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Planning

## **Pre-Tender Market Engagement Notice: Integrated Maintenance and Workplace Services (IMWS) System**

Bournemouth University

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

Notice identifier: 2025/S 000-042710

Procurement identifier (OCID): ocds-h6vhtk-05559f

Published 24 July 2025, 12:17pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

### **Scope**

### **Reference**

PS/RCG/428

## Description

### Introduction

Bournemouth University (“BU” or the “University”) are seeking to engage with the market to inform the development of a future procurement for an Integrated Maintenance and Workplace Services (IMWS) system. This system will support a wide range of estates and facilities management functions, including helpdesk operations, asset and space management, planned maintenance, compliance, and contractor coordination.

The purpose of this engagement is to gather insights from suppliers on the feasibility, innovation, and delivery models available in the market. We invite responses from experienced providers with proven capabilities in delivering integrated digital solutions for complex estates, ideally within the UK Higher Education or similar sectors.

This Preliminary Market Engagement Notice outlines the high-level functional and technical requirements to help suppliers assess alignment with their offerings and provide informed feedback.

### Key Functional Requirements

#### 1. Helpdesk Management

##### Back-End (Technician Interface) – Must Have:

- Multi-technician job sign-off capability
- Advanced search and filtering
- Real-time chat functionality
- Fully configurable work request tiles, dropdowns, and workflows
- SLA configuration and monitoring
- Tile-specific guidance and instructions
- Mobile device compatibility

##### Back-End – Should/Nice to Have:

- Notice board for alerts and updates
- Flexible, user-defined forms

- On Job / Off Job status toggling

Front-End (User Interface) – Must Have:

- Search functionality for job history and status
- Alerts for duplicate job submissions in the same area
- Chat function for real-time updates
- Email notifications on job progress
- Interactive maps for issue location
- Mobile access for users on the move

## 2. Asset Management

Must Have:

- Barcode/QR code scanning for asset tracking
- Integration with SFG20 and Facilities iQ
- Uniclass classification support
- Full asset lifecycle management
- Interactive asset-linked drawings

## 3. Condition Monitoring

Nice to Have:

- IoT sensor integration for real-time condition monitoring

## 4. Space Management

Must Have:

- EMR (Estate Management Record) data collection and reporting
- Flexible hierarchical structure for buildings and spaces

- CAD integration
- Interactive space drawings
- Data on space allocation and usage

#### 5. Planned Preventative Maintenance (PPM)

Must Have:

- SFG20 integration for standardised maintenance schedules
- Ability to create and manage custom PPMs

#### 6. Lease and Risk Management

Lease Management – Must Have:

- Automated alerts for key lease events (e.g., renewals)

Risk Assessments – Must Have:

- Accessible from within work requests
- Support for multiple staff assignments per RA

#### 7. Resource and Stock Management

Resource Scheduling – Must Have:

- Multi-team scheduling and coordination

Stock Control – Must Have:

- Barcode/QR code-based inventory management

#### 8. Contractor and Permit Management

Must Have:

- Interactive drawings showing asset and space data
- Location-based risk register

- Permit-to-work request and authorization workflows

## 9. Accessibility and User Interaction

- Accessible via desktop, mobile, and tablet
- Document and image upload support
- Access for staff, students, and external contractors
- Automated email notifications
- In-job chat functionality

## 10. Integration and Data Management

- API connectivity with Finance, HR, CAD, and Space Management systems
- Integration with access control systems (e.g., Salto)
- Data export in Excel, CSV, PDF formats
- Comprehensive audit logs

## 11. System Features and Support

- Access to a test environment
- Admin-configurable permissions and authorizations
- Customizable work request views by user/team/department
- Estates-only tiles for restricted access
- 24/7 support (minimum UK office hours)
- Training materials and live job tracking
- Dedicated implementation team and business analysts
- Experience with UK Higher Education institutions

## 12. Advanced Data and Environmental Monitoring

- BIM integration
- Energy and IoT data management
- Predictive analytics and space utilization insights
- Optional: Sensors for wellness and environmental monitoring

### 13. Compliance and Security

- Document storage for compliance certificates
- Event-based alerts
- Multi-factor authentication

### 14. Process, Reporting, and Broader Management

- Merge and manage similar user submissions
- GPS/GIS tracking and carbon footprint reporting
- Car parking and visitor management
- Room and desk booking
- Integration with Power BI and other systems
- Project and move management
- Hazard and cleaning management system integration

### **Total value (estimated)**

- £0 excluding VAT
- £0 including VAT

### **Contract dates (estimated)**

- 1 August 2026 to 1 August 2029
- Possible extension to 1 August 2030
- 4 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 48420000 - Facilities management software package and software package suite
- 48421000 - Facilities management software package
- 72212420 - Facilities management software development services and software development services suite
- 72212421 - Facilities management software development services
- 72253000 - Helpdesk and support services
- 72253100 - Helpdesk services
- 72514100 - Facilities management services involving computer operation
- 72514200 - Facilities management services for computer systems development
- 72514300 - Facilities management services for computer systems maintenance
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services

## **Contract locations**

- UKK24 - Bournemouth, Christchurch and Poole

## Engagement

### Engagement deadline

13 August 2025

### Engagement process description

The purpose of this PME is to gather industry expertise and feedback that will inform the development of our final project and procurement requirements.

Objectives:

- Gain a better understanding of suppliers' capabilities, experiences, and innovations.
- Identify potential challenges and solutions relevant to the upcoming procurement project.
- Inform suppliers about the project's scope, objectives, and key requirements.

BU are intending on holding virtual meetings / demonstration sessions with interested suppliers via Microsoft Teams in September / October.

If you wish to be considered for a virtual meeting / demonstration session with BU's project team, please contact [procurement@bournemouth.ac.uk](mailto:procurement@bournemouth.ac.uk) to register your interest with the subject heading "IT/OS/450 – IMWS System". Within your email, please provide the following details in a Word or PDF document:

#### Company Overview

- o Company name, address, and contact details
- o Summary of your organisation's background and relevant experience
- o Key clients and sectors served (particularly in Higher Education or similar environments)
- o Relevant Systems and Services

A description of the systems and services you offer that align with the IMWS requirements

- o Specific modules or capabilities that meet the functional areas outlined (e.g., Helpdesk, Asset Management, PPM, Space Management, etc.)

- o Integration capabilities (e.g., APIs, BIM, CAD, SFG20, IoT, etc.)

- o Mobile and accessibility features

- o Support and implementation services

- o Case Studies or Examples

Examples of similar implementations

- o Outcomes achieved and lessons learned

- o Feedback and Recommendations

Additional information

- o Feedback on the proposed requirements

- o Suggestions for improving the scope or delivery model

Once suppliers have provided the requested information provide further information, BU will shortlist suppliers for the virtual meetings / demonstration sessions based on the responses provided.

Please note that while we aim to engage with a broad range of suppliers, it may not be possible to invite all interested parties to a meeting. Participation in this exercise is voluntary, and there is no obligation for BU to meet with every supplier who submits a response with the requested information.

This PME is not a request for quotation. BU's current intention is to conduct a tender process at a later stage.

There is no obligation for suppliers to respond to this PME. Supplier responses (or lack thereof) to this exercise will not be used to determine which suppliers will be carried forward to tender process or in any subsequent evaluation of supplier proposals.

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

### Publication date of tender notice (estimated)

1 November 2025

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## Contracting authority

### Bournemouth University

- Public Procurement Organisation Number: PVRV-5141-LLTP

Poole House, Talbot Campus, Fern Barrow

Poole

BH12 5BB

United Kingdom

Contact name: Procurement Department

Email: [procurement@bournemouth.ac.uk](mailto:procurement@bournemouth.ac.uk)

Region: UKK24 - Bournemouth, Christchurch and Poole

Organisation type: Public authority - sub-central government