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Opportunity

Future NHS Workforce Solution (including Electronic Staff Record (ESR) Services)

NHS Business Services Authority

F02: Contract notice

Notice reference: 2022/S 000-023129

Published: 19 August 2022, 1:19pm

The closing date and time has been changed to:

9 November 2022, 4:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Contact

Paul Bath

Email

paul.bath2@nhs.net

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, 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 electronically via

<https://health-family.force.com/s/Welcome>

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

Future NHS Workforce Solution (including Electronic Staff Record (ESR) Services)

Reference number

21_06_07

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority require a new transformed integrated workforce management solution for the NHS in England and Wales. The current Electronic Staff Record (ESR) service includes HR and payroll; learning; talent management; Total Reward Statements and workforce reporting. It is supported by a supply of systems, support and auxiliary services that enable its effective utilisation. ESR currently pays over 1.8m NHS employees every month, equivalent to around five percent of the UK workforce.

The future NHS workforce solution will fulfil the ambition of providing the NHS with a user centred digital workforce solution to empower people from both national and local organisations to carry out their roles effectively and efficiently, supporting them through their journey with the NHS.

NHSBSA require a supplier to manage the ESR service, transform, develop, implement and

manage a future NHS workforce solution and once migration of user organisations completes, decommission the ESR service.

II.1.5) Estimated total value

Value excluding VAT: £1,700,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79211110 - Payroll management services
- 72260000 - Software-related services
- 79900000 - Miscellaneous business and business-related services
- 79410000 - Business and management consultancy services
- 48450000 - Time accounting or human resources software package
- 80420000 - E-learning services
- 72212450 - Time accounting or human resources software development services
- 79600000 - Recruitment services
- 79631000 - Personnel and payroll services
- 48451000 - Enterprise resource planning software package
- 72212451 - Enterprise resource planning software development services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Newcastle upon Tyne

II.2.4) Description of the procurement

The ESR service is provided under a managed service contract which expires August 2025. Oracle eBusiness Suite underpins the current integrated HR, payroll, learning management and business intelligence capability.

The future NHS workforce solution brings the opportunity to transform the existing ESR service to respond to changes in the wider health and care system. It will support NHS strategic workforce objectives through new and improved functionality and provide data and insights to inform decision making.

The Authority intends to award one contract based on the Cabinet Office Model Services Contract v2.0 for a supplier to fulfil all the requirements below:

- i. Transition and takeover of current ESR service by 31 August 2025 including transfer of staff.
- ii. Run existing ESR service from 1 September 2025 including ongoing development.
- iii. Design, develop, configure and test the future NHS workforce solution from contract award including pilot implementation.
- iv. Implementation of future NHS workforce solution including migration of all user organisations from the ESR service to the future NHS workforce solution in advance of the ESR service support end date of 2032.
- v. Running the future NHS workforce solution including ongoing development.
- vi. Decommission ESR following successful completion of the implementation and migration process.

Functional domains will deliver the capability of the future NHS workforce solution to support NHS organisation's workforce management needs:

- i. Talent Acquisition: end to end hiring experience including demand identification, talent sourcing, job marketing, candidate assessment, applicant tracking and onboarding.
- ii. Core HR: employee lifecycle management including organisation management, grievance management, leave management, absentee management, self-service and exit management. The future workforce solution will reflect the NHS organisation structures and allow flexibility for mergers/de-mergers, TUPE and HMRC guidance.
- iii. Payroll: third party platform interoperability for time tracking, payroll administration, metrics and analysis. Maintenance of national and local payscales, allowances and deductions in line with terms & conditions, adhering to legislative requirements such as National Minimum Wage and HMRC thresholds.
- iv. Compensation and Benefits: compensation & benefits management, pension contribution deduction, health & wellbeing and recognition.
- v. Learning: knowledge management, administration of learning, learning delivery management and development of business leaders.
- vi. Career Development: employee career experience covering career paths, coaching, staff mobility and succession planning.
- vii. Performance Management: objective setting, performance management, competency assessment and metrics & analysis.

Supporting the functional requirements are a series of non-functional and technical capabilities:

- i. Standards and Compliance: adhering to NHS, national and international regulations, policies and standards.
- ii. Service Continuity: availability, maintaining and restoring service in accordance with service levels.
- iii. Performance & Scalability: increase in number of users, records and demand without degradation of service, and future growth across the health and care system.
- iv. System Intelligence: dynamic, future-proof systems, responsive to change in line with workforce needs and technology advances.
- v. Security: cyber-security management and adhering to appropriate security standards.
- vi. Interoperability: new capability to meet interoperability requirements and ensure ongoing current interfaces where required.
- vii. Channels & UI: multiple channel access, with accessibility as a core consideration.
- viii. Data, Reporting & Analytics: person-centred data management including aggregation, segregation and storage enabling better insights and experiences.
- ix. Service Management Support: Service Desk and Incident Management.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,700,000,000

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

Duration in months

180

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 6

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

See Selection Questionnaire

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

See Selection Questionnaire

i. A Minimum Annual Turnover requirement of £150 million applies, see Selection Questionnaire.

ii. Financial Stability to be determined as stated in Selection Questionnaire.

III.1.3) Technical and professional ability

List and brief description of selection criteria

See Selection Questionnaire

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

See Selection Questionnaire

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: [2022/S 000-008651](#)

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

Originally published as:

Date

7 October 2022

Local time

4:00pm

Changed to:

Date

9 November 2022

Local time

4:00pm

See the [change notice](#).

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

28 November 2022

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

Tender must be valid until: 28 February 2025

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

i. User organisations of the existing ESR service are mainly NHS Trusts and Bodies. Future scope may widen to include other organisations delivering Primary Care and health and social care pursuant to the Health and Social Care Act 2012, the Health and Care Act 2022 and any successor legislation

ii. Pre-Tender Market Engagement was conducted for this procurement - Find a Tender Service Notice references:

2022/S 000-010156

2022/S 000-008651

2022/S 000-003477

2021/S 000-026774

2021/S 000-015879

VI.4) Procedures for review

VI.4.1) Review body

NHS Business Services Authority

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Newcastle Upon Tyne

NE15 8NY

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