



IFMS Suppliers Frequently Asked Questions (FAQs)

For Suppliers in IFMS Implementation Groups 2 and 3

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1. What is the IFMS Project?

IFMS is a project within HSE's Finance Reform Programme that is introducing 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 & SAP Ariba).

2. Why is the IFMS Project needed?

The HSE has not had 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. How will the new system affect suppliers?

IFMS will introduce the following key changes:

➤ **HSE PO Numbers will be required on all Invoices**

You will need to ensure that an official HSE IFMS Purchase Order (PO) number is quoted on all invoices. Invoices without this number will be returned to you.

➤ **Centralisation of Invoicing**

Suppliers will send their invoices to vendorinvoices@hse.ie

➤ **Updated 'Bill to' Address**

As you begin to receive Purchase Orders (POs) from the new system, an updated billing address will be visible on the PO.



➤ Introduction of SAP Ariba Functionality

IFMS implementation involves the introduction of SAP Ariba functionality for qualified suppliers. With this functionality, qualified 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, then receive payment in line with payment terms. This saves everyone time and effort.

4. When will IFMS Go-Live?

IFMS is being rolled out on a phased basis to all publicly funded health organisations. Implementation Group 1 (IG1) went live on July 3, 2023. IFMS is scheduled to be implemented across all HSE Regions in 2025.

Implementation Group 2 (IG2) will go live in April 2025 in the following Health Regions: HSE Mid West and HSE West & North West.

Implementation Group 3 (IG3) will go live in July 2025 in the following Health regions: HSE Dublin and Midlands, HSE Dublin and North East, HSE Dublin and South East and HSE South West.

5. How will I know when IFMS is live in the HSE area where I am a supplier?

Suppliers will be contacted prior to Go-Live. A table outlining the areas within each IFMS Implementation Group can be found here [hse-ifms-implementation-groups.pdf](#)



6. Will there be any disruption for HSE suppliers?

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

7. What supports will be in place to help suppliers when IFMS goes live?

We will have a dedicated IFMS supplier helpdesk in place to assist suppliers. The helpdesk will be operational from Go Live IG2 and IG3 implementation dates. You will be able to contact the helpdesk by email or phone.

8. How will I obtain a PO with IFMS?

HSE IFMS POs will be issued to suppliers via email from the relevant HSE contact.

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

- Ariba Network;
- PEPPOL (Pan-European Public Procurement On-Line)

9. If I have a query with a PO that is provided to me, whom do I contact?

If you have a query with a PO, please contact the HSE staff member who issued the PO to you.



10. How will the HSE pay for goods and services provided by suppliers?

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

11. 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 will be available at Go-Live.

12. What is the Ariba Network?

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

As a supplier, you may already have an existing relationship with a HSE Buyer who invites you to form a relationship on Ariba Network. This means that HSE buyers can utilise the Ariba Network to enable electronic processing of orders and invoices with existing suppliers. For more information, please see: [Ariba Network](#)

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

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

14. 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. 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.

15. 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.

16. I am a Nursing Home supplier of Transitional Care Beds (TCBs). How will IFMS impact me?

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

17. I am a Homecare provider of Intensive Homecare Packages IHCPs/Complex Home Support (CHS). How will IFMS impact me?

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



18. Where will I go if I have a query?

We will have a dedicated IFMS supplier helpdesk in place to assist suppliers. The helpdesk will be operational from Go Live IG2 and IG3 implementation dates. You will be able to 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.), Tusla Payment Queries). Email address will be advised prior to 'Go-Live' implementation date
- Phone: Phone number will be advised prior to 'Go Live' implementation date

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