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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

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

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

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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

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/>