

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004994-2025>

Contract

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

General Dental Council

F03: Contract award notice

Notice identifier: 2025/S 000-004994

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

Published 13 February 2025, 4:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

General Dental Council

Wimpole Street

London

W1G 8DQ

#### **Contact**

Erica Williams

#### **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.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) has awarded a contract for Software as a Service (SAAS) Solution for the Digitisation of Registration and Continuous Professional Development (CPD) processes. The contract will 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 GDC's 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.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,300,000

## **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 Supplier will 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.

The solution must be 'out of the box' which can be configured to meet our specific requirements and can integrate with our CRM system.

#### **II.2.5) Award criteria**

Quality criterion - Name: Criterion 1: Fit for Purpose – Functional Requirements / Weighting: 35

Quality criterion - Name: Criterion 2: Approach to Implementation / Weighting: 25

Quality criterion - Name: Criterion 3: Contract Management / Weighting: 5

Quality criterion - Name: Criterion 4: Terms and conditions / Weighting: 10

Cost criterion - Name: Criterion 5: Lifecycle cost / Weighting: 25

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contract is £2,0075,760.80 excluding Vat as detailed at (II.2.6 Estimated total value of the published Contract Notice). This envelope covers: -the initial period of the contract of 3 years. -the optional extension of up to a further 3 years -the initial scope which covers the Registration process and CPD is anticipated to cost no more than £1.15 million of the total budget envelope. - during the course of the Contract, we may commission additional services such as but not limited to Digitisation of Fitness to Practice processes and/or Hearings processes. These requirements are not within the initial scope of the current business case of the Contract and if requirement will require internal approval. As a contingency for any potential additional phases and related services, we have included a provision of circa £1.15 million of the total budget envelope, which would be available at the earliest in Year 3, pending internal business cases. - a provision for Price variations. Any Price variation will be in accordance with the Change Control Procedure, which will include and not be limited to any proposed changes to pricing being documented, submitted for approval, and communicated transparently. This process may include submitting a change request detailing the reasons for the variation, the impact on costs, and obtaining approval from relevant stakeholders or an authorised decision-making body before implementing the change. The estimates contract value excludes value added tax which for the is current UK's current rate of 20%.

### **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**

Restricted 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: [2024/S 000-001753](#)

---

## **Section V. Award of contract**

### **Contract No**

GDC-2024-002

### **Title**

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

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 September 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 8

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

PriceWaterhousecooper LLP

7 More London Riverside

London

SE1 2RT

Country

United Kingdom

NUTS code

- UKI - London

National registration number

N/A

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £2,075,761

Total value of the contract/lot: £2,075,761

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=892735472>

GO Reference: GO-2025213-PRO-29423065

### **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

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.4.4) 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)

Telephone

+44 207676000

Country

United Kingdom

Internet address

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

