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Planning

Facilities Management Services

NHS Business Services Authority

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021965

Procurement identifier (OCID): ocds-h6vhtk-051516

Published 15 May 2025, 5:32pm

Scope

Reference

C361788

Description

The NHS Business Services Authority (NHSBSA) is a Special Health Authority and an Arm's Length Body of the Department of Health and Social Care. We provide a range of critical central services to NHS organisations (our 'clients'), NHS contractors, health bodies, patients and the public (our 'customers'). The NHSBSA has a geographically dispersed but strategically aligned property portfolio that supports a range of operational services.

- Estate Profile: NHSBSA operates across 7 properties located in: o Newcastle upon Tyne o Blackpool o Wakefield o Bolton, and o Eastbourne o The estate includes 6 office buildings and 1 logistics facility
- Operational Metrics (subject to data confirmation): o 22,200 m² total floor area o c.1,500 desk capacity o c.3,500 WTE contracted staff across sites
- FM Delivery Model: o NHSBSA currently operates a Total Facilities Management (TFM) model, procured through a Crown Commercial Service (CCS) framework o The contract is: ? 5 years in length, expiring March 2027 ? With options to extend to March 2029 and March 2031 ? Contract value of circa £4.56 million per annum

(based on 25/26) ? Supporting a capital project pipeline of c.£5 million to 2027 •

Governance and Assurance: NHSBSA has established a mature and capable Intelligent Client Function, compliant with the Government Functional Standard GovS 004: Property. The function focuses on:

- o Strategic alignment with corporate and DHSC priorities
- o Compliance assurance and statutory obligations
- o Stakeholder engagement across business areas
- o Data-driven asset management and performance monitoring
- o FM commissioning, specification, and contract management

Description of the Procurement

At this stage we are seeking high-level input to enable us to assess the market and to inform any future procurement strategy for facilities management services, reactive and capital works to ensure compliance with The Procurement Act 2023 and/or the Public Contracts Regulations 2015 as the case may be. Interested parties must register an interest in this RFI via <https://health-family.force.com/s/Welcome> (search opportunities using system reference C361788). Suppliers can register from 19th May 2025 and the RFI documents will be made available by 29th May 2025. Registration for the event will close on 19th June 2025 at 13:00 BST. As part of our pre-tender market engagement process for the provision of Facilities Management Services, registered suppliers are invited to attend a Supplier Briefing Session which will consist of a presentation via Microsoft Teams which will be held on 23rd June 2025. Supplier's may also request an optional 1-2-1 session on 23rd June 2025. Written RFI responses are requested by no later than Monday 7th July 2025. The NHS Business Services Authority (NHSBSA) invites all interested economic operators to participate in an RFI and a Supplier Webinar, followed by a number of 121 sessions in addition to a number of questions following the presentation, Please note at this stage a route to market has not yet been determined or the decision whether to extend the current contract. Should the outcome of this engagement session identify that a procurement is required and that the best value route to market is via a Framework Agreement then any subsequent invitation to tender and notices will be restricted to those appointed to the framework agreement and may be governed by the Procurement Regulations 2015. Additional Information Suppliers should note that this RFI and Preliminary Market Engagement is a market research exercise only and it is not an invitation to tender, an invitation to offer an agreement or a guarantee there will be a future procurement exercise. Participation in this RFI is limited to suppliers that meet the definition of "economic operator" under the Public Contracts Regulations 2015. "Economic operator" means any person, or public entity, or group of such persons and entities, including any temporary association of undertakings, that offers the execution of works or a work, the supply of products or the provision of services on the market. Where a participant does not meet this criteria they will not be able to attend the Supplier Briefing Session and may therefore be removed from the RFI The Supplier Webinar will start with an Open Forum Presentation that will be delivered by key members of the Project Team. Individual supplier 1-2-1 sessions will take the format of questions and answers with suppliers being able to ask any questions relating to the NHSBSA's requirements, the previously delivered presentation and the potential procurement process. Disclaimers: (1) No competitive advantage will be gained by the suppliers engaging with the NHSBSA at this early stage and NHSBSA will ensure equal treatment of all interested parties at all times. We will make the outputs of the day available to those

Suppliers who are unable to attend. (2) NHSBSA does not bind itself, by conducting this Supplier Webinar exercise, to commence any procurement procedure or award any contract, and will not in any event be responsible for any costs incurred by invitees in attending and/or preparing for the presentation and individual supplier meeting referred to above. (3) Confidentiality of information which is clearly marked or identified as being confidential and which is reasonably viewed by NHSBSA as confidential will be observed, but NHSBSA does not accept any blanket claims of confidentiality.

Total value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- Possible extension to 31 March 2034
- 7 years

Main procurement category

Services

CPV classifications

- 79993000 - Building and facilities management services
- 42113390 - Fuel-gas systems
- 55500000 - Canteen and catering services

- 51000000 - Installation services (except software)
- 65500000 - Meter reading service
- 98000000 - Other community, social and personal services
- 71000000 - Architectural, construction, engineering and inspection services
- 90500000 - Refuse and waste related services
- 70210000 - Residential property renting or leasing services
- 34990000 - Control, safety, signalling and light equipment
- 35000000 - Security, fire-fighting, police and defence equipment
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 42122000 - Pumps
- 45000000 - Construction work
- 79993100 - Facilities management services
- 48421000 - Facilities management software package
- 50000000 - Repair and maintenance services
- 55300000 - Restaurant and food-serving services
- 55900000 - Retail trade services
- 60120000 - Taxi services
- 63700000 - Support services for land, water and air transport
- 64100000 - Post and courier services
- 70330000 - Property management services of real estate on a fee or contract basis
- 71314000 - Energy and related services
- 79710000 - Security services
- 80500000 - Training services

- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90700000 - Environmental services

Engagement

Engagement deadline

7 July 2025

Engagement process description

At this stage we are seeking high-level input to enable us to assess the market and to inform any future procurement strategy for facilities management services, reactive and capital works to ensure compliance with The Procurement Act 2023 and/or the Public Contracts Regulations 2015 as the case may be.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

5 November 2025

Contracting authority

NHS Business Services Authority

- Public Procurement Organisation Number: PRLZ-1599-JGTT

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NE15 8NY

United Kingdom

Email: commercialserviceteam@nhsbsa.nhs.uk

Website: <https://www.nhsbsa.nhs.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - central government