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Planning

DHCW Market Engagement RFI - Ambient Scribe Primary Care Solutions

Digital Health & Care Wales

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

Notice identifier: 2025/S 000-049511

Procurement identifier (OCID): ocds-h6vhtk-0589cf

Published 18 August 2025, 2:09pm

Scope

Reference

pqq_33741

Description

Background

The General Medical Services (GMS) Team in Digital Health and Care Wales (DHCW) are undertaking a market discovery exercise to gain an understanding of available Ambient Voice Technology (AVT) offerings, that will at a minimum meet the needs of a General Practice (GP).

Objectives

The objective is to engage the market to gather market intelligence, which will subsequently inform an approach to empower GP practices to use ambient scribe tools to drive General Practice efficiencies and enhance patient care.

Market Engagement Process

We are undertaking an informal information gathering exercise regarding what solutions are available in the market. Suppliers are required to complete the an RFI questionnaire which can be accessed via the eTenderWales portal, weblink:

<https://etenderwales.bravosolution.co.uk/home.html> .

Completed responses must also be submitted via the eTenderWales portal no later than 12:00 on 12th September 2025.

It should be noted that this is investigatory work, it is not yet clear whether DHCW will complete a procurement process to award a contract. However, the information obtained during this investigatory stage will inform the decision making process.

Following the deadline for RFI responses, DHCW reserve the right to make contact with any interested parties on an individual basis, to clarify or supplement their response.

All dates and contractual information included in this notice are not indicative of estimated or actual dates as part of a procurement plan, as no procurement strategy or plan is in place as yet.

Total value (estimated)

- £1 excluding VAT
- £1 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 1 August 2036
- 10 years, 1 day

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

12 September 2025

Engagement process description

As previously detailed the engagement process involves the completion an RFI questionnaire. The RFI questionnaire can be obtained via eTenderWales, weblink <https://etenderwales.bravosolution.co.uk/>

The project ID in eTenderWales is pqq_33741

Submission

Publication date of tender notice (estimated)

1 February 2026

Contracting authority

Digital Health & Care Wales

- Public Procurement Organisation Number: PHXM-8593-WBPZ

Ty Glan-yr-Afon

Cardiff

CF11 9AD

United Kingdom

Contact name: Jemma Edwards

Email: jemma.edwards4@wales.nhs.uk

Website: <https://etenderwales.bravosolution.co.uk/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales