

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007024-2024>

Contract

## **SCFT & ESHT: Provision of Dental Patient Management Software Service**

Sussex Community NHS Foundation Trust  
East Sussex Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-007024

Procurement identifier (OCID): ocids-h6vhtk-03f53a

Published 5 March 2024, 1:53pm

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

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

Sussex Community NHS Foundation Trust

Trust HQ, Jevington Building, Elm Grove

Brighton

BN13 3EP

#### **Contact**

Sussex Community NHS Foundation Trust Procurement Team

#### **Email**

[sc-tr.purchasing@nhs.net](mailto:sc-tr.purchasing@nhs.net)

#### **Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.sussexcommunity.nhs.uk/>

Buyer's address

<https://www.sussexcommunity.nhs.uk/>

**I.1) Name and addresses**

East Sussex Healthcare NHS Trust

729 The Ridge

St. Leonards-on-Sea

TN37 7PT

**Email**

[stacey.rhynas@nhs.net](mailto:stacey.rhynas@nhs.net)

**Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.esht.nhs.uk>

Buyer's address

<https://www.esht.nhs.uk>

## **I.2) Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

N/A

## **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**

SCFT & ESHT: Provision of Dental Patient Management Software Service

Reference number

C199901

#### **II.1.2) Main CPV code**

- 85130000 - Dental practice and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Joint Procurement: Sussex Community NHS Foundation Trust ("SCFT") (the "Authority") in conjunction with East Sussex Healthcare NHS Trust ("ESHT") required a service provider to provide a Dental Patient Management Software Service.

The current in-situ patient management software was no longer supported by the software supplier/developer and the SCFT Dental Services team appointed a single service provider which includes but is not limited to the following:

- Special Care Dental Service which provides support to patients with special needs and those who have difficulty accessing General Dental Services; and
- Emergency Dental Service which provides out-of-hours dental care when a patient's clinical condition needs prompt attention.

The required software management system includes the following:

- Cloud based storage and browser user access point;
- Electronic patient medical histories & NHS Patient Record forms;
- Dental specific charting and treatment planning features;
- Electronic patient portal for appointment booking and communication;
- Integrated communication systems (email and SMS);
- Integrated wait list management and reporting;
- Performance reporting features; and
- Dental contract and financial practice management features.

This was an Open procedure; any organisation could have responded to the advertised Contract Notices, requested/downloaded the procurement documents, and submitted a tender. All tenders were evaluated in line with the methodology and criteria set out in the procurement documents.

Subject to its obligations to act in a transparent, proportionate and non-discriminatory manner, the Authority reserved the right to only award a contract to one (1) of the Trusts or none of the Trusts as a result of the procurement process.

This notice applies to Sussex Community NHS Foundation Trust only and the estimated length of the contract is three (3) years with one (1) possible two (2) year extension period.

The Authority made use of the ATAMIS e-tendering Portal which can be found at <https://health-family.force.com/s/Welcome> ("the e-sourcing Portal").

#### **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: £107,117.50

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72212510 - Communication software development services

### **II.2.3) Place of performance**

NUTS codes

- UKJ2 - Surrey, East and West Sussex

### **II.2.4) Description of the procurement**

Joint Procurement: Sussex Community NHS Foundation Trust ("SCFT") (the "Authority") in conjunction with East Sussex Healthcare NHS Trust ("ESHT") required a service provider to provide a Dental Patient Management Software Service.

The current in-situ patient management software was no longer supported by the software supplier/developer and the SCFT Dental Services team appointed a single service provider which includes but is not limited to the following:

- Special Care Dental Service which provides support to patients with special needs and those who have difficulty accessing General Dental Services; and
- Emergency Dental Service which provides out-of-hours dental care when a patient's clinical condition needs prompt attention.

The required software management system includes the following:

- Cloud based storage and browser user access point;
- Electronic patient medical histories & NHS Patient Record forms;
- Dental specific charting and treatment planning features;
- Electronic patient portal for appointment booking and communication;
- Integrated communication systems (email and SMS);
- Integrated wait list management and reporting;
- Performance reporting features; and
- Dental contract and financial practice management features.

This was an Open procedure; any organisation could have responded to the advertised Contract Notices, requested/downloaded the procurement documents, and submitted a tender. All tenders were evaluated in line with the methodology and criteria set out in the procurement documents.

Subject to its obligations to act in a transparent, proportionate and non-discriminatory manner, the Authority reserved the right to only award a contract to one (1) of the Trusts

or none of the Trusts as a result of the procurement process.

This notice applies to Sussex Community NHS Foundation Trust only and the estimated length of the contract is three (3) years with one (1) possible two (2) year extension period.

The Authority made use of the ATAMIS e-tendering Portal which can be found at <https://health-family.force.com/s/Welcome> ("the e-sourcing Portal").

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

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / Weighting: 40

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

Options: No

## **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: No

## **IV.2) Administrative information**

### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-024349](#)

---

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

A contract/lot is awarded: Yes

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

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

29 February 2024

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

Number of tenders received: 3

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

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

Systems for Dentists Limited

Principal House 5 Back Grove Avenue Gosforth Newcastle upon Tyne

Cheltenham

NE3 1NT

Telephone

+44 1915006789

Country

United Kingdom

NUTS code

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

National registration number

02199244

Internet address

[www.sfd.co](http://www.sfd.co)

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £107,117.50

Total value of the contract/lot: £107,117.50



---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

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

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>