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Contract

BNSSG Dental Helpline

BNSSG ICB

F20: Modification notice

Notice identifier: 2025/S 000-072366

Procurement identifier (OCID): ocds-h6vhtk-05dd97

Published 10 November 2025, 12:12pm

Section I: Contracting authority/entity

I.1) Name and addresses

BNSSG ICB

Bristol

BS1 3NX

Email

scwcsu.procurement@nhs.net

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.bnssg.icb.nhs.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

BNSSG Dental Helpline

II.1.2) Main CPV code

- 85130000 - Dental practice and related services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK11 - Bristol, City of

II.2.4) Description of the procurement at the time of conclusion of the contract:

This notice relates to the permitted modification of an existing contract under the Provider Selection Regime (2023), to enable an extension to the term of the Contract and the provision of Dental Helpline Services within NHS BNSSG ICB.

- The current contract is with HUC to deliver the dental helpline via NHS 111, this has been in place since 2019
- A full procurement process is required to appoint a long-term provider; however, due to tight timeframes, a further short-term contract extension is necessary.
- During this extension period a performance recovery plan will be implemented by HUC and will be closely monitored by the ICB/CCH

- Procurement advice has been sought and advice is to publish a Transparency Notice due to the direct award.
- It is the Commissioner's/ICB's intention to undertake a competitive tender , during the period of extension.

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

Duration in months

78

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2099/S 001-999999](#)

Section V. Award of contract/concession

Contract No

n/a

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

30 September 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

HUC South West Limited

Welwyn Garden City

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

Companies House

05174987

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £1,085,046

Section VI. Complementary information

VI.3) Additional information

The contract modification decision has been recommended by the Primary Care Operational Group of BNSSG Integrated Care Board (ICB)

No conflicts of interest were declared.

This is a Provider Selection Regime (PSR) contract modification notice, under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. This contract has now been formally modified

VI.4) Procedures for review

VI.4.1) Review body

BNSSG ICB

Bristol

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85130000 - Dental practice and related services

VII.1.3) Place of performance

NUTS code

- UKK11 - Bristol, City of

VII.1.4) Description of the procurement:

This notice relates to the permitted modification of an existing contract under the Provider Selection Regime (2023), to enable additional access to NHS Dental Helpline and Urgent Care Dental Services within NHS BNSSG ICB.

The Dental Helpline provider is required to deliver a range of urgent dental care services to patients, which are offered outside of regular practice hours, typically evenings, weekends, and public holidays. These services are designed to provide patients with access to treatment for dental emergencies such as severe pain, swelling, trauma, or uncontrolled bleeding when routine dental practices

The variation and extension to Contract are non recurrent and time limited to a maximum of 10 calendar months. However, please note, that it is the Commissioner's/ICB's intention to undertake a competitive tender, during the period of extension.

The Commissioner considers that the modifications are permitted by Regulation 13(1)(d) of the Provider Selection Regime (PSR) (2023), where the modification is attributable to a decision of the authority, the modification does not render the contracts materially different in character.

This notice has been published in line with Regulation 13(4)(c) and Schedule 12 of the Provider Selection Regime (2023).

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

10

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£174,706.67

VII.1.7) Name and address of the contractor/concessionaire

HUC South West Limited

Welwyn Garden City

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

Companies House

05174987

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The annual contract envelope for 2025/26 is £109,694.00, and the Commissioner seeks to modify this to include a further £174,706.67 for a non-recurrent period of 10 months from 01 October 2025 to 30 June 2026.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The Commissioner considers that the modifications are permitted by Regulation 13(1)(d) of the Provider Selection Regime (PSR) (2023), where the modification is attributable to a decision of the authority, the modification does not render the contracts materially different in character.

This notice has been published in line with Regulation 13(4)(c) and Schedule 12 of the Provider Selection Regime (2023).

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £109,694

Total contract value after the modifications

Value excluding VAT: £174,706.67