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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

Published 18 January 2024, 2:07pm

### **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](mailto:procurement@gdc-uk.org)

#### **Telephone**

+44 207676000

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.gdc-uk.org](http://www.gdc-uk.org)

Buyer's address

[www.gdc-uk.org](http://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

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Mary Onuegbu

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[procurement@gdc-uk.org](mailto:procurement@gdc-uk.org)

**Telephone**

+44 2027676000

**Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Internet address(es)**

Main address

[www.gdc-uk.org](http://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

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**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.

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## **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

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## **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

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### **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](mailto:procurement@gdc-uk.org)

Telephone

+44 2076760000

Country

United Kingdom

Internet address

[www.gdc-uk.org](http://www.gdc-uk.org)

#### **VI.4.2) Body responsible for mediation procedures**

General Dental Council

37 Wimpole Street

London

W1G 8DQ

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[procurement@gdc-uk.org](mailto:procurement@gdc-uk.org)

Telephone

+44 2076760000

Country

United Kingdom

Internet address

[www.gdc-uk.org](http://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](mailto:procurement@gdc-uk.org)

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