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Contract

## **Dental Out of Hours Service across Kings Lynn**

NHS Norfolk & Waveney Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-060239

Procurement identifier (OCID): ocds-h6vhtk-0562a2

Published 26 September 2025, 3:07pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

#### **Contact**

Neelam Saroe

#### **Email**

[neelamsaroe@nhs.net](mailto:neelamsaroe@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKH15 - Norwich and East Norfolk

**Internet address(es)**

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

**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**

Dental Out of Hours Service across Kings Lynn

Reference number

AG25517

**II.1.2) Main CPV code**

- 85131000 - Dental-practice services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

\*\*\*This is an Intention to Award Notice\*\*\*

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) intend to award a contract to Smile Care 24 Limited for the Provision of Dental Out of Hours Service across Kings Lynn, following a robust Competitive Process.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £336,545

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85131000 - Dental-practice services

#### **II.2.3) Place of performance**

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Kings Lynn

#### **II.2.4) Description of the procurement**

This is an intention to award notice under the competitive process.

The services are to provide Dental Out of Hours Services at weekends and Bank Holidays throughout the entirety of the year. Providers are to note, the Commissioner will not be providing any premises for the delivery of the services. Therefore, it is the Providers responsibility to source a premises solution for the Service Commencement date of 1st December 2025.

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) intend to award a contract to Smile Care 24 Limited for the provision of Dental Out of Hours Services across Kings Lynn following a robust Competitive Process.

Services are expected to commence on 1st December 2025 – 30th November 2030 for a duration of 4 years with the option to extend for up to a further 12 months .

The lifetime value of the contract is £336,545.

This is an existing service and has been awarded to a new provider.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality and Innovation / Weighting: 50.00%

Quality criterion - Name: Integration, Collaboration & Service Sustainability / Weighting: 28.00%

Quality criterion - Name: Improving access, reducing health inequalities and facilitating Choice / Weighting: 19.00%

Quality criterion - Name: Social Value / Weighting: 3.00%

Price - Weighting: Pass/Fail 0.00%

### **II.2.11) Information about options**

Options: Yes

Description of options

Services are expected to commence on 1st December 2025 – 30th November 2030 for a duration of 4 years with the option to extend for up to a further 12 months .

### **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 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.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-044008](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

25 September 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Smile Care 24 Limited

Walnut Tree House Court Lane

Slough, Buckinghamshire

SL1 8DN

Country

United Kingdom

NUTS code

- UKJ13 - Buckinghamshire CC

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £336,545

Total value of the contract/lot: £336,545

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## Section VI. Complementary information

### VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Procurement Act 2023 do not apply to this award.

The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 12 (midnight) on Thursday 9th October 2025. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations need to be sent via the Atamis e-tendering portal, Project Reference: C377280 - Dental Out of Hours Services for Kings Lynn.

The award decision makers are Primary Care Commissioning Committee, NHS Norfolk and Waveney ICB and;

The Project Group:

The evaluation panel who consisted of NHS Norfolk and Waveney Integrated Care Board personnel: -

Senior Primary Care Commissioning Manager  
Senior Primary Care Service Delivery Manager  
Finance Manager  
Head of Finance Primary Care & Corporate  
Primary Care Commissioning Support Officer  
Primary Care Commissioning Officer  
Head of Quality East / West  
Senior Lead Nurse

No conflicts of interest were identified as part of this process.

The Basic Selection Criteria was scored on a Pass/Fail or For Information basis. The Key Criteria were a combination of Pass/Fail or weighted questions as follows:

1. Quality and Innovation - 50.00%
1. Value - Pass/Fail 0.00%
2. Integration, Collaboration & Service Sustainability -28.00%
3. Improving access, reducing health inequalities and facilitating Choice - 19.00%

#### 4. Social Value - 3.00%

The weightings for the 5 key criteria were determined by the procurement panel to give appropriate relative importance to each of the sections equally in line with the commissioning expectations for the service. These were assessed on a scored basis (0-5), with the exception of the Value Key Criteria which was scored on a Pass/Fail basis, as per the evaluation criteria set out within the procurement documentation.

The awarded Provider has been selected as they have met all requirements of the Basic Selection Criteria and scored the highest overall out of 100 against the published Key Criteria (listed above).

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS England Independent Patient Choice and Procurement Panel

London

London

SE1 8UG

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/commissioning/how-commissioning-is-changing/nhs-provider-selection-regime/independent-patient-choice-and-procurement-panel/>