

**United Kingdom-Preston: Dental practice and related services**  
**OJ S 42/2017 01/03/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: NHS England North (Lancashire)

Postal address: Preston Business Centre, Watling Street Road

Town: Preston

NUTS code: UKD4 Lancashire

Postal code: PR2 8DY

Country: United Kingdom

E-mail: [necsu.neprocurement@nhs.net](mailto:necsu.neprocurement@nhs.net)

**Internet address(es):**

Main address: <http://www.necsu.nhs.uk>

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA31749](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA31749)

**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**

Call Handling Service.

Reference number: NHSE14

**II.1.2. Main CPV code**

85130000 Dental practice and related services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

North of England Commissioning Support (NECS) on behalf of NHS England (Lancashire) will be carrying out a procurement for a Dental Call Handling Service.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7.**

## **Total value of the procurement**

Value excluding VAT: 1 488 000,00 GBP

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

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

85130000 Dental practice and related services

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

NUTS code: UKD4 Lancashire

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

Dental Call Handling Service.

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

Quality criterion - Name: Service Delivery / Weighting: 42

Quality criterion - Name: Workforce / Weighting: 14

Quality criterion - Name: Information Management and Technology / Weighting: 16

Quality criterion - Name: Mobilisation / Weighting: 8

Cost criterion - Name: Finance / Weighting: 20

#### **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.2.14. Additional information**

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

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

Notice number in the OJ S: [2016/S 153-276974](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## **Section V: Award of contract**

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A contract/lot is awarded: yes

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

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

20/12/2016

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

Number of tenders received: 4

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

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

Official name: FCMS (NW) Ltd

Town: Blackpool

NUTS code: UKD42 Blackpool

Country: United Kingdom

The contractor is an SME: no

### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 1 488 000,00 GBP

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

North of England Commissioning Support are working for and on behalf of NHS England North (Lancashire) who wish to commission a Dental Call Handling Service (DCHS).

NHS England North (Lancashire) has recognised that patients wanting to access routine ongoing care with a dental provider or urgent dental care want to do so through a central non-geographic telephone service.

The aim of the Service is to provide a single point of access for patients who need access to a dentist for urgent and routine dental care in Lancashire. The DCHS will triage patients and either sign post or book them into the most appropriate service according to a pre-approved algorithm. The DCHS will provide NHS England with a monthly dataset detailing call volumes, call types and caller demographics.

The DCHS will work closely with local dental practices, unscheduled dental care providers and '111'.

#### **Additional Information**

The Open procedure will be followed for this procurement to test the capacity, capability, and technical competence of tenderers in accordance with The Public Contracts Regulations 2015, ensuring a fair, open and transparent process in accordance with NHS (Procurement, Patient Choice and Competition) (No 2) Regulations 2013.

Under the Public Services (Social Value) Act 2012 the Contracting Authority must consider:

- (a) How what is proposed to be procured might improve the economic, social and environmental well-being of the area where it exercises its functions, and
- (b) How, in conducting the process of procurement, it might act with a view to securing that improvement.

Accordingly, the subject matter of the contract has been scoped to take into account the priorities of the Contracting Authority relating to economic, social and environmental well-being. NECS is utilising an electronic tendering system to manage this procurement and communicate with potential providers. Accordingly, there will be no hard copy documents issued to potential providers and all communications with NECS, including your tender

submission, will be conducted via the portal <https://www.proactisplaza.com/SupplierPortal/?CID=NECS> hosted by (Proactis) the managed service provider for the NECS electronic tendering system.

To express an interest in tendering for this service, please register on the electronic tendering portal, which can be found at <https://www.proactisplaza.com/SupplierPortal/?CID=NECS>. Once registered, you will be able to view details of the tender opportunity by selecting the 'Opportunities' box, and then searching for 'Dental Call Handling Service' (Reference NHSE14). To view further information on this specific tender opportunity, click the button marked 'show me'. From this area, you will be able to request documents for this tender opportunity.

Please note that it is free to register on the portal, which can be accessed at any time of day as long as you have a working internet connection.

If you require further assistance using the portal, help guides can be found on each stage of the process by clicking the '?' icon at the top right hand of the page. Alternatively, (should potential providers have any queries) a dedicated helpdesk is available and can be contacted via email: <http://proactis.kayako.com/suppliernetwork/Core/Default/Index>. The helpdesk will be open Monday to Friday 9:00 to 17:30.

Please be aware that all communications and submissions will be conducted via the NECS Proactis portal only.

Please Note: The closing date for receipt of tenders is 12:00 on 19.9.2016.  
(MT Ref:193389).

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

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

Official name: North of England Commissioning Support Unit

Postal address: Teesdale House, Thornaby

Town: Stockton-on-Tees

Postal code: TS17 6BL

Country: United Kingdom

Telephone: +44 1642746911

Internet address: <http://www.necsu.nhs.uk>

##### **VI.5. Date of dispatch of this notice**

28/02/2017