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Contract

Urgent Dental Care Phase 2 Most Suitable Provider City of London - Malmin

N E L Commissioning Support Unit NHSE

F03: Contract award notice

Notice identifier: 2024/S 000-012692

Procurement identifier (OCID): ocds-h6vhtk-045360

Published 18 April 2024, 2:51pm

Section I: Contracting authority

I.1) Name and addresses

N E L Commissioning Support Unit NHSE

Wellington House, 133-155 Waterloo Road,

LONDON

SE1 8UG

Contact

Kelly Wareham

Email

kelly.wareham1@nhs.net

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

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 - Malmin

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](https://nhs.uk) 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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £58,513,729

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-phasedtreatments-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.2.5) Award criteria

Quality criterion - Name: RAs must give due consideration to the quality of services to be provided The National Quality Board defines high-quality care as care which is "safe, effective, providing a personalised experience, well-led, sustainable and equitable". Providers should demonstrate they will not only provide good quality services but should also demonstrate how they will develop and improve services / Weighting: 30

Quality criterion - Name: Integration, collaboration, and service sustainability / Weighting: 30

Quality criterion - Name: Improving access, reducing health inequalities, and facilitating choice / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 0

II.2.11) Information about options

Options: No

II.2.14) 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 for the borough of City of London

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

An Intention to award was published: 2024/S 000-008966 on the Find a Tender Service.

Under the new PSR regulations and Based on the assessment and the evidence collected, NHSE confirm that a contract can be awarded under the most suitable provider process.

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.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

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

1 April 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Malmin Dental Practice

47 Farringdon Road, London, Greater London

London

EC1M 3JP

Country

United Kingdom

NUTS code

- UKI - London

Justification for not providing organisation identifier

Not on any register

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: £58,513,729

Total value of the contract/lot: £58,513,729

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS South East London Integrated Care Board London

London

Country

United Kingdom