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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](mailto: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](mailto: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

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## **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.

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:

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- Performance reporting features; and
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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

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## **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.

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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: 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



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## **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/>