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Tender

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

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

F02: Contract notice

Notice identifier: 2021/S 000-020987

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

Published 25 August 2021, 12:55pm

### **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.3) Communication**

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

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

Additional information can be obtained from another address:

NHS NORTH OF ENGLAND COMMISSIONING SUPPORT UNIT

John Snow House, Durham University Science Park

County Durham

DH1 3YG

**Email**

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

**Telephone**

+44 1642746918

**Country**

United Kingdom

**NUTS code**

UKC14 - Durham CC

**Internet address(es)**

Main address

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

Buyer's address

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

Tenders or requests to participate must be submitted electronically via

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

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**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.1.5) Estimated total value**

Value excluding VAT: £2,889,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **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 is procuring 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 Contracting Authority plans for a contract commencement date of 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 will be 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 will be available from 12:00 noon on 26 August 2021 and the closing time and date for tender returns is 12:00 noon on 27 September 2021.

“Under the Public Services (Social Value) Act 2012 Contracting Authorities must consider:

(a) How what is proposed to be procured might improve the economic, social, and environmental well-being of the area where they exercise their functions; and

(b) How, in conducting the process of procurement, they might act with a view to securing that improvement.

Accordingly, the subject matter of the contract has been 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 will be conducted using an e-tendering portal (In-Tend). The In-Tend portal can be found at: <https://in-tendhost.co.uk/nhsnecsu.aspx/Home> (Please follow the registration instructions if you are not already registered) and search for the project NHSE440 Invitation to Tender - Dental Call Handling Services – Lancashire & South Cumbria.

Please note that it is free to register on In-Tend, which can be accessed at any time of day as long as you have a working internet connection. Should tenderers have any queries regarding In-Tend a dedicated help desk is available and can be contacted on +44 8442728810 or email: [support@in-tend.co.uk](mailto:support@in-tend.co.uk)

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) may apply. Bidders are 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 reserve 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**

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: £2,889,000

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

Duration in months

60

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: 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

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## **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

As listed in the ITT Documentation

#### **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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As listed in the ITT Documentation

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **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 000-010137](#)

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

Date

27 September 2021

Local time

12:00pm

**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: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

27 September 2021

Local time

12:30pm

Place

Via time locked e-tendering system

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: March 2026

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

On viewing the tender documents for the first time, we advise you to check the clarifications section to ensure you have not missed any additional information that may have been issued prior to your expression of interest in this tender. It is also advisable to continue to check the clarifications section throughout the tender process.

The Contracting Authority will only accept 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 must be received in full prior to the closing time for receipt of tenders. Bidders are 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 system shall govern the time for close of tender returns.

(MT Ref:223581)

### **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 will act 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 bidder is 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>