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Tender

Software as a Service (SAAS) Solution for the Digitisation of Registration and Continuous Professional Development (CPD) processes

General Dental Council

F02: Contract notice

Notice identifier: 2024/S 000-001753

Procurement identifier (OCID): ocds-h6vhtk-042e36

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Section I: Contracting authority

I.1) Name and addresses

General Dental Council

Wimpole Street

London

W1G 8DQ

Contact

Mary Onuegbu

Email

procurement@gdc-uk.org

Telephone

+44 207676000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gdc-uk.org

Buyer's address

www.gdc-uk.org

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./3CP94U8Q7Q>

Additional information can be obtained from another address:

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Contact

Mary Onuegbu

Email

procurement@gdc-uk.org

Telephone

+44 2027676000

Country

United Kingdom

Region code

UKG31 - Birmingham

Internet address(es)

Main address

www.gdc-uk.org

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/3CP94U8Q7Q>

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Health Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Software as a Service (SAAS) Solution for the Digitisation of Registration and Continuous Professional Development (CPD) processes

Reference number

GDC-2024-002

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The General Dental Council (GDC) is looking to enhance the registration experience so that it is more aligned to applicant expectations, with the potential to also improve the registrant experience.

At the forefront they require the development of a seamless digital (paperless) registration process for Dental Care Professionals (DCPs) and Dentists that is integrated with the GDC's CRM platform that enables the storage and upload of documentation, wherever possible, allowing a faster; lower risk path to registration that allows both GDC and applicants to track the progress of their application. The aim is to move to a digital (paperless) registration process for DCPs and Dentists that is integrated with GDCs CRM platform (Microsoft Dynamics CRM). The process must allow for an application to be completed online, with functions to allow for the safe upload of all required documents for registrants; & which synchronizes uploaded data to the in-house CRM system with an associated workflow

II.1.5) Estimated total value

Value excluding VAT: £2,300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72220000 - Systems and technical consultancy services
- 72200000 - Software programming and consultancy services
- 72600000 - Computer support and consultancy services
- 72222000 - Information systems or technology strategic review and planning services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

Main site or place of performance

Birmingham

II.2.4) Description of the procurement

The GDC is looking to procure a Software as a Services (SAAS). The solution must be 'out of the box' which can be configured to meet our specific requirements and can integrate with our CRM system.

The Supplier will be required to deliver the following high-level requirement as part of their solution:

- Implementation plan; project management and quality assurance arrangements.
- Design, configuration, approach, and planning.
- Security plan.
- Testing and Acceptance plan (including User Acceptance Testing, system, interface, and regression testing).

- Training and skills transfer. Training will be required for different types of users (to be agreed with the GDC); this will include and not be limited to tailored standard operating procedures designed for GDC users.
- Data migration and integration to the existing GDC CRM.
- Continuing assistance for users during initial period of go-live operation (such as on-site support for a period immediately following initial operational running down to telephone support for a further period).
- Support/maintenance and enhancement Services as part of the Contract.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,300,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

The contract will be for an initial 3 years which may be extended by a further 3 years, increment to be decided by the Authority.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for an initial 3 years which may be extended by a further 3 years, increment to be decided by the Authority.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

A provision for additional services are provided for in the Contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

Date

4 March 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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

4 March 2024

Local time

12:15pm

Place

West Midlands

Information about authorised persons and opening procedure

Procurement Team

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./3CP94U8Q7Q>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3CP94U8Q7Q>

GO Reference: GO-2024118-PRO-24995785

VI.4) Procedures for review

VI.4.1) Review body

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Email

procurement@gdc-uk.org

Telephone

+44 2076760000

Country

United Kingdom

Internet address

www.gdc-uk.org

VI.4.2) Body responsible for mediation procedures

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Email

procurement@gdc-uk.org

Telephone

+44 2076760000

Country

United Kingdom

Internet address

www.gdc-uk.org

VI.4.4) Service from which information about the review procedure may be obtained

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Email

procurement@gdc-uk.org

Telephone

+44 200767660000

Country

United Kingdom

Internet address

www.gdc-uk.org