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Planning

## **Enterprise IT Service Management Solution - Market Engagement**

University Hospitals Birmingham NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-026337

Procurement identifier (OCID): ocids-h6vhtk-0369ed

Published 21 September 2022, 11:19am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University Hospitals Birmingham NHS Foundation Trust

Mindelsohn Way

Birmingham

B15 2WB

#### **Contact**

Abdul Alim

#### **Email**

[Abdul.Alim@uhb.nhs.uk](mailto:Abdul.Alim@uhb.nhs.uk)

#### **Telephone**

+44 1213712000

**Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Internet address(es)**

Main address

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

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from another address:

BSOL Procurement Collaborative

Procurement Office, Ground Floor, Regent Court

Birmingham

B15 1NU

**Email**

[Abdul.Alim@uhb.nhs.uk](mailto:Abdul.Alim@uhb.nhs.uk)

**Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Internet address(es)**

Main address

[https://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html)

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://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html)

#### **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**

Enterprise IT Service Management Solution - Market Engagement

Reference number

PROC.08.0410

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

University Hospitals Birmingham NHS Foundation Trust are seeking to engage with suppliers interested in its upcoming requirement for an Enterprise IT Service Management Solution.

University Hospitals Birmingham NHS Foundation Trust (UHB), which manages and operates Queen Elizabeth Hospital Birmingham, Birmingham Heartlands Hospital, Solihull Hospital, Good Hope Hospital and Birmingham Chest Clinic, is one of the largest teaching hospital trusts in England, serving a regional, national and international population. The Trust is a regional centre for cancer, trauma, renal dialysis, burns and plastics, HIV and AIDS, as well as respiratory conditions like cystic fibrosis. It has expertise in premature baby care, bone marrow transplants and thoracic surgery and provides the largest solid organ transplantation programme in Europe. It provides a series of highly specialist cardiac, liver and neurosurgery services to patients from across the UK.

The IT Department of University Hospitals Birmingham seek to engage a single supplier to provide an Enterprise IT Service Management Solution, inclusive of implementation consultancy services and a post implementation maintenance and support agreement.

Suppliers who are able to offer solutions relevant to this requirement are invited to express an interest and respond to a market engagement questionnaire. Further details on how to do this are contained within the additional information section of this notice.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems
- 48517000 - IT software package
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72250000 - System and support services
- 72253000 - Helpdesk and support services
- 72610000 - Computer support services
- 72611000 - Technical computer support services

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

NUTS codes

- UKG3 - West Midlands

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

University Hospitals Birmingham NHS Foundation Trust are seeking to engage with suppliers interested in its upcoming requirement for an Enterprise IT Service Management Solution.

UHB IT Services delivers IT Services to circa 27,000 service users and is forecast to transact over 200,000 support transaction this year. The estate comprises over 900 servers (physical and virtual) and 20,000 desktop and mobile computer devices spread over multiple locations. The IT Services department of University Hospitals Birmingham consist of circa. 450 members of staff delivering a wide variety of services via ITIL aligned processes and functions including but not limited to:

Service Desk

Incident Management

Problem Management

Request fulfilment

Application Management

Event Manage

Identity Management

Change Management

Asset & Configuration Management

Release & Deployment

Service Level Management

Service Catalogue Management

Supplier Management

Knowledge Management

Service Continuity Management

Information Security Management

As part of an on-going IT Strategy to modernise IT Service Delivery and to support our ongoing service improvement agenda UHB seek to replace or update its current ITSM solution with view to enhancing and capitalising on latest technology and industry best practice capabilities.

UHB wish to engage with suppliers of IT Service Management Solution's who can offer feature rich, flexible, ITIL aligned, enterprise software solutions providing a variety of functionality and capability including, but not limited to:

Capability to manage the end-to-end delivery of IT services to UHB

Supporting advanced ITIL service management processes

Resilient IT services on a single ITSM cloud or on premise platform

Fully Integrated ITIL aligned processes on a common platform

Support consolidation of legacy tools to a single platform harnessing shared data and

analytics with automated workflows

Scalable and adaptable , feature rich solution

Supports automated workflow, augmentation & automation capability

Modern Self-Service capability serving employees anywhere with always-on IT services

Improved employee & customer experience

Enhanced reporting and analytics capability

This exercise is intended to provide potential bidders with the opportunity to review the Authority's Briefing Document and to provide information regarding the services they can offer that could meet these outline requirements. This builds on the Authority's commitment to engage with the market, by sharing information and seeking input from the market to enable us to develop the final specification and determine the appropriate route to market in a fair and transparent manner.

Suppliers who are able to offer solutions relevant to this requirement are invited to express an interest and respond to a market engagement questionnaire. Further details on how to do this are contained within the additional information section of this notice.

#### **II.2.14) Additional information**

Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Bravo Portal by 13:00 on 19th October 2022

Bravo ref: pqq\_\_28701 - Enterprise IT Service Management Solution - Market Engagement

Direct link to response form:

<https://nhs.bravosolution.co.uk/go/4080327701835F6E31BF>

#### **II.3) Estimated date of publication of contract notice**

28 November 2022

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## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

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

Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Bravo Portal by 13:00 on 19th October 2022

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Direct link to response form:

<https://nhs.bravosolution.co.uk/go/4080327701835F6E31BF>