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Planning

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

Surrey & Borders Partnership NHS on behalf of NHS Commercial Solutions

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044776

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

Published 31 July 2025, 2:10pm

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### **Scope**

### **Reference**

C361880

### **Description**

NHS Commercial Solutions is seeking to engage with the market ahead of a potential procurement exercise for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services. We are inviting suppliers to participate in a Preliminary Market Engagement exercise via this procurement portal to help shape our requirements and assess market interest. This is not a call for competition and is being conducted without prejudice to any future procurement process. Please note this engagement is only for information and is not to be scored.

The questions are categorised as below:

Section 1: Supplier Information

Section 2: Lot Interest and Capability

Section 3: Technical Capability & Innovation

Section 4: Commercial & Framework Design

Section 5: General Feedback

## **Commercial tool**

Establishes a framework

### **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 2028
- Possible extension to 18 January 2034
- 8 years

### **Main procurement category**

Services

## **CPV classifications**

- 72300000 - Data services
- 79550000 - Typing, word-processing and desktop publishing services
- 72250000 - System and support services
- 72000000 - IT services: consulting, software development, Internet and support
- 72212314 - Voice recognition software development services
- 72800000 - Computer audit and testing services
- 32332100 - Dictating machines
- 48900000 - Miscellaneous software package and computer systems
- 72212000 - Programming services of application software
- 72268000 - Software supply services
- 72610000 - Computer support services
- 72317000 - Data storage services
- 48517000 - IT software package
- 79551000 - Typing services
- 32344110 - Voice-logging system
- 32342450 - Voice recorders
- 48311000 - Document management software package
- 48314000 - Voice recognition software package

## **Contract locations**

- UK - United Kingdom
- UKN - Northern Ireland

- UKN0 - Northern Ireland
- UKM - Scotland
- UKM5 - North Eastern Scotland
- UKM7 - Eastern Scotland
- UKM8 - West Central Scotland
- UKM9 - Southern Scotland
- UKL - Wales
- UKL1 - West Wales and the Valleys
- UKL14 - South West Wales
- UKL2 - East Wales
- 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)

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## **Engagement**

### **Engagement deadline**

8 August 2025

## **Engagement process description**

NHS Commercial Solutions is seeking to engage with the market ahead of a potential procurement exercise for Digital Dictation, Speech/Voice Recognition, Outsourced Transcription and associated services. We are inviting suppliers to participate in a Preliminary Market Engagement exercise via this procurement portal to help shape our requirements and assess market interest. This is not a call for competition and is being conducted without prejudice to any future procurement process. Please note this engagement is only for information and is not to be scored.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

6 October 2025

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## Contracting authority

### **Surrey & Borders Partnership NHS on behalf of 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](mailto:nhscs.digital@nhs.net)

Telephone: 01306 64 6822

Email: [nhscs.digital@nhs.net](mailto:nhscs.digital@nhs.net)

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

Region: UKJ26 - East Surrey

Organisation type: Public authority - central government