IFMS Supplier FAQs

A. Introduction

1) What is the IFMS Project?

IFMS is a project within HSE's Finance Reform Programme to introduce a modern financial management and procurement system for the entire health sector. IFMS will involve the operation of standardised finance and procurement processes, through the expansion of the current HSE shared services model, on a single contemporary technology platform (SAP S/4 HANA).

2) Why is the IFMS Project needed?

The HSE does not have a single financial and procurement system. The deployment of IFMS, a single standardised financial and procurement system across the entire health sector, will provide quality standardised financial and procurement information and quality, timely financial reporting and forecasting. This will enable improved financial management, governance, compliance and transparency, and a better overall financial control environment.

3) Will there be a disruption for HSE suppliers?

The implementation of IFMS – the Integrated Financial Management and Procurement System for the entire health service – is a major business transformation programme. As such, there may be inconvenience while we changeover our systems. We ask for your continued support and patience during this time.

4) How will the new system affect suppliers?

➢ *Expansion of self-service procurement by HSE Staff*

IFMS implementation involves the introduction of SAP Ariba functionality for eligible suppliers. With this functionality, eligible suppliers will be set up on digital catalogues, enabling online self-service procurement by HSE staff.

This will involve agreeing a catalogue with us, listing catalogue items and prices, engaging in online meetings, and testing that everything works smoothly. Once on

the new IFMS system, suppliers will receive approved purchase orders by email, fulfil the order, submit an online invoice to us for approval, and then receive payment in line with payment terms. This saves everyone time and effort.

Separate communications will be issued to eligible suppliers on how to register for SAP Ariba.

> *Requirement of Purchase Order (PO) Number*

Please ensure that an <u>official HSE Purchase Order (PO) number</u> is quoted on all invoices. Invoices without either a PO number will be deemed in dispute and returned to you for re-issue with correct information. Please see FAQ Section C for further details.

> *Centralisation of Invoicing*

From 3 July 2023, all invoices for IG1 sites should be sent to vendorinvoices@hse.ie. Please see FAQ Section D for further details.

> *Updated 'Bill To' Address*

Our 'Bill To' address is changing, you may need to update your records for this change if you have not already done so. Please see FAQ #15 and #16 for further details.

5) How will HSE introduce the new system?

IFMS is being implemented on a phased basis to all publicly funded health organisations. Implementation Group 1 (IG1) went live on July 3, 2023. Details of the planned go-live dates for Implementation Groups 2-5 will be communicated in due course.

6) What supports will there be for suppliers to help them adapt to the changes?

We have a dedicated IFMS supplier helpdesk in place to assist suppliers. You can contact the helpdesk by email or phone. Please see FAQ #18 for further details.

B. Tendering

7) Will the tendering process change with the implementation of IFMS?

There will be no change to the current tendering process with the implementation of IFMS.

Typically, HSE requirements are advertised and published on www.etenders.gov.ie. In order to view notices and access documents for contract opportunities as they arise and tender for same, companies must register on the above website, which is free.

Please note, the HSE is not responsible for the administration of this website, so if suppliers encounter any issues during registration, they should contact the website directly at irish-eproc-helpdesk@eurodyn.com.

C. Purchasing / Purchase Orders ("PO")

8) How will I obtain a PO?

POs will be issued to suppliers via their PO email address. If you receive POs via email, we ask that you review and confirm that the email address you have provided is correct and in the event of a change, please contact the HSE Supplier Helpdesk, see FAQ #18. Please note that the HSE PO issuing email address will change to a system generated mail.

In addition, the HSE is introducing new technologies to support the PO output process. These include:

- Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line); and
- EDI (file-to-file transfer).

Please note that the numbering sequence of POs will change with the introduction of IFMS. Please ensure that an official HSE Purchase Order (PO) number is quoted on all invoices. Invoices without a PO number will be deemed in dispute and returned to you for re-issue with correct information.

9) If I have a query with a PO that has been provided to me, who do I contact?

If you have a query with a PO, please contact the sender of the PO, whose details will be available on the PO.

10) How do I update my supplier details (e.g., bank account, contact information, VAT Registration Number)?

Please contact the HSE Supplier Helpdesk. Please see FAQ #18.

11)   Will the 'Bill To' address change?

Yes, the 'Bill To' address for HSE invoices will change only for suppliers in Implementation Group 1 (IG1) with effect from 3 July 2023.

The updated 'Bill To' address will be:

> Finance Shared Services (FSS) Payment Services
> Accounts Payable 1010
> Block D
> Parkgate Business Centre
> Parkgate Street
> Dublin 8
> D08 YFF1

Please see our Supplier Good Practice document for further guidance on sending statements to the HSE.

D. Invoicing / Payments

12)   How will the HSE pay for goods and services provided by suppliers?

All payments to suppliers will be by EFT (Electronic Funds Transfer).

13)   How can I ensure timely payment of services provided to the HSE?

To ensure timely payment:

• Ensure bank details are provided and up to date;

- Maintain tax clearance status; and
- Ensure to quote the official HSE PO number on the invoice.

Invoices without a PO number will be deemed in dispute and returned to you for re-issue with correct information.

Please see our [Supplier Good Practice document](#) for further guidance on sending statements to the HSE.

14) Who do I contact if I have a query on an invoice that has been submitted for payment?

If you have a query in relation to an invoice submitted for payment, a dedicated helpdesk is available. Please see FAQ #18.

15) Where do I submit an invoice?

Invoices can be submitted via the following preferred invoicing channels
Email: vendorinvoices@hse.ie

Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line); and
- EDI (file to file transfer)

16) What if I cannot use one of the preferred invoicing channels?

If you are unable to utilise one of the preferred invoicing channels, you can issue via post to the following address:

> Finance Shared Services (FSS) Payment Services
> Accounts Payable 1010
> Block D
> Parkgate Business Centre
> Parkgate Street
> Dublin 8
> D08 YFF1

Please note that electronic invoices, submitted via email, are preferred.

Supplier Statements

17)   Where supplier statements should be sent?

To facilitate the reconciliation of your account, we ask that you email your statements to vendorstatements@hse.ie. Statements should be in an electronic PDF format generated from your system.

Please see our Supplier Good Practice document for further guidance on sending statements to the HSE.

E. IFMS Supplier Helpdesk

18)   I have a query who can I speak to?

We have a dedicated IFMS supplier helpdesk in place to assist suppliers. You can contact the helpdesk by:

- Email:
  - ❖ For queries in respect to accounts payable (i.e., Queries on Invoices, Payment Queries, Remittance Queries, Prompt Payment of Invoice Queries, Possible Tax Queries (VAT rate etc.), Vendor Master Queries, Tusla Payment Queries) please contact us at vendorAPqueries@hse.ie
  - ❖ For queries in respect to tenders and contracting (including new business queries, queries in respect to existing contracts and contract expiry). please contact us at procurement.helpdesk@hse.ie

- Phone: 01 511 9700

F. Ariba Network

19)   What is the Ariba Network?

The Ariba Network is a hosted service that enables suppliers and buyers to form relationships and conduct transactions over the internet.

As a supplier, you might already have an existing relationship with a customer who invites you to form a relationship on Ariba Network. As a buying organization (buyer), you use Ariba Network to enable electronic processing of orders and invoices with your existing suppliers. You might also search for new suppliers on SAP Ariba Discovery.

For more information, see please see:
https://support.ariba.com/item/view/188288#:~:text=Question-,What%20is%20the%20Ariba%20Network%3F,a%20relationship%20on%20Ariba%20Network.

20)   I would like to participate in Ariba Network for HSE. How do I submit a request to be registered / set up a catalogue?

To participate in Ariba Network for HSE, please contact our Ariba Network helpdesk at Procurement.Helpdesk@hse.ie

G. Fair Deal Scheme

21)   I am a Nursing Home supplier for the Fair Deal Scheme. How will IFMS impact me?

There will be no change for Nursing Homes submitting their Fair Deal and Contract Bed Invoices for payment. Fair Deal and Contract Bed invoices are still to be submitted to the Local Nursing Home Support Offices as normal for processing.

H. Transitional Care Bed (TCB)

22)   I am a Nursing Home supplier of TCBs. How will IFMS impact me?

There will be no change to the Nursing Homes submitting their Transitional Care Bed Invoices for payment. Transitional Care Bed Invoices are still to be submitted to the Fair Deal Finance Unit as normal for processing

I.   Intensive Homecare Packages (IHCPs)

23)   I am a Homecare provider of IHCPs. How will IFMS impact me?

There will be no change to Homecare providers submitting their IHCP Invoices for payment. IHCP Invoices are still to be submitted as normal to the usual services for approval.