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Tender

General Dental Services and Unscheduled (Urgent Treatment) Dental Services for Holt and Wells – next – the - Sea

NHS Norfolk and Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-015623

Procurement identifier (OCID): ocids-h6vhtk-04e94f

Published 16 April 2025, 3:24pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care Board

8th Floor, County Hall, Martineau Lane

Norwich

NR1 2DH

Contact

Neelam Saroe

Email

neelamsaroe@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/>

Buyer's address

<https://www.improvinglivesnw.org.uk/>

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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://health-family.force.com/s/Welcome>

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

General Dental Services and Unscheduled (Urgent Treatment) Dental Services for Holt and Wells – next – the - Sea

Reference number

AG24546

II.1.2) Main CPV code

- 85130000 - Dental practice and related services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) is inviting suitably qualified and experienced providers to deliver General Dental Services and Unscheduled (Urgent Treatment) Dental Services for Holt and Wells – next – the – Sea.

The Commissioner expects the service to be delivered from two sites, one in Holt and one in Wells – next – the - Sea (this will be delivered as one contract. The Provider is expected to deliver a combined total of 21,000 Units of Dental Activity (UDA) over the two sites.

The Commissioner would like to procure the Service under a Personal Dental Services Agreement (PDS) for a duration of 7 years with the commissioner having the option to extend the Contract for up to a further 3 years (maximum contract duration 10 years). The Service is intended to be provided between 1st October 2025 – 30th September 2035 (10 years maximum duration).

Please note the deadline for responses to the Competitive Process is 10:00AM on Wednesday 14th May 2025.

II.1.5) Estimated total value

Value excluding VAT: £7,061,650

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Holt and Wells – next – the - Sea

II.2.4) Description of the procurement

The service will be required to offer NHS General Dental Services across the relevant treatment Bands (Bands 1, 2 and 3), in addition to offering unscheduled care (urgent treatment) appointments, as set out in the Personal Dental Services Agreement.

The delivery of the service will include approximately 17,787 UDAs for General Dental Services and approximately 3,213 UDAs to deliver 1,560 Unscheduled Care (urgent treatment) Appointments / unscheduled (urgent treatment) care for 30 patients per week for 52 weeks a year under sessional payment arrangements.

The activity is based on the existing contractual arrangements for both locations. It is important for Providers to understand the demographics and socio-economic issues faced in each of the locations.

Services are expected to be offered between the hours of 9:00am and 5:30pm Monday – Friday, with Saturday opening optional at present, throughout the entirety of the year. The provider should ensure that unscheduled care appointments are accessible via 111. Providers should be mindful of Core20Plus5 population groups with a view to reducing barriers to accessing the service.

Providers are to note, the Commissioner will not be providing any premises for the delivery of the service. The Commissioner expects the service to be delivered from two sites, one in Holt and one in Wells – next – the - Sea.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £7,061,650

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

120

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Key points for consideration for interested providers are that they: -

1. Must already be a current provider for dental services or have necessary experience.
2. Already be CQC registered or with the imminent intention to become registered with the CQC within the mobilisation period.
3. Must be willing to work with system partners (e.g. 111 or other primary care providers) who will signpost patients to the service.
4. Must have suitable premises (please refer to procurement documentation for further details) or plans in place.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-007830](#)

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

Date

14 May 2025

Local time

10:00am

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

14 May 2025

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

The Contracting Authority will be using an eTendering system for this procurement exercise.

Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-tendering system at the following link:

<https://atamis-1928.my.salesforce-sites.com/?SearchType=Projects>

You can also register your interest via this page. You can search for the opportunity by entering the following contract reference: C344096: General Dental and Unscheduled Dental Services for Holt and Wells–next–the–sea.

The Basic Selection Questions are Pass/Fail and the award criteria for the Key Criteria Questions are as follows and these will be scored on a 0-5 scoring mechanism;

Key Criteria 1: Quality and Innovation: 36.00%

Key Criteria 2: Value: 0.00% (Pass/Fail)

Key Criteria 3: Integration, Collaboration and Services Sustainability: 26.00%

Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice: 19.50%

Key Criteria 5: Social Value: 18.50%

The evaluation stages are as follows;

Stage 1: Preliminary compliance review

Stage 2: Evaluation of the Basic Selection Question

Stage 2a: Moderation

Stage 2b: Clarification

Stage 2c: Re-Moderation if required

Stage 3: Evaluation of Key Criteria Questions

Stage 3a: Moderation
Stage 3b: Clarification
Stage 3c: Re-Moderation if required

Neither the publication of this notice nor the employment of any particular terminology nor any other indication shall be taken to mean that the Contracting Authority intends to hold itself bound by any of the Regulations.

Please see published procurement documentation for further details.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Strand,

London,

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.theroyalcourtsofjustice.com>

VI.4.2) Body responsible for mediation procedures

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

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

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

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

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