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Tender

Digital Strategy Program, purchase of Finance, People, Facilities and Property management software

NHS PROPERTY SERVICES LIMITED

F02: Contract notice

Notice identifier: 2025/S 000-001099

Procurement identifier (OCID): ocds-h6vhtk-04cfaf

Published 13 January 2025, 6:02pm

Section I: Contracting authority

I.1) Name and addresses

NHS PROPERTY SERVICES LIMITED

Regent House, Heaton Lane

Stockport

SK4 1BS

Contact

NHS PS Procurement

Email

scott.selby@property.nhs.uk

Country

United Kingdom

Region code

UKD35 - Greater Manchester South East

Companies House

07888110

Internet address(es)

Main address

<https://www.property.nhs.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained 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 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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Strategy Program, purchase of Finance, People, Facilities and Property management software

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Digital Strategy Program. Purchase of software as a service for Finance, People, Facilities and Property management solutions

II.1.5) Estimated total value

Value excluding VAT: £18,000,000

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

Property Management

Lot No

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

II.2.4) Description of the procurement

NHS Property Services (NHSPS) provides strategic estates services to help NHS organisations deliver the best patient care. Every day, we work hand in hand with Integrated Care Boards (ICB), Trusts, and GP practices across England to help them better assess, adapt and maintain around 3,000 buildings (approximately 10% of the NHS Estate) - safely and sustainably. As part of the NHS, we know how it works and understand the challenges our customers face. Whether that's negotiating funding or keeping buildings compliant, we help our customers navigate the system more easily. Last year, we unlocked more than £150 million for them to reinvest or reimagine their spaces.

With over 5,500 experts, our local teams make the real difference by understanding individual estates and communities. Looking after thousands of NHS buildings means we've seen the full range of estates projects that our NHS needs. In fact, we've completed over 330 refurbishments or new builds in recent years - each one giving us new insights and ideas to help transform estates while keeping costs down and patients safe.

From estate strategy to town planning and cleaning, through to selling inefficient assets and reinvesting the proceeds, our end-to-end service can support every life stage of an NHS building. Saving significant costs and removing the hassle of managing multiple providers, so our customers can spend more time delivering the best patient care. Because we're part of the NHS, every penny stays within the health system and is reinvested across the NHS. That way we can continue to focus on delivering brilliant service and building an NHS estate that's fit for the future.

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Our services

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We:

Advise customers on how to get the most out of their property.

Optimise customers and the wider NHS' estate.

Invest in the estate through new buildings and refurbishments.

Develop new opportunities for the NHS estate.

Provide essential Facilities Management services to customers.

Overview - Digital Strategy Programme (DSP)

Projects

The Digital Strategy Programme brings together 3 projects that are evaluating process and technology requirements across the following:

People Project

Finance Project

Delivery (Property Management and Facilities Management)

Technology

NHSPS currently uses a set of systems across these areas

A central finance system

P2P systems

People systems

A Property Management system

A fixed asset system

A CAFM system

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Requirements for change.

The Digital Strategy Programme has gathered a set of requirements covering the solution areas mentioned above and more.

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during procurement

II.2) Description

II.2.1) Title

Facilities Management

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

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II.2.11) Information about options

Options: Yes

Description of options

To be discussed during procurement

II.2) Description

II.2.1) Title

Workforce Management

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

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Duration in months

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No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

to be discussed during procurement

II.2) Description

II.2.1) Title

HR

Lot No

4

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

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Duration in months

60

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No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during procurement

II.2) Description

II.2.1) Title

Recruitment and Onboarding

Lot No

5

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

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No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during Procurement

II.2) Description

II.2.1) Title

Learning

Lot No

6

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

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No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during Procurement

II.2) Description

II.2.1) Title

Pay and Reward

Lot No

7

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

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Description of options

To be Discussed during Procurement

II.2) Description

II.2.1) Title

Colleague Survey

Lot No

8

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD35 - Greater Manchester South East

II.2.4) Description of the procurement

NHS Property Services (NHSPS) provides strategic estates services to help NHS organisations deliver the best patient care. Every day, we work hand in hand with Integrated Care Boards (ICB), Trusts, and GP practices across England to help them better assess, adapt and maintain around 3,000 buildings (approximately 10% of the NHS Estate) - safely and sustainably. As part of the NHS, we know how it works and understand the challenges

our customers face. Whether that's negotiating funding or keeping buildings compliant, we help our customers navigate the system more easily. Last year, we unlocked more than £150 million for them to reinvest or reimagine their spaces.

With over 5,500 experts, our local teams make the real difference by understanding individual estates and communities. Looking after thousands of NHS buildings means we've seen the full range of estates projects that our NHS needs. In fact, we've completed over 330 refurbishments or new builds in recent years - each one giving us new insights and ideas to help transform estates while keeping costs down and patients safe.

From estate strategy to town planning and cleaning, through to selling inefficient assets and reinvesting the proceeds, our end-to-end service can support every life stage of an NHS building. Saving significant costs and removing the hassle of managing multiple providers, so our customers can spend more time delivering the best patient care. Because we're part of the NHS, every penny stays within the health system and is reinvested across the NHS. That way we can continue to focus on delivering brilliant service and building an NHS estate that's fit for the future.

We embrace data and technology to empower our colleagues to enable excellent patient care. We are a digitally-enabled organisation, and every colleague has a vital role to play in driving positive change and innovation within our business. Data is an important asset, and we are using it to support decision making and enable operational excellence.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate. Our properties range from listed buildings through to state-of-the-art integrated health campuses.

Our services

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Overview - Digital Strategy Programme (DSP)

Projects

The Digital Strategy Programme brings together 3 projects that are evaluating process and technology requirements across the following:

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Finance Project

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Technology

NHSPS currently uses a set of systems across these areas

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A CAFM system

On top of this, we have a number of in-house solutions and Microsoft office tools that support our key processes across People, Finance, Estates Strategy, Property and Facilities Management

Requirements for change.

The Digital Strategy Programme has gathered a set of requirements covering the solution areas mentioned above and more.

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We want to partner with organisations who have robust product roadmaps in place which showcase adoption of future technologies such as but not limited to, Artificial Intelligence, and can demonstrate delivery of previous roadmaps.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during Procurement

II.2) Description

II.2.1) Title

Case Management

Lot No

9

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

To be discussed during procurement

II.2) Description

II.2.1) Title

Finance

Lot No

10

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

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II.2.1) Title

Procurement

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II.2.11) Information about options

Options: Yes

Description of options

To be Discussed during Procurement

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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

Date

11 February 2025

Local time

12:00pm

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: 90 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Department of Health

London

Country

United Kingdom