Request For Information – PIN Notice Questionnaire NHS SBS Linen & Laundry Framework

SBS10503

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| --- | --- |
| Organisation name: |  |
| Contact name for enquiries about this RFI |  |
| Contact position (job title): |  |
| Contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Website address: |  |
| Submission Date: |  |

NHS Shared Business Services (NHS SBS) are consulting on a proposal to tender for the provision of Linen and Laundry Services to support NHS Organisations and the wider Public Sector to replace applicable Lots on the existing NHS SBS Soft FM Framework Agreement (SBS/19/UK/MX/9395) which will expire on the 19th of July 2024.

To help define and develop our national procurement strategy and help in the development of our service specification to meet the needs of NHS Organisations and wider Public Sectors, NHS SBS are engaging with potential Providers prior to the release of any Find a Tender Contract Notice.

Proposed elements of the products and services will include but not be limited to the following:

* Linen Wash and Return Services
* Linen Hire
* Linen Purchase
* Fully Managed Linen and Laundry Service
* Workwear supply

Suppliers wishing to be considered for this agreement should express their interest by completing this document and returning it by email to [nsbs.estatesfacilities@nhs.net](mailto:nsbs.estatesfacilities@nhs.net).

The aim of this questionnaire is to notify the market of our future plans and to gauge interest in this opportunity with providers of sustainable goods and services.

**About NHS Shared Business Services**

NHS SBS was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the NHS. A unique joint venture with Sopra Steria, we make life easier for NHS employees, patients, and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, and workforce services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by cutting-edge technologies, delivering efficiency, effectiveness, and resilience at levels unachievable for organisations working alone.

Our partnership approach to every project is underpinned by our teams’ expertise, in-depth understanding of the NHS, and commitment to service excellence. We share common values and unity of purpose with the rest of the NHS family, and our employees are empowered to question, test, and solve the challenges the NHS faces as it transforms to meet the needs of the 21st century. For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)

With the objective of delivering maximum value to its customers, NHS SBS has instigated several changes in its operating model to work better with its customers to aggregate demand, commit volume and ultimately deliver stronger value. The model also provides for greater pre-tender engagement with the supplier base as a means of supporting this activity and ensuring maximum value is obtained from the tender.

**Pre-Procurement Consultation Questionnaire**

NHS SBS would like to hear about your organisation including any views, suggestions, and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

**Proposed Lot Structure**

|  |  |  |
| --- | --- | --- |
| **Lot** | **Lot Description** | **Yes, I’m interested** |
| Lot 1 – Linen Wash and Return Services | Provision of a compliant wash and return service to the NHS and other approved organisations |  |
| Lot 2 – Linen Hire | Provision of a compliant linen hire service to the NHS and other approved organisations |  |
| Lot 3 – Linen Purchase | Provision of Linen Purchase to the NHS and other approved organisations |  |
| Lot 4 – Fully Managed Linen and Laundry Service | Provision and delivery or a fully managed service to the NHS and other approved organisations |  |
| Lot 5 – Workwear Supply | Provision of workwear and health and safety clothing to the NHS and other approved organisations |  |

1. Please introduce your organisation, outlining your recent Public Sector/Health experience and the reasons for your interest in this market engagement questionnaire. (100 words)

**Response:**

1. Within the next 12 months, do you have any forthcoming significant Linen & Laundry related tenders or projects within the public sector? (100 words)

**Response:**

1. What is your organisation currently doing to reduce its carbon footprint in terms of Linen & Laundry? Please give details on recycling, disposal, energy use reductions and reducing the environmental impact of your service delivery. (200 words)

**Response:**

1. Please detail the Social Value initiatives that your organisation currently implements. (150 words)

**Response:**

1. Please confirm your current available capacity and advise whether you would have the resources to manage, operate and deliver these services? (200 words)

**Response:**

1. Which geographical areas do you cover in the UK? Please check all that apply.

**East Of England**

**London**

**Midlands**

**Northeast and Yorkshire**

**Northwest**

**Southeast**

**Southwest**

**Wales**

**Scotland**

**Northern Ireland**

1. What do you think are the key deliverables and challenges in delivering sustainable linen and laundry service and supply of workwear for the Healthcare and wider Public Sector – Linen & Laundry Services to Health and Social Care customers? You can include any information that may influence your decision to apply to join this framework. (200 words)

**Response:**

1. What do you consider to be the major project KPIs/management information you would monitor as part of a contract awarded under this framework (e.g., budget, timescales, and social value)? (150 words)

**Response:**

**PLEASE NOTE:**

Any responses to this early market engagement exercise imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Suppliers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

NHS SBS reserve the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Suppliers and is not liable for any costs incurred because of Suppliers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS SBS reserves the right to defer from any procurement entirely.

Please note, this is a request for information only and is not currently a tender opportunity - there are no tender documents to download at this stage.

Please return completed forms direct via e-mail to [nsbs.estatesfacilities@nhs.net](mailto:nsbs.estatesfacilities@nhs.net)

Responses must be completed and received by NHS SBS by 5.00pm on Friday 14th April 2023.