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Tender

Dental School Clinical Governance

University of Bristol

F02: Contract notice

Notice identifier: 2021/S 000-022347

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

Published 8 September 2021, 10:45pm

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

Buyer's address

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

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 Clinical Governance

Reference number

ITT_861 and ITT_862

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The University's new Dental School is aiming to open by September 2022. 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 (itt_861 and itt_862) is specifically for the provision of a Clinical Incident Management System software and Clinical Compliance System software, collectively known as Dental School Clinical Governance.

II.1.5) Estimated total value

Value excluding VAT: £255,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1: Clinical Incident Management System (CIMS)

Lot 2: Clinical Compliance System (CCS)

II.2) Description

II.2.1) Title

Lot No

Lot 1: Clinical Incident Management System (CIMS)

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

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

To support the operation of the Dental School it is a requirement to have a Clinical Incident

Management System, available to any member of staff or student based in the Dental School building (approximately 700 students and staff). The implementation of an appropriate incident management system is a pre-requisite for Care Quality Commission (CQC) registration, that has to be in place before the new dental school can open.

The system is currently managed by the NHS Trust, where the Dental School's main involvement is receiving actions and tasks relating to incidents and reporting back to the Trust with updates; this is achieved using prescribed document templates and emails.

The new system must ensure that the Dental School can manage all incidents that impact patient safety in a manner that is compliant with CQC (legislative) regulations. This will include:

- Capturing details of patient-safety incidents
- Automated workflows to ensure correct and timely response to incidents
- Tracking progress of incidents and investigations
- Alerts and emails to users (tasks, actions, notifications)
- Reporting and monitoring for compliance & quality
- A record of all communications sent to the patient or their representative

In addition to incidents, this system may also include the data, rules and workflows that support management of the following:

- Complaints
- Root cause analysis
- Recommendations & action plans
- Risks & risk register
- Audit & compliance

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: £215,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

To be re-tendered before the end of the contract duration

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Initial contract duration will be 2 years with 2 further option years (2+1+1)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Contract Value is estimated over 48 month duration

II.2) Description

II.2.1) Title

Lot No

Lot 2: Clinical Compliance System (CCS)

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The University's new Dental School is aiming to open by September 2022. To support the operation of the Dental School it requires a system to manage compliance with industry standards and regulations such as the Care Quality Commission (CQC) and General Dental Council (GDC). The system will ensure students and staff use the correct document templates, perform the requisite routine reviews and other compliance tasks.

Although many Clinical Incident Management systems provide the mechanism to manage compliance (e.g. document repository, task management) the New Dental School may require a service on top of this, which will supply the latest up-to-date document templates and compliance tasks / requirements as well as general compliance support. (By comparison, without this additional service, the Dental School would need to employ a person to perform this function on an ongoing basis).

This particular item for procurement will support the Dental School in maintaining compliance with CQC, GDC and other industry regulations and standards, as well as their own internal quality standards / policy.

A system for managing clinical compliance will comprise of 2 main features:

1. The IT System to record, manage, track and evidence all compliance activities
2. The 'content' i.e. the tasks and activities that a Dental Practice needs to complete, when and how often, in order to be compliant with the latest legislation, regulations, CQC and General Dental Council (GDC) requirements, as applicable.

It may be that a number of 'Clinical Incident Management' systems also provide the first requirement, i.e. the ability to record, manage, track and evidence compliance, however, the second element is equally important, as it will effectively outsource the responsibility of

keeping compliant with the latest rules and regulations.

As such, the system will need to fulfil the following:

- Document templates: pre-defined (and customizable) and user-defined / user-uploaded
- Pre-defined compliance tasks (to meet legislation, regulations, CQC & GDC requirements)
- Organization management (i.e. organizations, departments, groups etc.)
- Task management & scheduling (incl. ad hoc tasks)
- Rules, workflows & email notifications
- Regular, timely updates (& alerts) covering the latest changes to requirements
- Compliance support (possibly including an audit service)
- Reports & dashboards

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: £40,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Contract will be re-tendered prior to end of duration

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Initial contract duration will be 2 years with 2 further option years (2+1+1)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Contract Value is estimated over 48 month duration

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

11 October 2021

Local time

2:00pm

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

IV.2.7) Conditions for opening of tenders

Date

11 October 2021

Local time

11:01am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand, London 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.