

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008955-2024>

Planning

Urgent Dental Care Phase 2 Most Suitable Provider City of London

N E L Commissioning Support Unit

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-008955

Procurement identifier (OCID): ocds-h6vhtk-044aac

Published 20 March 2024, 10:35am

Section I: Contracting authority

I.1) Name and addresses

N E L Commissioning Support Unit

Wellington House, 133-155 Waterloo Road,

LONDON

SE1 8UG

Contact

Angela Porter

Email

angela.porter5@nhs.net

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Partnership

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Urgent Dental Care Phase 2 Most Suitable Provider City of London

Reference number

PRJ2020

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority will use the existing pathway for the development and delivery of a pan-London face-to-face UDC service. The description below provides an outline of the main features of that pathway and the services that will be commissioned under this procurement to support the delivery of the service.

The model requires:

- Patients to be clinically triaged
- Patients to access the UDC service via NHS 111
- Patients to be triaged by The Authority's commissioned dental triage service
- Subject to meeting the acceptance criteria, patients to be allocated appointment slots by the dental triage service
- Patient details to be shared with the UDC Provider via [NHS.net](mailto:nhs.net) email which will include appointment time, medical history and a brief description of symptoms (there is a possibility that the sharing of patient details may change in the future if an electronic referral system is implemented)

II.1.5) Estimated total value

Value excluding VAT: £585,137.29

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The service will provide urgent dental care for the local population and those visiting London from neighbouring regions or overseas, referred to hereafter as London residents.

The objectives of the procurement are to secure services which will:

- Provide a good quality UDC service during the times specified for the specific lot
- Provide good quality care through the consistent use of clinical treatment protocols including the Faculty of General Dental Practice protocols on antimicrobial prescribing
- Ensure that all patients with an urgent dental need have access to a clinical contact at an appropriate time
- Ensure that the UDC service works within a 'whole system' approach in providing urgent dental care
- Foster innovation and continuous improvement in all aspects of the delivery of the UDC service across London
- Enable and support patients to access general, intermediate and specialist dentistry in order to stabilise patients' oral health needs in line with current good practice, i.e. Avoidance of doubt: Provision of Phased Treatments <https://www.england.nhs.uk/wp-content/uploads/2018/02/B0615-Update-to-avoidance-of-doubt-provision-of-phased-treatments-300621-.pdf>
- Support patients to stabilise their oral health where necessary
- Enable equitable access to all patients with services not compromised by physical (physical ill-health, learning disabilities, medically compromised, children looked after etc) language, social and economic barriers
- Provide preventive evidence-based oral health advice according to Delivering Better Oral Health 2021 and in line with Making Every Contact Count
- Provide agreed data recording (including non-attendance) at scheduled intervals to ensure the clinical service is meeting the needs of the population
- Ensure UDC services provide best value for money

II.3) Estimated date of publication of contract notice

21 March 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

An UDCH is required in every borough of London, following the earlier UDC PRJ1205 tender we have 5 further boroughs that we would like to Procure those services for.

Procurement will be following the new PSR (Provider Selection Regime) Most Suitable Provider Route.