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Planning

UHB Enterprise ITSM

University Hospitals Birmingham NHS Foundation Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-030323
Procurement identifier (OCID): ocds-h6vhtk-0543d0
Published 5 June 2025, 3:20pm

Scope

Reference

PROC.08.0827

Description

University Hospitals Birmingham NHS Foundation Trust (UHB) is a major teaching hospital in England and the West Midlands, serving regional, national, and international populations. It comprises Birmingham Heartlands Hospital, Birmingham Chest Clinic, Good Hope Hospital, Queen Elizabeth Hospital Birmingham, Solihull Hospital, and various Community Services. UHB IT Services delivers IT Services to circa 27,000 service users and is forecast to transact over 200,000 support transactions this year. The estate comprises over 900 servers (physical and virtual) and 22,500 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 and ability to track resources and changes

Event Manage   Identity Management   Change Management   Asset & Configuration Management (CMDB)   Service Level Management   Service Catalogue Management   Supplier Management   Knowledge Management   Service Continuity Management   Information Security Management

Contract dates (estimated)

- 20 November 2025 to 29 December 2030

- 5 years, 1 month, 10 days

Main procurement category

Services

CPV classifications

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

- 48781000 - System management software package

Engagement

Engagement deadline

26 June 2025

Engagement process description

Potential suppliers are requested to respond to the full requirements, as detailed in Annex 1 Full Requirements ITSM Replacement Project V3.0.xlsx with confirmation of ability to meet the requirement, a description of how their product meets the requirement, and which module (if applicable) the requirement is met with. Suppliers must provide estimated costs for their product, including module breakdown, implementation, and ongoing support. Bidders should respond to both the 3 year and 5 year worksheets within the Annex 2 Indicative Cost Schedule. Procurement Process The procurement process will be subject to further approvals and this Pre-Market Engagement Exercise will help form the tender process so currently, the route to market is unknown. 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 Health Family Single eCommercial System Portal (Atamis) by 13:00 on Thursday 26th June 2025. https://health-family.force.com/s/Welcome Please search for C366780 To View documents please register interest and then navigate "My Proposals and quotes"

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

University Hospitals Birmingham NHS Foundation Trust

- Public Procurement Organisation Number: PWVL-6877-BXXV

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Region: UKG31 - Birmingham

Organisation type: Public authority - central government