

# INVITATION TO TENDER

## CCS - Dental Clinical System



Shared Business Services

Document Title	Invitation To Tender (ITT) – Dental Clinical System
Contracting Authority	Cambridgeshire Community Services NHS Trust
Owner	Jess Clark
Date issued	29/09/2021

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### 1. Invitation to Tender

Offers are invited, subject to the terms of this document for the provision of Dental Clinical System, in accordance with the NHS Terms and Conditions for Provision of Services (contract version) as detailed in this Invitation To Tender (ITT) document.

The purpose of this ITT is to provide sufficient information to enable the below mentioned organisation to identify a supplier that can provide the required service at the highest level whilst ensuring value for money.

This ITT is on behalf of:

- Cambridgeshire Community Services NHS Trust (CCS)

This organisation will be known as the 'Contracting Authority'.

This procurement process is being conducted in accordance with the Public Contract Regulations 2015.

Please draw your attention to the Section 2 where requirements for completing and submitting a submission can be found. Failure to comply with these requirements may result in your submission being rejected.

All questions regarding this opportunity should be asked via the SourceDogg portal (Supplier Q&A Section) and should be asked before the clarification closing date and time detailed below as per the timetable. If you experience any problems using the portal please contact SourceDogg using the supplier customer support options at <https://www.sourcedogg.com/supplier-contact-us/>.

The following documents will enable you and/or your organisation to formally submit a proposal for this further competition.

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Document	Action
Invitation To Tender (ITT)	Bidders must be satisfied that they are able to deliver the services required as set out in this document before submitting a response to all the areas that require a response. <b>For information and to support response only</b>
Terms & Conditions (Appendix A)	Bidders must be satisfied that they are able to deliver the services required in line with the provided Terms & Conditions and confirm they will adhere to use these if successful to contract award. <b>For information and to support response only</b>
Business Requirements Document (Appendix B)	Bidders must be satisfied that they are able to deliver the services required as set out in this document before submitting a response to all the areas that require a response. <b>Response required.</b>
Commercial Schedule (Appendix B)	Bidders must be satisfied that they are able to deliver the services required as set out in this document before submitting a response to all the areas that require a response. <b>Response required.</b>

NHS SBS is acting as the agent of the Contracting Authority. NHS SBS does not bind itself or the Contracting Authority for which it acts as agent, to accept the lowest or any offer and reserves the right to accept an offer either in whole or in part, each item being for this purpose treated as offered separately.

NHS SBS acting as the agent of the Contracting Authority reserves the right to award contracts for the supply of the goods/services described above and arising out of this procurement process to more than one supplier.

## 2. Timetable & Instruction

Stage	Start Date	End Date
Invitation To Tender	06.10.2021	05.11.2021
Clarification Questions	06.10.2021	03.11.2021
Clarification Responses	06.10.2021	03.11.2021
Contract Award	04.01.2022	
Forecasted Contract Start Date (s)*	01 April 2022*	

\*The Forecasted Contract Start Dates detailed may be subject to change.

1.1. Please draw your attention to the following important points when completing and submitting your offer:

- All offers must be submitted via the tendering portal SourceDogg (<https://secure.sourcedogg.com/>)
- All offers must be submitted no later than the published closing date and time; late submissions will not be evaluated.
- All offers must be written in English.
- The Contracting Authority reserves the right not to complete the process and to abandon the ITT at any stage of the process.

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- All offers must be submitted in accordance with the documentation style and format provided herein.
- Adobe PDF and other formats will not be accepted.
- All offers must include a completed response to this Invitation To Tender document.
- Bidders must adhere to the allocated word count for each evaluation question. Responses that exceed the stated word count will only be evaluated up to the maximum word count limit set.
- Evaluators will not search the submissions to locate the required answers. Only information provided in the correct format and contained within the relevant provided field of the Lot will be considered. For example stating "Please see responses to Q2 & Q4 as well" will not be considered.

### 3. Contract Period

The Contract (s) will be for an initial period of 12 months with the option to extend for a further 48 months each. The maximum contract is 60 months.

### 4. Terms & Conditions

The NHS Terms and Conditions for Provision of Services (contract version) apply to this ITT.

These NHS Terms and Conditions will be completed during the contract award stage of the process.

A copy of this document is contained within the ITT document set within the tendering portal. (APPENDIX A)

### 5. Criteria

#### Award Criteria

All contractors must complete a response to the ITT.

Failure to answer a weighted question will result in a score of zero (0) being applied to that question.

The Contracting Authority reserves the right to discontinue with the process and not award the contract (s). If the process is discontinued or if a Lot is not awarded the Contracting Authority is not and shall not be liable for any costs incurred.

The contract (if awarded) will be awarded to the contractor submitting the 'Most Economically Advantageous Tender' offering best value to the Contracting Authority and the health economy, in accordance with the following award criteria.

Criteria & Weighting	Evaluation Question	Evaluation Question % Weighting	Maximum Word Count	Score
Technical 50%	A.1.1	30%	500	0-4
	A.1.2	20%	500	0-4
	A.1.3	20%	500	0-4

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	A.1.4	20%	500	0-4
	A.1.5	10%	500	0-4
Social Value 10%	A.2.1	100%	500	0-4
Presentation 10%	A.3.1	100%	N/A	0-4
Commercial 30%	A.4.1	100%	N/A	0-4

### Technical Evaluation & Demonstration Criteria

All written responses to the evaluation questions found within the ITT will be assessed and awarded a score based on scoring table below;

Assessment	Score
<b>Deficient (Does Not Meet the Requirements)</b> - Bidder is unable to provide any evidence to demonstrate that it meets this requirement and/or does not answer the question.	<b>0</b>
<b>Partially Meets the Requirements</b> - Bidder provides limited detail of the structures in place to manage and deal with requests and queries.	<b>1</b>
<b>Meets the Requirements but with some deficiencies</b> – Bidder provides acceptable detail of the structures in place to manage and deal with requests and queries, with partial detail on how staff remain contactable at all times	<b>2</b>
<b>Meets the majority of requirements</b> – Bidder provides good detail of the structures in place to manage and deal with requests and queries, with good detail on how staff remain contactable at all times. Bidder also provides two different methods of contact for staff members	<b>3</b>
<b>Fully meets Requirement</b> – Bidder provides excellent detail of the structures in place to manage and deal with requests and queries, with full detail on how staff remain contactable at all times. Bidder also provides three different methods of contact for staff members & provides full detail of how work is prioritised	<b>4</b>

### Commercial Evaluation Criteria

The scoring will be based on the below assessment criteria:

Cost	Points
Lowest Price (LP) Quoted	<b>4</b>
Highest Price (HP) Quoted	<b>4- (PD)</b>
<b>DEFINITIONS:</b> HP-LP = Cost Difference (CD) CD/HP*100 = Percentage Difference (PD)	

All scoring and weighting is detailed in Appendix B - Business Requirements Specifications Document

### Contract Award

The Contracting Authority reserves the right to award the contract on the 'Most Economically Advantageous Tender' offering the best value to the Contracting Authority and the health economy. A maximum of one (1) contract will be awarded.

The Contracting Authority is not required to accept the lowest priced or any tender submitted.

NHS SBS will notify unsuccessful bidders ten calendar days in advance of awarding a contract (s) arising from this ITT. This communication will advise the following:

- The name of the successful bidder.
- A reminder of the award criteria followed.
- The overall scores awarded to the preferred bidder
- The overall scores awarded to your organisation in comparison to the preferred bidder.
- Where possible we shall provide you with constructive feedback about your bid highlighting where you scored well and also reasoning behind lower marks achieved.

### 6. Contracting Authority Introduction

Cambridgeshire Community Services NHS Trust provide community-based health care services within the NHS that gives people more choice and control over their health care.

The Trust covers localities across Bedfordshire, Cambridgeshire, Luton, Milton Keynes, Norfolk, Peterborough, and Suffolk to residents to ensure our services provide the very best care and treatment for each and every individual that uses our services.

Quality is at the heart of all we do, and we are proud to provide high quality services that enable people to live healthier lives and receive care closer to home.

We provide the following extensive portfolio of services:

- a range of children's services to children, young people, and families (Cambridgeshire and Norfolk)
- school age immunisation programme (Cambridgeshire, Norfolk, Peterborough, and Suffolk)
- iCaSH: Integrated Contraception and Sexual Health Services (Bedfordshire, Cambridgeshire, Milton Keynes, Norfolk, Peterborough and Suffolk)
- Dental services (Cambridgeshire, Peterborough, Norfolk, and Suffolk)
- Dynamic health musculoskeletal services and pelvic health physiotherapy services (Cambridgeshire and Peterborough)
- Neuro-rehabilitation services including the Oliver Zangwill Centre (Cambridgeshire and Bedfordshire)
- Children and Adults' community health services for the residents of Luton
- Bedfordshire Community Health services for the residents of Bedfordshire (provided in partnership with East London NHS Foundation Trust)

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We believe that community-based health services are fundamental to the success of an NHS that gives people more choice and control over their health.

### CCS Dental Health Service:

Dental HealthCare provides a range of dental services across Cambridgeshire and Suffolk.

We currently operate services across eight locations, with a total of 22 surgeries in Cambridgeshire and 9 in Suffolk:

- Cambridge
- Ely
- Huntingdon
- Peterborough
- Wisbech
- Bury St Edmunds
- Ipswich
- Newmarket

Services provided include:

- Community Dental Service - for special care needs adults and children, providing routine treatment, including inhalation/IV sedation, general anaesthetic and home visits.
- Patients are referred for this service via GDP. Referrals are received via a portal.
- Level 2 Minor Oral Surgery – Patients are referred for this service via GDP. Referrals are managed by FDS consultants
- Dental Access/Emergency dental service – Patients are able to self- refer.
- Offering of pain relief and temporary treatment.
- The special care and minor oral surgery service fall under the 18week RTT rules.
- All patients referred into the special care service are measured against the casemix criteria.

### 7. Technical Requirements – 50% Weighting

The Trust's dental services are looking to procure an advanced Dental Clinical system to support with their day to day dental practice management of patients and clinical care.

The software needs to be intuitive and flexible as Dental HealthCare provides a number of different services that have different contract requirements.

Reporting needs to be flexible, responsive, and relevant to NHS services.

An exceptional patient experience is always the priority for the Trust as well as ensuring the system is efficient and easily accessible for tasks.

Please provide your response to the Technical Requirements questions in the Business Requirements Specification Document questions A.1.1-A.1.1.5 relates. The below information provided should help to form your response.

The system needs to be but not limited to the below requirements:

#### **Clinical Requirements:**

- Access to and ability to create sub folders to store patient information/correspondence
- Use of Clinipads available to support the Trust with Paper Free options

- Ability to sending correspondence such as emails, texts, letters direct to patients from the system
- X rays to be linked directly to clinical system
- Speed of System
- Ability to Print prescriptions directly from system
- Option for Trust email templates to be set up, including Trust logo
- Clear clinical records section
- Ability to have access to scan direct into the patient's clinical record
- Link referral form from electronic portal
- Access Controls in place (Role Based/ Smart Card)
- Self-service check in
- On- line booking access
- Address finder
- Easy Read & usability for all
- The dental service is required to evidence a number of KPIs which are not necessarily service specific. The service will need the ability to attach more than one custom screen to an item of service – there is certain data we need to capture and do not want to have to build a bespoke screen each time. There are times when more than one item of service need to be attached.
- Making selections/fields mandatory, so staff are unable to progress without completing / checking
- The ability for patients to pay on-line
- Flexible reporting systems
- Casemix calculator
- Search functionality for next available appointment and multiple appointment booking

### Hosting Requirements:

- Regularly upgraded system. System to be able to evolve over time.
- Link to Trust Azure - Azure virtual desktop - CCS's Azure Tenancy (IaaS).
- Cloud hosting and data storage
- Six of our locations support digital radiography but operate and access radiographs from three different software's. All will need to be supported; these include Cliniview – Trophy – Gendex VixWyn

### Reporting Requirements:

- Reporting functionality options to support capture the correct data against KPIs.
- A database schema available to support reporting

### Training & Implementation Requirements:

- Provider must be able to provide a training plan to support migration and implementation into the Trust
- Ongoing training for new users & refresher training for existing will be required and should be included in the total cost provided under the bidder response
- Training database
- Live chat

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- The Trust wish to create a number of “super users” within the services to support with training and further support on the dental clinical system, this is assumed to be provided as a support from the winning provider
- The provider must include a robust implementation plan for any potential migration for the Trust showcasing timings, dependencies and milestones to be achieved for migration.

### Interoperability Requirements:

- Compatible with Kavo - Carestream X-ray digital systems & ability to link
- Ability to link in with FDS – referral management system
- Opportunity to understand if available for the provider system to link to outlook for supporting with diary and calendar availability and booking
- API access
- Interoperability with Snowmed

### Information Governance Requirements:

- Monitoring capability to know who has accessed records, providing an audit trail
- Redaction functionality to allow for SARs (remove third party details etc)
- Flagging system to highlight issues such as Safeguarding alerts
- Consent options to indicate who can see or share records with (template functions)

### Service Levels:

- The provider is required ensure an agreed SLA is in place for all development requests submit by the Trust with a priority level being determined to support timings.
- SLA to also be provided by the bidder showing business recovery plan and downtime actions and timings relating to supporting BAU

### 8. Social Value – 10% Weighting

In line with The Social Value Model set out by Government a minimum weighting of 10% will be allocated to the ITQ relating to a Social Value theme which will be relevant to the project.

Three key aspects of social value are:

- economic (e.g., employment or apprenticeship/training opportunities),
- social (e.g., activities that promote cohesive communities) and
- environmental (e.g., efforts in reducing carbon emissions)

Please note Corporate Social Responsibility (CSR) statements, policies and/or case studies as proof of how a bidder intends to deliver the social value policy outcomes are not deemed as acceptable responses to meet Social Values.



CSR refers to how the organisation performs corporately and is not contract-specific and therefore will not adequately address the social value evaluation criteria.

Please provide your response to the Social Value question in the Business Requirements Specification Document, question A.2.1 relates.

### 9. Presentation – 10% Weighting

- Presentation makes up 10% of total score as a weighting and is scored as per the Award Criteria in section 5.
- Cambridgeshire Community Services will require a presentation and demonstration with regards to the Dental Clinical System the service provider can offer.
- The presentation / demonstration of the system will last no longer than 20 minutes. There will then be a further 10 minutes for a Q&A session.
- The presentation will be held W/C 15<sup>th</sup> November 2021, bidders will be provided with a date following the close of the tender.
- The demonstration will be held virtually via TEAMS and NHS Shared Business Services Procurement will forward on a TEAMS invite once a slot has been allocated

The Presentation / demonstration of the system will need to include the following areas:

- Overview of the Dental Clinical System
- Usability & functionality of the Dental Clinical System
- Reporting functionalist of the Dental Clinical System
- How the system will support in ensure the KPIs set by NHS England for Cambridgeshire Community Services (Appendix C) will be met.

A full agenda will be provided when a time and date is allocated to support the supplier presentation and demonstration response.

### 10. Commercial Requirements – 30% Weighting

Please complete the Commercial Schedule as part of your submission within the tab available in the Business Requirements Specification Document.

The Commercial schedule is to be evaluated in accordance with the Commercial Evaluation Criteria as detailed in Section 5.

Pricing is to be best, final and for the full 60 months of the contract.

Pricing should include all implementation, training and subsequent costs support the Contracting Authorities requirements.

Failure to complete all the required fields within the Commercial schedule will result in your submission not being evaluated.