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Tender

Digital Dental Management & EPR Software

Northumbria Healthcare NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-059720

Procurement identifier (OCID): ocds-h6vhtk-05a22c ([view related notices](#))

Published 25 September 2025, 2:03pm

Scope

Description

Northumbria Community Dental Service is a primary care service operating 13 surgeries from 9 sites across the trust, that also links with secondary care and delivers dental GA lists from WGH (Wansbeck General Hospital) and NTGH (North Tyneside General Hospital). Northumbria Community Dental Service requires investment into a dental digital patient management system to ensure safe, effective, and high-quality patient care.

The service is currently running without a digital solution

The Trust has a requirement for a dental specific digital practice management system that can be accessed at all clinical sites across the trust providing the following:

- Referral management
- Diary and appointment management system
- Text reminder service
- Clinical record keeping
- Integration of the clinical record with digital radiographs and its associated software

allowing the ability to see images across multiple clinical sites

- Automatic submission of completed courses of treatment to NHS BSA
- SNOMED coding
- Ability to analyse activity data

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 November 2025 to 12 November 2030
- Possible extension to 12 November 2035
- 10 years

Description of possible extension:

5 x 12 month options extensions

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 85130000 - Dental practice and related services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Submission

Enquiry deadline

14 October 2025, 12:00pm

Tender submission deadline

21 October 2025, 12:00pm

Submission address and any special instructions

Submissionelectronically via e-tendering system Atamis

<https://atamis-1928.lightning.force.com/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

3 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 March 2035

Award criteria

Name	Type	Weighting
Total Costs over 5 years	Price	30.00%
Ability to meet Clinical & Operational Requirements	Quality	25.00%
Ability to meet Technical solution and interfacing requirements	Quality	10.00%
Ability to meet Reporting and Coding requirements	Quality	7.50%
Ability to meet Implementation requirements	Quality	7.50%
Ability to meet Maintenance and Support requirements	Quality	5.00%
Supporting Cross-Trust Alliance	Quality	5.00%
Commitment to Minimising Carbon Emissions	Quality	5.00%
Action to Support your Employees	Quality	5.00%

Other information

Payment terms

30 days from invoice

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

No pre market engagement undertaken

Contracting authority

Northumbria Healthcare NHS Foundation Trust

- Public Procurement Organisation Number: PLMV-4859-MQXP

Northumbria House, Unit 7 & 8 Silver Fox Way, Cobalt Business Park

North Shields,

NE27 0QJ

United Kingdom

Contact name: Sarah O'Donnell

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Website: <https://www.northumbria.nhs.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - central government