstead

Hertfordshire

HP2 7AH

Email

nsbs.categorymanagementsourcing@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05280446

Internet address(es)

Main address

<https://www.sbs.nhs.uk/>

Buyer's address

<https://www.sbs.nhs.uk/proc-digital-it-frameworks>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://discovery.ariba.com/rfx/20806092>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://discovery.ariba.com/rfx/20806092>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Public Sector Framework Provider <https://www.sbs.nhs.uk/nhs-sbs-about-us>

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Dictation, Speech Recognition & Outsourced Transcription Services 2

Reference number

SBS10505

II.1.2) Main CPV code

- 72212314 - Voice recognition software development services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Shared Business Services act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework/Dynamic Purchasing System (DPS).

NHS Shared Business Services Limited (NHS SBS) intends to put in place a Framework Agreement for the provision of Digital Dictation, Speech Recognition & Outsourced Transcription and related Goods and Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://sbs.nhs.uk/proc-framework-agreements-support>

The Framework/DPS will be structured using the following Lots/Categories;

Lot/Category 1 - Lot 1a - Digital Dictation (Fixed)

Lot/Category 1 - Lot 1b - Digital Dictation (SaaS)

Lot/Category 2 - Lot 2a - Speech Recognition (Fixed)

Lot/Category 2 - Lot 2b - Speech Recognition (SaaS)

Lot/Category 3 - Lot 3 - Outsourced Transcription

Lot/Category 4 - Lot 4 - Combined Solutions

We are committed to working with suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender.

II.1.5) Estimated total value

Value excluding VAT: £150,000,000

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

Digital Dictation (Fixed)

Lot No

1a

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package

- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 1a

Capital purchase of hardware/software goods and services for Digital Dictation. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders are asked to respond to these also.

A Framework Agreement will be awarded to a maximum of 8 bidders for Lot 1a.

Where the Bidder does not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently does not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority shall exclude the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders may increase where 2 or more Bidders have tied scores in last awardable position for the Lot. Additionally, NHS SBS reserves the right to award to any Bidder whose final score is within 1% of the last awardable position of the Lot

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

II.2) Description

II.2.1) Title

Digital Dictation (SaaS)

Lot No

1b

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 1b

Pay-as-you-go/price per line cost or software subscription cost for Digital Dictation Services. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders are asked to respond to these also.

A Framework Agreement will be awarded to a maximum of 8 bidders for Lot 1b.

Where the Bidder does not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently does not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority shall exclude the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders may increase where 2 or more Bidders have tied scores in last awardable position for the Lot. Additionally, NHS SBS reserves the right to award to any Bidder whose final score is within 1% of the last awardable position of the Lot

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

II.2) Description

II.2.1) Title

Speech Recognition (Fixed)

Lot No

2a

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package

- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 2a

Capital purchase of hardware/software for additional or stand alone Speech and Voice recognition Services, including ambient and natural language processing technologies. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders are asked to respond to these also.

A Framework Agreement will be awarded to a maximum of 8 bidders for Lot 2a.

Where the Bidder does not score a minimum of 50% out of an available 70% for quality in the

AQ and subsequently does not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority shall exclude the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders may increase where 2 or more Bidders have tied scores in last awardable position for the Lot. Additionally, NHS SBS reserves the right to award to any Bidder whose final score is within 1% of the last awardable position of the Lot

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

II.2) Description

II.2.1) Title

Speech Recognition (SaaS)

Lot No

2b

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 2b

Pay-as-you-go/price per line cost or software subscription for additional or stand alone Speech and Voice recognition services including ambient and natural language processing technologies. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders are asked to respond to these also.

A Framework Agreement will be awarded to a maximum of 8 bidders for Lot 2b.

Where the Bidder does not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently does not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority shall exclude the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders may increase where 2 or more Bidders have tied scores in last awardable position for the Lot. Additionally, NHS SBS reserves the right to award to any Bidder whose final score is within 1% of the last awardable position of the Lot

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 days

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

II.2) Description

II.2.1) Title

Outsourced Transcription

Lot No

3

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders

- 32344110 - Voice-logging system
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 3

Services to provide transcription from digital data files to written copy (hard or soft) of the data. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), Award Questionnaire (AQ) requirements, and Bidder Declarations applicable, and Bidders are asked to respond to these also.

A Framework Agreement will be awarded to a maximum of 8 bidders for Lot 3.

Where the Bidder does not score a minimum of 50% out of an available 70% for quality in the AQ and subsequently does not score a minimum of 65% in total (AQ quality, Social Value and Price combined) the Authority shall exclude the submission from being appointed to the framework.

For all Lots, the maximum number of Bidders may increase where 2 or more Bidders have tied scores in last awardable position for the Lot. Additionally, NHS SBS reserves the right to award to any Bidder whose final score is within 1% of the last awardable position of the Lot

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic

catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

II.2) Description

II.2.1) Title

Combined Solutions

Lot No

4

II.2.2) Additional CPV code(s)

- 32332100 - Dictating machines
- 32342450 - Voice recorders
- 48311000 - Document management software package
- 48314000 - Voice recognition software package
- 48317000 - Word-processing software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72212314 - Voice recognition software development services
- 72261000 - Software support services
- 72500000 - Computer-related services
- 79550000 - Typing, word-processing and desktop publishing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK: United Kingdom

II.2.4) Description of the procurement

Lot 4

A combination of the services in all of lots 1a, 1b, 2a, 2b and 3. The new framework is to replace the existing framework (SBS/20/SM/WCC/9423) expires June 15th 2025. To be awarded to this lot, Bidders must be successful in being awarded to a minimum of two Lots from Lots 1-3, as per the ITT Documentation.

Bidders will deliver all the mandatory requirements as detailed in the Specification section of the Framework Agreement

There are additional Selection Qualification (SQ), and Bidder Declarations applicable, and bidders are asked to respond to these also. There will be no evaluation of quality, social value or price for Lot 4.

A Framework Agreement will be automatically awarded to Lot 4 to bidders who are successfully awarded to any combination of 2 Lots from Lots 1-3 to supply solutions spanning multiple lots under a single Call-Off.

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Authority will have the option to extend for a further 2 x 12 month periods on completion of the initial 24 month period, giving a total maximum duration of 48 months

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues.

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

Conditions to participate are as listed in the ITT documentation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-019069](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 October 2024

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 October 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The value provided in 2.6 is only an estimate Based on existing market data and spend on current framework. NHS SBS cannot guarantee to successful Suppliers any business through this Framework Agreement. Spend and volumes may vary throughout the life of the Framework Agreement from the anticipated levels given in this notice.

VI.4) Procedures for review

VI.4.1) Review body

NHS Shared Business Services Limited

Three Cherry Tree Lane, Hemel Hempstead

Hertfordshire

HP2 7AH

Email

nsbs.categorymanagementsourcing@nhs.net

Country

United Kingdom

Internet address

<https://www.sbs.nhs.uk/>