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Tender

Dental eReferral Management System

Digital Health and Care Wales

F02: Contract notice

Notice identifier: 2022/S 000-002262

Procurement identifier (OCID): ocds-h6vhtk-02fc54

Published 26 January 2022, 9:44am

Section I: Contracting authority

I.1) Name and addresses

Digital Health and Care Wales

Ty Glan yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Email

katharine.fletcher@wales.nhs.uk

Telephone

+44 2920502105

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Dental eReferral Management System

Reference number

P451.01

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The aim of the Dental E-Referral Management System ("DRMS") is to manage the appropriate clinical demand and allocation of referrals to specialist dental services across NHS Wales via a web based national platform.

The average referral activity for Wales is approximately 60,000 referrals per year. This is for all specialties and is the expected volume to be managed by a Dental E-Referral Management Service provider.

DRMS will serve to provide 3 main functions:

- To provide an outward-facing service with a central hub to receive and process referrals
- Work with locally identified clinical triage's to process dental referrals for all dental specialties, ensuring referrals are received by the most appropriate clinical services across Wales
- To maintain a comprehensive and robust referral data set that will be analysed and presented in regular reports. This will provide intelligence about quality assurance, clinical referral behaviors and clinical pathway outcomes.

II.1.5) Estimated total value

Value excluding VAT: £2,250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48814400 - Clinical information system
- 48517000 - IT software package
- 48814200 - Patient-administration system

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Various sites across NHS Wales

II.2.4) Description of the procurement

This procurement has been issued by Digital Health and Care Wales , in connection with the Open Procedure, as set out in Regulation 27 of the Public Contract Regulations 2015 (PCR15), for the procurement of a Dental eReferral Management System.

The aim of a referral management system is to manage clinical demand and allocation of referrals, with valid need, to specialist dental services. Such services include all dental specialties and pathways across primary and secondary care.

Referral Management Systems provide invaluable, timely data on patient need to support decision making for service planning and pathway development, as well as for assessment and reporting on referral quality and source.

The average referral activity for Wales on an annual basis is approximately 60,000 and is the expected volume to be managed by a Dental E-Referral Management Service (DRMS) provider.

Referrals will be received from:

- General Dental Practitioners within Wales
- General Dental Practitioners outside bordering Wales, whose patients are registered with a GP within Wales
- Other dental providers (including private practitioners and community dental services referring into NHS services)

II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The anticipated initial agreement period will be four (4) years with the capacity (at the Awarding Authority's sole discretion) to extend for a period of a further twenty four (24) months in increments of not fewer than twelve (12) months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The option to extend the contract for a period of a further twenty four (24) months in minimum increments of twelve (12) months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-029918](#)

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

Date

2 March 2022

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

Tender must be valid until: 10 June 2022

IV.2.7) Conditions for opening of tenders

Date

2 March 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Estimated timing for further notices to be published:

January 2027 if the optional extension is exercised

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

All responses must meet the criteria outlined in the Single Procurement Document (SPD).

The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering

process and not award any contract.

The Contracting Authority will not accept SPD questionnaires and completed tender documents after the stated

closing date.

All documents to be priced in sterling and all payments made in sterling.

The tendering process will be undertaken via electronic means using the Bravo e-tendering system

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

Instructions on how to participate in this tender opportunity:

To complete your response, please access the tender documents via the Bravo ETenderWales portal

reference:

project_48950 Dental eReferral Management System ("DRMS"). ITT Code 92507

Instructions: Register your company on the eSourcing portal (this is only required once). Browse to the

eSourcing portal: <https://etenderwales.bravosolution.co.uk> and click the link to register — Accept the terms and

conditions and click "continue" — Enter your correct business and user details — Note the username you

chose and click "save" when complete — You will shortly receive an email with your unique password (please

keep this secure).

2. Express an Interest in the tender — Log in to the portal with the username/password — Click the

"PQQs/ITTs open to all" suppliers" link.(these are pre-qualification questionnaires or invitations to tender open

to any registered supplier)—Click on the relevant PQQ/ITT to access the content— Click the "express interest"

button at the top of the page — This will move the PQQ/ITT in to your "my PQQs/myITTs" page.(this is a

secure area reserved for your projects only)—You can now access any attachments by clicking "buyer

attachments "in the "PQQ/ITT details" box

3. Responding to the tender —Click "my response "under "PQQ/ITT details", you can choose to "create

response "or to "decline to respond"(please give a reason if declining)—You can now use the "messages"

function to communicate with the buyer and seek any clarification — Note the deadline for completion, then

follow the on screen instructions to complete the PQQ/ITT—There may be a mixture of online & offline actions

for you to perform(there is detailed online help available)You must then submit your reply using the "submit

response" button at the top of the page.

If you require any further assistance please consult the online help or contact the eTendering helpdesk.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information

record your interest on Sell2Wales at <https://www.sell2wales.gov.wales>.

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(WA Ref:117714)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom