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Tender

SCFT & ESHT: Provision of Dental Patient Management Software Service

Sussex Community NHS Foundation Trust
East Sussex Healthcare NHS Trust

F02: Contract notice

Notice identifier: 2023/S 000-024349

Procurement identifier (OCID): ocids-h6vhtk-03f53a

Published 18 August 2023, 1:53pm

Section I: Contracting authority

I.1) Name and addresses

Sussex Community NHS Foundation Trust

Trust HQ, Jevington Building, Elm Grove

Brighton

BN13 3EP

Contact

Sussex Community NHS Foundation Trust

Email

stacey.rhynas@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

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

Buyer's address

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

I.1) Name and addresses

East Sussex Healthcare NHS Trust

729 The Ridge

St. Leonards-on-Sea

TN37 7PT

Email

stacey.rhynas@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

N/A

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

SCFT & ESHT: Provision of Dental Patient Management Software Service

II.1.2) Main CPV code

- 85130000 - Dental practice and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Sussex Community NHS Foundation Trust ("SCFT") (the "Authority") in conjunction with East Sussex Healthcare NHS Trust ("ESHT") is issuing this invitation to tender ("ITT") in connection with the competitive procurement of Dental Patient Management Software Service.

The current in-situ patient management software is no longer supported by the software supplier/developer and the SCFT/ ESHT Dental Services teams are now looking to appoint a single service provider which includes but are not limited to the following:

- Special Care Dental Service which provides support to patients with special needs and those who have difficulty accessing General Dental Services; and
- Emergency Dental Service which provides out-of-hours dental care when a patient's clinical condition needs prompt attention.

The required software management system must include the following:

- Cloud based storage and browser user access point;
- Electronic patient medical histories & NHS Patient Record forms;
- Dental specific charting and treatment planning features;
- Electronic patient portal for appointment booking and communication;
- Integrated communication systems (email and SMS);
- Integrated wait list management and reporting;
- Performance reporting features; and
- Dental contract and financial practice management features.

The estimated length of the contract is three (3) years with one (1) possible two (2) year extension period. Each Trust will sign a contract separately with the winning bidder.

The tender is being run via the ATAMIS e-tendering Portal which can be found at <https://health-family.force.com/s/Welcome> ("the e-sourcing Portal").

Value of contract for each Trust:

£ 25,000 to £ 250,000 for the full contract length.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212510 - Communication software development services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

Sussex Community NHS Foundation Trust ("SCFT") (the "Authority") in conjunction with East Sussex Healthcare NHS Trust ("ESHT") is issuing this invitation to tender ("ITT") in connection with the competitive procurement of Dental Patient Management Software Service.

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Value of contract for each Trust:

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II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

One (1) possible two (2) year extension period.

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.1.2) 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 per Tender Documentation.

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

18 September 2023

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

Tender must be valid until: 18 January 2024

IV.2.7) Conditions for opening of tenders

Date

18 August 2023

Local time

3:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>