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Tender

Dental School Patient Administration System (PAS)

University of Bristol

F02: Contract notice

Notice identifier: 2022/S 000-007726

Procurement identifier (OCID): ocids-h6vhtk-0324c8

Published 22 March 2022, 1:46pm

Section I: Contracting authority

I.1) Name and addresses

University of Bristol

4th Floor, Augustine's Courtyard, Orchard Lane

Bristol

BS1 5DS

Email

tu19629@bristol.ac.uk

Telephone

+44 01179289000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.bristol.ac.uk

I.3) Communication

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

<https://tenders.bris.ac.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://tenders.bris.ac.uk/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

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://tenders.bris.ac.uk/web/login.html>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Dental School Patient Administration System (PAS)

Reference number

itt_992 . IT-2202-053_PC_1958

II.1.2) Main CPV code

- 48814200 - Patient-administration system

II.1.3) Type of contract

Supplies

II.1.4) Short description

The University's new Dental School is aiming to open by September 2023. The Bristol Dental School is currently integrated and collocated with the Bristol Dental Hospital, which is run by the Universities Hospitals Bristol & Weston NHS Foundation Trust. As such, the IT systems currently used by the Dental School to facilitate clinical practice are those used by, and provided by, the NHS Trust.

The intention of the New Dental School project is to separate the University's Dental School both physically and operationally from the Dental Hospital and the NHS Trust, creating a separate and independent Dental School and clinical facility based at a new dedicated location within Bristol.

In conjunction with this move, the Dental School's operating model will be redefined to deliver enhancements to the quality of clinical education along with significant improvements to student, staff and patient experience.

By separating from the NHS Trust, and the Dental Hospital, the New Dental School will need to procure a number of new IT systems to support the clinical practice elements of the school.

This procurement is specifically for the provision of Patient Administration System (PAS) software.

The new system must ensure that the Dental School can manage all interactions with

patients digitally, on the system, including a full record of all interaction / engagement with the patient, treatment plan, booking of appointments and clinics and digital access to scans, images, patient letters and other documents associated with the patient or their treatment.

It is expected that the system will manage:

- Patient records and associated data (charts, treatment plans, scans & image files, patient letters etc.)
- A process for clinical supervisors to review and approve student updates to patient records (e.g. patient notes, treatment plans)
- A mechanism for managing patient referrals to and from other care providers (including sharing of relevant patient details, notes and scans, X-rays and image files)
- Functionality to support onboarding of new patients (referrals and self-referral requests, triage of referral requests)
- Appointment management, including the scheduling and resourcing of clinics
- Patient communications (e.g. paper, email and ideally SMS)

The solution should also provide data analytics and insights that can be used to help maintain and improve clinical practice and patient experience.

Note: vendors also refer to this type of system as a 'Practice Management' system.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

University of Bristol

II.2.4) Description of the procurement

This procurement is specifically for the provision of Patient Administration System (PAS) software.

The requirements are published in full at University of Bristol's tendering portal. Please register and review Opportunities for access.

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

72

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contract duration is 4 years plus 2 x one year option periods.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

21 April 2022

Local time

11:00am

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 April 2022

Local time

11:00am

Place

Remote

Information about authorised persons and opening procedure

Tenders will be opened electronically

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand, London WC2A 2LL

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Bidders have the right to appeal as set out in the Public Contracts Regulations 2015. Proceedings under the Public Contracts Regulations 2015 are time limited and any such proceedings must be brought in the High Court of England and Wales

