



NHS  **Commercial Solutions**

**DIGITAL DICTATION
SPEECH RECOGNITION
OUTSOURCED TRANSCRIPTION
NHS FRAMEWORK**

About BigHand

BigHand was established in 1996 and is Microsoft Gold Partner and BlackBerry ISV Partner and is backed by LDC. With offices in London, Chicago, Sydney and Toronto, BigHand has the largest support desk in the digital dictation community looking after its customers. BigHand employs the PRINCE 2 methodology, is an Institute of Customer Service member and has always focused heavily on quality and delivering against specific customer requirements.

BigHand employs over 100 staff. As a UK software development company, BigHand has a 20+ strong development and products team based in London.

As an organisation, BigHand supports a rapidly increasing NHS customer base via the secure N3 network, having successfully completed the Connecting for Health Information Governance Statement of Compliance (IG SoC) process.

BigHand's Clinical Correspondence system comprises of:

- Digital Dictation
- Speech Recognition
- Documentation Workflow
- Smartphone Dictation
- Interoperability

Framework Award Result

BigHand were awarded onto the NHS Commercial Solutions Framework for Digital Dictation and Speech Recognition as the highest ranked supplier following a full European procurement process, which included evaluations assessing Financial Stability, Professional Capability, Technical Capability, Experience and Value for Money.

The Framework benefits NHS trusts by providing the ability to procure a digital dictation and speech recognition solution through a reduced number of suppliers without the requirement of a lengthy procurement process.

Contact Information

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Direct Access

As BigHand were named as the highest ranked supplier, this enables the trust to award directly to BigHand without the requirement to go through a 'Mini-Tender Process'.

BigHand Scoring

BigHand – Lot 2 Digital Dictation			
Section	BigHand Rank 1 Score	Average Score	Section Total
2.1 Performance	11.60	6.84	14
2.2 Data Protection & Encryption	7.20	4.73	10
2.3 Implementation & Integration	8.40	4.84	10
2.4 Training	4.00	2.46	5
2.5 Support	3.60	2.48	5
2.6 Presentation	21.73	11.80	26
QUALITY TOTAL	56.53	33.17	70
2.7 Commercial	9.75	17.40	30
GRAND TOTAL	66.28	50.57	100

BigHand – Lot 3 Speech Recognition			
Section	BigHand Rank 1 Score	Average Score	Section Total
3.1 Performance	15.20	6.84	20
3.2 Support	7.20	4.73	10
3.3 Implementation	8.40	4.84	10
3.4 Training	7.00	2.46	10
3.5 Presentation	16.00	11.80	20
QUALITY TOTAL	53.80	33.17	70
3.6 Commercial	20.46	17.40	30
GRAND TOTAL	74.26	50.57	100

BigHand has attached the Framework Agreement Buyer's Guide for your Trust's convenience

Framework Agreement Buyer's Guide

DIGITAL DICTATION, SPEECH RECOGNITION AND OUTSOURCED TRANSCRIPTION

Agreement reference number: 248-2416

Period of agreement: 7 December 2011 to 6 December 2013

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Introduction

This guide to the digital dictation, speech recognition and outsourced transcription framework agreement contains commercially confidential information that must be used only for the purpose of official business and may be shared only with eligible parties.

The framework agreement is for the benefit of NHS trusts throughout the whole of the UK, including Northern Ireland, Scotland and Wales. NHS trusts are required to access this framework via one of the leading procurement organisations. Further information on how to access the framework can be found in the 'accessing and using the framework' sections.

If you currently have a contract for any of the services covered by this framework you should ascertain whether better value for money could be obtained by using the framework.

This guide is designed to help users of the framework:

- identify participating suppliers;
- access and make the most of the benefits and savings available;
- know who to contact for help and clarification.

The guide will also help advise NHS trusts and suppliers on how to use the framework.

If you require any additional information please contact Chris Lawrence on 01306 646820 or email chris.lawrence1@nhs.net.

This document is for guidance only. It is not a contractual document. It does not form part of the framework agreement or any resulting call-off contracts, and it is not to be construed as being part of these documents.

Background

The NHS Commercial Alliance is a strategic partnership between NHS Commercial Solutions, PRO-CURE and East of England NHS Collaborative Procurement Hub. The NHS Commercial Alliance is an NHS owned organisation and works on behalf of its stakeholders to harness and leverage purchasing power across the entire health economy. The NHS Commercial Alliance acts as a centre of excellence for commercial and procurement activity, through strong commercial focus and innovation, to deliver savings and benefits to support the improvement of patient care.

NHS Commercial Solutions, on behalf of the NHS Commercial Alliance (in association with NHS London Procurement Programme) has let this framework agreement subsequent to a full OJEU restricted process, in which NHS Commercial Solutions placed an notice to establish a multiple supplier framework (ref: 2011/S 128-213055). Suppliers were invited to complete a pre-qualification questionnaire to evaluate financial stability and technical capability. Suppliers that met the requirements were invited to tender.

During the tender, suppliers were required to demonstrate exceptional knowledge of working with the NHS, providing evidence of a well structured and detailed methodology and were

evaluated on their performance and management of the service, understanding and capability of data protection requirements and approach to implementation, integration, training and support.

Multiple suppliers were successful in each lot and have been awarded onto the framework, which has been let for two years with two options to extend for twelve months.

The framework provides NHS trusts with a legally compliant access to the market, with the benefits of significantly reduced procurement timescales and access to cost-effective and quality approved suppliers.

Framework overview

The framework has been structured to incorporate five lots, which are:

- Lot 1: Dictation hardware
- Lot 2: Digital dictation
- Lot 3: Speech recognition
- Lot 4: Outsourced transcription
- Lot 5: Bespoke services

Digital dictation is a secure workflow system that enables dictation to be recorded digitally and sent electronically to be transcribed. The workflow system is effectively a personal information manager like Microsoft Outlook, providing the management of dictation files internally by a trust server. Once a clinician has completed a recording the voice file is sent across the trust network to the relevant secretary or department. The workflow eliminates the requirement for clinicians to hand over recorders and allows customisation to recordings by identifying different levels of priority. The workflow system mimics Outlook's structure with an inbox and structured folders which automatically move the document as it progresses through the transcription process. The system enables managers to review workload and reassign work to available secretaries or to send to an outsourced transcription provider.

Speech Recognition enhances the workflow and requires little training as the software can be used in the background so that once the clinician sends the voice file it would be routed to the server to produce the written document. The server would then send the document back to the secretary for review. The speech recognition lot identifies suppliers that have been awarded to provide a digital dictation workflow product with integrated speech recognition.

Outsourced transcription provides trust the option to outsource medical transcription work to reduce turnaround times of documents. Outsourced transcription suppliers work with the trust, integrating into clinical and patient administration systems or workflow systems so that only non-identifiable information is sent outside the trust for transcription. Once a document has been transcribed it is returned to the trust and the patient demographics are automatically reinserted.

Bespoke services lot provides trusts the opportunity to develop a specification with additional service requirements, which is not provided or a core service offering under other framework lots. NHS trusts may use the bespoke services lot to appoint a provider for a managed service or to combine all or a combination of lots under a single contract for a complete digital dictation, speech recognition and outsourced transcription solution. The bespoke services lot has an emphasis on providing additional service and trust benefits with a value for money approach. Suppliers are required to work in partnership with the trust to develop the business case, identify key performance indicators and provide benefits tracking.

There are 13 suppliers in total across the framework. The table below lists each service provider and identifies to which lot(s) they have been awarded.

Supplier	Lot 1: Dictation Hardware	Lot 2: Digital Dictation	Lot 3: Speech Recognition	Lot 4: Outsourced Transcription	Lot 5: Bespoke Services
Suppliers per lot	6	7	4	6	11
Asdon Group		✓			✓
Big Hand	✓	✓	✓		✓
Dict8		✓			✓
Dictate IT		✓	✓	✓	✓
Dscribe		✓		✓	✓
G2 Speech		✓	✓		✓
Grundig	✓				
OKS Europe				✓	
Omni-Medical	✓			✓	✓
ScribeTECH	✓	✓		✓	✓
Softech Global				✓	✓
SRC	✓		✓		✓
Voice Technologies	✓				✓

The benefits of using the framework

For NHS contracting trusts using this agreement it will:-

- Save time and effort required for tendering any of the services under this agreement
- Provide a fully EU compliant framework
- Provide consistent terms & conditions of contract
- Standardise KPIs
- Simplify the process and remove the cost to trusts in procuring the services and providers
- Provide a robust and flexible framework offering
- Provide a range of supplier offerings
- Provide opportunity for further savings through further competition
- Provide opportunity to expand service needs through the bespoke solutions lot.

For trusts introducing digital dictation, voice recognition and outsourced transcription services there is a wide range of benefits to be received.

- **Process benefits**
 - Secure and safe movement of data, dictation available immediately for transcription. Elimination of backlogs with typing and fully auditable evidence on process time.
 - Higher quality dictations will lead to reduced errors and time taken to rectify errors.
- **Financial benefits**
 - Reduced cost of hardware/maintenance and consumables through replacing analogue dictation devices and consumables (tapes) with digital devices.
 - Reduced costs of temporary staff when staff are on sick leave, greater consistency in the management of workload planning leading to improved efficiencies, savings and improved processes.
 - Increased efficiencies in working will enable long-term staff resource planning to enable potential reductions in staff.
- **Organisational benefits**
 - Improved working practises, facilitates the ability to review administration and clerical processes to reduce backlog and free capacity.
 - Dictation and workload immediately visible – more efficient and effect staff planning and management

- Digital dictations can be added to electronic patient records for improved records and information management.
- Faster turnaround of dictations, reduced errors leads to happier patients and GP's

Using the digital dictation framework

It is our expectation that requirements for services will fall within two types of work:

- Standard call-Off
- Bespoke requirement

A standard call off would occur when the trust has a requirement for any of the goods or service listed under lots 1-4 (i.e. dictation hardware, digital dictation, speech recognition and/or outsourced transcription). The trust would call off of the lot(s) which best meet their requirement, for example a trust looking to purchase a digital dictation workflow with integrated speech recognition would identify lot 3 (speech recognition) only as the relevant lot. When identifying the appropriate lot the trust should review the specification and consult with one of the framework managers.

In order to comply with the rules on the use of framework agreements, there are two ways in which call-offs may be made, under a standard call-off the authority would be able to either:

1. Direct award; where the terms laid out in the framework agreement are detailed enough for the purchasing authority to be able to identify the best supplier for that particular requirement, then the authority can award the contract, without re-opening competition, to the supplier offering the most economically advantageous tender; or
2. Call for further competition; if the terms laid out in the framework agreements are not specific enough for the purchasing authority to be able to identify which supplier could offer them best value for money for that particular requirement, a further mini-competition would be held between all the suppliers on the framework agreement who are capable of meeting the need.

A bespoke requirement would occur when the NHS trust has a requirement which is not provided for in the framework itself and may include:

- a) Services with a focus on consultancy to develop a cost saving/benefits tracking solution
- b) A supplier to support proof of concept or a project pilot and to work in partnership to develop trust requirements and business cases, proposals and options appraisals.
- c) Additional functionality to meet trust requirements
- d) A fully managed service or a single contract to provide all or a mix of the framework elements

In order to comply with the rules on the use of framework agreements when a trust wishes to call off the bespoke service lot then they would be required to call for further competition.

Accessing the framework

NHS Commercial Solutions is a stakeholder-funded collaborative procurement organisation. Our framework agreements are procured via OJEU-compliant processes that enable access by all NHS organisations in England and, often, the wider UK. Access is provided subject to authority from NHS Commercial Solutions.

NHS Commercial Solutions does not include any activity based income in its frameworks, preferring to charge fees to organisations using the service based on fair proportion of our cost to deliver the service. These fees cover the cost of the original procurement process and the on-going management of the framework agreement. The fee structure is based on two models:

1. **Direct access:** which enables the trust to award directly to the bidder offering the most economically advantageous tender or, where the trust has the knowledge and expertise to be able to complete its own further competition in accordance with the terms of the agreement, the access fee is [to be advised] per trust. This is a one-off fee and provides access to the individual framework agreement.
2. **Managed procurement:** NHS Commercial Solutions will assist the trust in procuring a solution to its specific requirements. This will include
 - ensuring the specification is valid;
 - seeking bids from suppliers;
 - assisting with the evaluation; and
 - assisting with contract award.
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NHS CS will use its BravoSolution e-tendering portal and provide the trust with access to the document management system within the portal for the duration of the process. We would normally expect our involvement to be about [to be advised] working days; this would be charged at our day rate of [to be advised].

For further information or a quotation please contact;

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