

Digital Dictation, Speech Recognition & Outsourced Transcription 2



Table of Contents

Purpose of the framework agreement 2

Key benefits of the framework agreement 3

Lots and services covered under the framework agreement 4

Procurement route options 7

Sustainability and social value 8

General information 8

Call-offs..... 8

Supplier certifications and accreditations 9

Appendix 1a 10

Appendix 1b 11

Digital Dictation, Speech Recognition & Outsourced Transcription Solutions 2

Reference number	SBS10505
Framework agreement duration	01 October 2025 – 30 September 2027 (with optional 2-year extension)
NHS SBS contact details	Phil Wood Principal Category Manager philip.wood7@nhs.net Digital & IT Central Inbox nsbs.digital@nhs.net
Applicable sectors	All NHS and wider public sector organisations across the United Kingdom
Last updated	09 October 2025
Buying guide documentation	Guidance documents to support you with your procurement exercise are available to download via our Customer Framework Agreement Portal.
How was the framework agreement procured?	

Purpose of the framework agreement



The framework agreement covers a range of technology solutions that meet the evolving needs for digital dictation, speech recognition and outsourced transcription services across the NHS and wider public sector. It supports customers to meet their goals within the digital health and social care plan.

Key benefits of the framework agreement

- **A succinct supplier base**, providing a wide array of competencies to cover the wide scope of the framework to meet your requirements.
- **Utilising digital technology** to support speech recognition and dictation reduces the time it takes to transcribe and document patient, and meeting notes and minimises errors.
- Transcripts are ready instantly, **saving valuable time** – no more hunting for tapes or asking colleagues to urgently transcribe.
- **Streamlines the document management process**, improving productivity by allowing secretaries visibility of workloads.
- Speech recognition systems **can transcribe spoken words into text in real time**, eliminating the need for manual transcription, and saving time.
- Outsourcing transcribing services releases colleagues to **focus on other value-add activity and focus on patient care**.
- Supports **office, home and remote working** across all organisations to cover hybrid working.
- Provides **seamless integration** with IT systems such as EPR.
- For your ease, organisations can **call-off** the framework agreement using either **direct award or by undertaking a further competition**. NHS Call off contracts should be limited to five years in order to support the alignment of the primary NHS National Strategy (and other national schemes) leading up to 2030, ensuring an NHS Fit for the Future.
- This framework agreement has **undergone all national digital and commercial approvals including Spend Controls**. Further activity is also underway to maintain compliance with digital spend controls initially through a third-party service and later internally with the NHS SBS team.

Lots and services covered under the framework agreement

- **Lot 1: Digital dictation**

Allows customers to procure digital dictation hardware, software and services, including consultancy, development, integration and training to on-going support. It is designed for organisations who require the expertise and specialist support from digital dictation providers to set up and implement a digital dictation solution for their organisation and provide ongoing training and support into the lifespan of the solution. This lot is split into two lots, to allow the procurement as a capital outlay, or as a pay as you go service to allow easier payment options and greater flexibility:

- **Lot 1a: Digital dictation fixed**

Allows customers to procure digital dictation hardware, software and services.

- **Lot 1b: Digital dictation SaaS**

No capital outlay, prices on a pay-as-you-go price per line cost or software subscription cost.

- **Lot 2: Speech recognition**

Allows customers to procure speech recognition hardware, software and services, including consultancy, development, integration and training to on-going support. It is designed for organisations who require the expertise and specialist support from speech recognition providers to set up and implement a speech recognition solution for their organisation and provide ongoing training and support into the lifespan of the solution.

This lot is split into two lots, to allow the procurement as a capital outlay, or as a pay as you go service to allow easier payment options and greater flexibility:

- **Lot 2a – Speech recognition fixed**

Covers the capital purchase of hardware/software.

- **Lot 2b: Speech Recognition SaaS**

No capital outlay, prices on a pay-as-you-go price per line cost, or software subscription cost.

- **Lot 3: Outsourced transcription services**

Allows customers to procure outsourced transcription services, with costs broken down by line, as well as any associated hardware, software and

services, including consultancy, development, integration and training to on-going support that may be required. It is designed for customers who require outsourced transcription providers to procure the services ad-hoc, or to set up and implement a service for their organisation and provide ongoing training and support into the lifespan of the service or solution.

▪ **Lot 4: Combined Solutions**

Allows customers to utilise a 'one stop shop' to procure a solution of multiple services from any of the above lots from a single service provider, if the supplier is awarded to all the lots required.

	DIGITAL DICTATION – FIXED	DIGITAL DICTATION – SaaS (Software as a Service)	SPEECH RECOGNITION – FIXED	SPEECH RECOGNITION – SaaS (Software as a Service)	OUTSOURCED TRANSCRIPTION	COMBINED SOLUTIONS (One Stop Shop solution for combined services)
SUPPLIER	LOT 1a	LOT 1b	LOT 2a	LOT 2b	LOT 3	LOT 4
Accuro Transcription Solutions					X	
Aprobrium Ltd T/A Lexacom	X	X		X	X	X
BigHand Limited	X	X	X	X		X
Dict8 Ltd		X				
Dictalogic Limited	X	X		X		X
Dictate IT Ltd	X		X	X		X
Diktamen UK Ltd	X	X		X		X
DScribe Limited					X	
G2 Speech UK Ltd	X	X	X	X	X	X
InventAsia Limited T/As Prescribe Digital					X	
Solventum (formerly 3M MModal)	X	X	X	X		X
Voice Technologies Ltd			X			

	DIGITAL DICTATION – FIXED	DIGITAL DICTATION – SaaS (Software as a Service)	SPEECH RECOGNITION – FIXED	SPEECH RECOGNITION – SaaS (Software as a Service)	OUTSOURCED TRANSCRIPTION	COMBINED SOLUTIONS (One Stop Shop solution for combined services)
SUPPLIER	LOT 1a	LOT 1b	LOT 2a	LOT 2b	LOT 3	LOT 4
Xstek Limited					X	

*Please note, this is not a full list of suppliers, we will be adding to this list when we receive the correct documentation

Procurement route options

Why choose a further competition?*

In a further competition all the suppliers on the framework agreement are invited to bid for your contract, so they're particularly useful when you are sourcing high-value or complex goods and services, or are unsure which suppliers meet your needs.



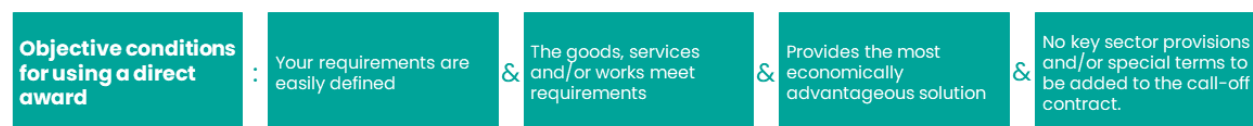
How to run a further competition



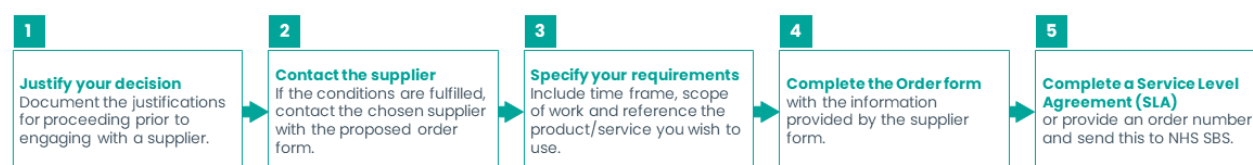
*Full details in appendix 1a

Why use direct award?*

You can choose to direct award if you are using the framework agreement in compliance with Regulation 33 of the Public Contracts Regulations. You are encouraged to seek and obtain legal opinion before proceeding down this purchasing route.



How to complete a direct award



*Full details in appendix 1b

Sustainability and social value

We are committed to delivering social value through all our services and embed a minimum of 10% social value into all our framework agreements as per the Social Value Act 2012, and Procurement Policy Notice 06/20. This includes Covid-19 recovery, equal opportunity, wellbeing, tackling economic inequality and fighting climate change. We ensure our framework agreements empower you to deliver local and national social value through your contracts. To find out how you can embed this when buying via our framework agreements, please see the supporting document 'Embedding sustainability and social value in tenders'.

General information

To ensure compliance, the Contracting Authority must return one of the below to nsbs.digital@nhs.net upon award. The contracting authority should also include the framework agreement reference **SBS10505** within their purchase order.

- 1) Completed SLA
- 2) Copy of award letter/order confirmation
- 3) Copy of the agreed project proposal/quotation from the supplier(s)
- 4) An email confirmation with a brief overview of the scope of the contract (which lot awarded under), contract period, agreed pricing and the name of the chosen supplier(s).

Call-offs

It is recommended that Call-Offs entered into under this framework agreement have a maximum duration of five years, particularly where the scope of the contract aligns with a national digital programme such as; the Future NHS Workforce Solution Transformation Programme operated by NHS Business Services Authority, or the NHS Notify, and NHS Collaboration (Microsoft) Programmes run by NHS England. It is further recommended that approved organisations consider extension options and/or break clauses within their call-off contracts to enable timely migration once in scope of a national digital programme.

As this framework agreement largely consists of resellers, and some vendors, it is requested that NHS Trusts in particular pay close attention to, and consult with, any central national programmes that they could align with before committing to purchasing from the market through this Framework.

NHS SBS are happy to introduce any customers to key contacts at the programmes outlined above to support in your decision-making process leading up to your procurement.

Supplier certifications and accreditations

Supplier certifications and accreditations have already been assessed and verified, initially during the framework agreement procurement process and then on an ongoing basis throughout the life of the framework agreement meaning you do not have to undertake this activity yourself, saving you time and resource.

Where a supplier cannot maintain any certification or accreditation then they are removed from the Buying Guide until they can demonstrate compliance.

The following documents are verified for suppliers on this framework agreement:

- Employer's (Compulsory) Liability Insurance = £5M
- Public Liability Insurance = £5M
- Professional Indemnity Insurance = £5M
- Product Liability Insurance = £5M
- Recognised quality management system such as ISO9001 or an external internationally accepted equivalent
- Recognised environmental management system such as ISO14001 or external internationally accepted equivalent

It is a requirement to only hold one of the below:

- Cyber Essentials Plus certification
- ISO 27001 Information Security

It is a requirement to hold the below:

- Carbon Reduction Plan reporting; most recent

Appendix 1a

Guidance for using further competition for an NHS SBS framework agreement.

- 1) If you are unsure which supplier best suits your needs, you may wish to run a further competition by inviting **all suppliers** under the framework agreement to bid for your contract.
- 2) NHS SBS can provide further competition templates, guidance, and some subject matter expert advice should you wish to run the further competition as a self-serve model. We also have experienced procurement professionals that can undertake the further competition on your behalf, running the end-to-end process for both individual and multiple provider organisations. Please use the contact details in this buying guide to notify us of your decision to undertake a further competition, or to find out more about the support we can provide.
- 3) To begin the process, complete a capability assessment and send to **all suppliers** on the framework agreement outlining your requirements. This allows suppliers to opt in or out and helps with shortlisting to a more manageable number of suppliers for evaluation.
- 4) Each supplier that opts in for the further competition should receive a copy of a request to submit a proposal. Please see **schedule 7** of the terms and conditions for full information, which is available as a separate document.
- 5) Notify all participating suppliers of the outcome of the further competition following completion of the evaluation. Provide each unsuccessful supplier with written feedback on their proposal.
- 6) Once you have finalised your contract, complete a Service Level Agreement (SLA) or provide an order number and send this to NHS SBS.
- 7) Whilst NHS SBS will be available for any support, it will remain the responsibility of the Approved Organisations to manage and monitor the performance of the suppliers throughout the duration of the SLAs. NHS SBS will maintain a Strategic Supplier Performance regime at a high level, but Approved Organisations will need to manage performance at a delivery level.

Appendix 1b

Guidance for using direct award for an NHS SBS framework agreement

- 1) You can use direct award if you are using the framework agreement in compliance with Regulation 33 (of the Public Contracts Regulations). You are encouraged to seek / obtain legal opinion before proceeding down this purchasing route.
- 2) To complete a direct award, you need to have satisfied 'objective conditions' for directly awarding a call-off contract to a selected supplier. Please see clause 3 of **Schedule 7** of the terms and conditions, which is available as a separate document.
 - The requirements are easily defined (e.g., requiring commodity products and services).
 - You can identify the goods, services and/or works meet the requirements from viewing the information on the catalogue, including prices, service description, functionality/technical merit, delivery timescales, target performance indicators, transition/migration, and social value.
 - You can justify that the selected goods, services and/or works provide the most economically advantageous solution and that no additional benefit would be derived from a further competition to evaluate pricing and/or quality.
 - There are no key sector provisions and/or special terms to be added to the call-off contract.
- 3) If you use direct award, you are strongly advised to document the justifications for proceeding prior to engaging with a supplier. These records can be used to justify a decision to directly award if you are challenged on this decision.
- 4) If the conditions are fulfilled, contact the chosen supplier with the proposed order form. Specify your requirements, time frame, scope of work and reference the product/service you wish to use. The supplier is required to provide information to populate and complete the order form.
- 5) Once you have finalised your contract, complete a Service Level Agreement (SLA) or provide an order number and send this to NHS SBS.

- 6) Whilst NHS SBS will be available for any support, it will remain the responsibility of the approved organisations to manage and monitor the performance of the suppliers throughout the duration of the SLAs. NHS SBS will maintain a Strategic Supplier Performance regime at a high level, but approved organisations will need to manage performance at a delivery level.

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ABOUT US

NHS Shared Business Services (NHS SBS) was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement and workforce services to more than half the NHS in England. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence.

For more information, please visit [**www.sbs.nhs.uk**](http://www.sbs.nhs.uk)