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Tender

## **General Dental Services and Unscheduled (Urgent Treatment) for Lot 1 Holt and Wells-next-the-Sea Lot 2 – Thetford**

NHS Norfolk and Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-060641

Procurement identifier (OCID): ocds-h6vhtk-059b25

Published 29 September 2025, 4:14pm

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

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

NHS Norfolk and Waveney Integrated Care Board

8th Floor, County Hall, Martineau Lane

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/>

Buyer's address

<https://www.improvinglivesnw.org.uk/>

**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**

General Dental Services and Unscheduled (Urgent Treatment) for Lot 1 Holt and Wells-next-the-Sea Lot 2 – Thetford

Reference number

AG25511

#### **II.1.2) Main CPV code**

- 85131000 - Dental-practice services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) is inviting suitably qualified and experienced providers to deliver General Dental Services and Unscheduled (Urgent Treatment) Dental Services for Lot 1 Holt and Wells – next – the – Sea and Lot 2 – Thetford.

The service will be required to offer NHS General Dental Services across the relevant treatment Bands (Bands 1, 2 and 3), in addition to offering unscheduled care (urgent treatment) appointments. The Commissioner would like to procure the Services under an NHS General Dental Services Contract.

The aim of the service is to provide General Dental Services and Unscheduled Care (Urgent Treatment) in Holt, Wells-next-the-Sea and Thetford which will enable improved access and reduction in health inequalities in these coastal areas.

Providers are to note, the Commissioner will not be providing any premises for the delivery of the services. Therefore, it is the Provider/s responsibility to source suitable premises for the delivery of these services. The premises solution needs to be provided in line with NHS England Clinical Standards in locations that promote access. Access should be considered for those arriving on foot, bicycle, wheelchair, mobility scooters, by car or by public transport, with services being accessible by all.

As part of the tender exercise, Providers will need to provide evidence of their premises

solution, ensuring that they are in the specified locations (Holt, Wells-next-the-Sea and Thetford).

The Services are intended to be provided from 1st April 2026 and as these will be delivered under a NHS General Dental Services Contract, the contracts will have no end date.

Note - the Estimated Total Value in section II.1.5.1 - Estimated Total Value is based on the annual contract value of both Lot 1 and 2 combined as the General Dental Services contract has no end date and is held in perpetuity.

Please note the deadline for responses to the Competitive Process is 10:00am on Wednesday 22nd October 2025.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,206,165

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Lot 1 - Holt and Wells – next – the – Sea

Lot No

1

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

- 85131000 - Dental-practice services

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

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Holt and Wells – next – the – Sea

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

The Commissioner expects the service to be delivered from two sites, one in Holt and one in Wells (this will be delivered as one contract).

The estimated annual contract value for the service is £706,165 which include approximately 18,559 UDAs and approximately 2 unscheduled care sessions per week.

Please note: The Services are intended to be provided from 1st April 2026 and as this is an NHS General Dental Services Contract, the contract will have no end date, therefore please ignore the end date in section II.2.7.4 End date below.

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

Price

#### **II.2.6) Estimated value**

Value excluding VAT: £706,165

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

Start date

1 April 2026

End date

31 March 2040

This contract is subject to renewal

No

#### **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

## **II.2) Description**

### **II.2.1) Title**

Lot 2 - Thetford

Lot No

2

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

- 85130000 - Dental practice and related services

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

NUTS codes

- UKH17 - Breckland and South Norfolk

Main site or place of performance

Thetford

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

The Commissioner expects the service to be delivered from one site, which is to be located in Thetford.

The estimated annual contract value for the service is £500,000 this is likely to include approximately 12,574 UDAs and approximately 2 unscheduled care sessions per week

The Services are intended to be provided from 1st April 2026 and as this is an NHS General Dental Services Contract, the contract will have no end date, therefore please ignore the end date in section II.2.7.4 End date below.

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

Price

### **II.2.6) Estimated value**

Value excluding VAT: £500,000

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

Start date

1 April 2026

End date

31 March 2040

This contract is subject to renewal

No

**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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Key points for consideration for interested providers are that they: -

1. Must already be a current provider for dental services or have necessary experience.
2. Already be CQC registered or with the imminent intention to become registered with the CQC within the mobilisation period.
3. Must be willing to work with system partners (e.g. 111 or other primary care providers) who will signpost patients to the service.
4. Must have suitable premises (please refer to procurement documentation for further details) or plans in place.

#### **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



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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.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-056894](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

22 October 2025

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**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

22 October 2025

Local time

10:00am

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract 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 Contracting Authority will be using an eTendering system for this procurement exercise. Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-tendering system at the following link:

<https://atamis-1928.my.salesforce-sites.com/?SearchType=Projects>

You can also register your interest via this page. You can search for the opportunity by entering the following contract reference: C389490: General Dental Services and Unscheduled (Urgent Treatment) for Lot 1 Holt and Wells-next-the-Sea Lot 2 – Thetford.

The Basic Selection Questions are Pass/Fail and the award criteria for the Key Criteria Questions are as follows and these will be scored on a 0-5 scoring mechanism;

Key Criteria 1: Quality and Innovation: 46.00%

Key Criteria 2: Value: 5.00%

Key Criteria 3: Integration, Collaboration and Services Sustainability: 6.00%

Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice: 33.00%

Key Criteria 5: Social Value: 10.00%

The evaluation stages are as follows;

Stage 1: Preliminary compliance review

Stage 2: Evaluation of the Basic Selection Question

Stage 2a: Moderation

Stage 2b: Clarification

Stage 2c: Re-Moderation if required

Stage 3: Evaluation of Key Criteria Questions

Stage 3a: Moderation

Stage 3b: Clarification

Stage 3c: Re-Moderation if required

Neither the publication of this notice nor the employment of any particular terminology nor any other indication shall be taken to mean that the Contracting Authority intends to hold itself bound by any of the Regulations.

Please see published procurement documentation for further details.

## **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/>