

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007409-2022>

Contract

## **NHSE440 – Invitation to Tender - Dental Call Handling Service - Lancashire & South Cumbria**

NHS England and NHS Improvement North West – Lancashire and South Cumbria

F03: Contract award notice

Notice identifier: 2022/S 000-007409

Procurement identifier (OCID): ocds-h6vhtk-02af0a

Published 18 March 2022, 12:14pm

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

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

NHS England and NHS Improvement North West – Lancashire and South Cumbria

Floor 2, Preston Business Centre, Watling Street Road, Fulwood

Preston

PR2 8DY

#### **Email**

[NECSU.neprocurement@nhs.net](mailto:NECSU.neprocurement@nhs.net)

#### **Telephone**

+44 1642746918

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.necsu.nhs.uk>

Buyer's address

<https://in-tendhost.co.uk/nhsnecsu.aspx/Home>

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

The contract is awarded by a central purchasing body

**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**

NHSE440 – Invitation to Tender - Dental Call Handling Service - Lancashire & South Cumbria

Reference number

NHSE440

**II.1.2) Main CPV code**

- 79512000 - Call centre

**II.1.3) Type of contract**

Services

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

North of England Commissioning Support (NECS) is a commissioning support service hosted by NHS England and is managing this procurement process for the provision of a Dental Call Handling Service across Lancashire and South Cumbria for NHS England and NHS Improvement - North West (Lancashire & South Cumbria) (the Contracting Authority).

#### **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: £2,889,000

### **II.2) Description**

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

- 79512000 - Call centre

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

NUTS codes

- UKD4 - Lancashire

Main site or place of performance

Lancashire & South Cumbria

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

The Contracting Authority has procured a Dental Call Handling Service (DCHS) across Lancashire and South Cumbria to deliver a comprehensive service for patients to have a single point of access into NHS Dental Services and ensure that patients are appropriately signposted to NHS Primary Dental Care Services. The Contract is to commence 01 April 2022 for a contract term of 5 years.

The annual financial threshold for this procurement is 577800 GBP and is based on a calls answered volume of 180,000 per annum. The total contract value is 2889000 GBP for the 5-year contract term.

The Open Procedure was followed for this procurement to test the capacity, capability, and technical competence of bidders in accordance with Regulation 27 of the Public

Contracts Regulations 2015 (as amended).

Tender documentation was available from 12:00 noon on 26 August 2021 and the closing time and date for tender returns was 12:00 noon on 27 September 2021.

The subject matter of the contract was scoped to take into account the priorities of the Contracting Authority relating to “economic, social, and environmental well-being” by utilising the UK Governments Social Value Model.

This procurement was conducted using an e-tendering portal (In-Tend). <https://in-tendhost.co.uk/nhsnecsu/asp/Home>

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) did apply. Bidders were advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

The Contracting Authority and NECS reserved the right to cancel the tender process at any point and will not be held liable for any costs resulting from any cancellation of the tender process or for any other costs incurred by those tendering for the contract.

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

Quality criterion - Name: Quality / Weighting: 80

Quality criterion - Name: Price / Weighting: 20

Price - Weighting: 20

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

Options: Yes

Description of options

Call volumes may increase or decrease throughout the lifetime of this contract. Increases and decreases will be dealt with under the conditions of contract.

### **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 000-020987](#)

---

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

### **Contract No**

NHSE440 - Dental Call Handling Service - Lancashire & South Cumbria

A contract/lot is awarded: Yes

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

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

6 December 2021

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

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

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

FCMS (NW) Limited

Newfield House Vicarage Lane

Blackpool Lancashire

FY4 4EW

Email

[angela.heaton1@nhs.net](mailto:angela.heaton1@nhs.net)

Country

United Kingdom

NUTS code

- UKD42 - Blackpool

Internet address

<http://www.fcms-nw.co.uk>

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: £2,889,000

Total value of the contract/lot: £2,889,000

---

## **Section VI. Complementary information**

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

On viewing the tender documents for the first time, bidders were advised to check the clarifications section to ensure they have not missed any additional information that may have been issued prior to their expression of interest in this tender. It was also advisable to continue to check the clarifications section throughout the tender process.

The Contracting Authority only accepted documents for tenders or quotations placed on the e-Tendering portal to be received electronically unless explicitly stated otherwise in the bidder's instructions.

Tenders submitted via the e-Tendering portal were to be received in full prior to the closing time for receipt of tenders. Bidders were advised that uploading of large electronic files may take some time and as such bidders must allow sufficient time to fully transmit all files prior to the closing time for receipt of tenders.

The server clock displayed within the e-Tendering governed the time for close of tender returns.

(MT Ref:225750)

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

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

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority acted in accordance with Part 3 Chapter 5 Regulation 85 to 87 and Part 3 Chapter 6 Regulation 88 to 104 of the Public Contract Regulations 2015 (as amended) (PCR 2015). Part 3 of the PCR 2015 provides for appeals to be made to the High Court subject to time limitations and other required procedural steps. The rules relating to appeal are complex and a dissatisfied bidders were advised to take their own prompt legal advice.

### **VI.4.4) Service from which information about the review procedure may be obtained**

Royal Courts of Justice

The High Courts of Justice

London

WC242LL

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/royal-courts-of-justice>