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Planning

Provision and Implementation of an IT Cloud Transition and On-going Support Services for Lisburn and Castlereagh City Council.

Lisburn and Castlereagh City Council

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-007281

Procurement identifier (OCID): ocds-h6vhtk-03230b

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Section I: Contracting authority

I.1) Name and addresses

Lisburn and Castlereagh City Council

Island Civic Centre Lagan Valley Island The Island

Lisburn

BT27 4RL

Contact

Andrew Bryan Hegan

Email

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Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision and Implementation of an IT Cloud Transition and On-going Support Services for Lisburn and Castlereagh City Council.

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Lisburn and Castlereagh City Council wishes to appoint a suitable supplier to provide and implement an IT Cloud Transition and On-Going Support Services

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN0E - Lisburn and Castlereagh

II.2.4) Description of the procurement

Introduction

A new Council IT Strategy was commissioned in 2020 with an aim to achieve a step change in service delivery, particularly in the use of technology which enables agile working, collaboration, secure information, data management and improved customer access and services.

In particular the IT Strategy will support the delivery of our digital transformation 'digital by default', putting the customer at the heart everything we do.

Making best use of technology is an increasingly important aspect of this approach to support our partners and customers to use services in an efficient manner. The Council's IT Strategy sets out the ways in which we will use technology to support 24/7 capability and to increase efficiency. Our ambition is clear, and IT is a key enabler of these ambitions.

The IT strategy document, which covers the period 2020 - 2023, summarises the current state of play, the challenges and key requirements of the Council and its departments. It describes the technology that is currently in place, in the context of current best practice, key issues and risk, noting those areas where the Council has significant scope for improvement and recommending a way ahead, with risks and opportunities identified.

The Strategy presents detailed options and key recommendations of where the Councils IT systems could be at the end of 2023, recognising the need for significant investment in terms of funds and staff resources, both of which are limited. Finally, it proposes how to get from where we are now, to where we want to be.

Please be advised, the IT strategy will be provided to the successful Tenderer on award of contract due to the inclusion of commercially sensitive information, however recommendations and relevant information has been included in this specification.

IT Strategy Outcomes and Priorities

The aim of the IT strategy is:

“To support and underpin the aims and ambitions of Lisburn & Castlereagh as an entrepreneurial council through investment in secure, reliable and resilience IT that will drive innovation and efficiencies throughout the organisation”

Please note that this vision is set within the council's affordability limits and within its corporate priorities.

The Council, like all local councils is a multi-faceted organisation, with numerous services and diverse functions, operating in an environment with anticipated unprecedented cuts to budgets. To really make a difference and contribute to business transformation and performance it is essential that the Council's approach to ICT is structured, strategic and linked to current and emerging business needs. This will increase the value obtained from IT across the organisation.

The IT Strategy will be a key contributor to achieving the Councils strategic objectives. It is envisaged that IT will be an enabler, the means whereby the operational, managerial and leadership of the Council will be provided with the tools they need to perform effectively.

The IT service aims to change direction from only responding to requests generated on the basis of individual service need, to an ICT team in touch with the potential of emerging technologies, and the ways in which they could help drive the organisation meet both its current and emerging needs. There should be constant communication with Departments across the council, helping to shape thinking in the rest of the organisation, feeding back the organisation's needs to IT project teams, and ensuring that the Council not only gets the technology it needs, but can also use it to maximum effect.

The planned outcomes of the ICT Strategy are:

- The ICT Strategy will delivery on a number of work packages which will maximise the benefits of technology and provide infrastructure and customer support.
- Develop ICT services that are as agile, flexible and adaptable as possible which supports efficient, effective and customer focussed service delivery.
- Support Elected Members and our internal partners use technology to support efficient service delivery.
- Will be a key enabler in the implementation of the Councils Digital & Innovation Strategy whereby the Council over the next few years will be focused on increasing levels of self-service and making greater use of digital technologies to improve access to our services.
- Reduce the cost of IT service provision in the long term by investing to save and using automation and self-service wherever practicable and appropriate.

II.2.14) Additional information

The planned outcomes of the ICT Strategy are: . • The ICT Strategy will delivery on a number of work packages which will maximise the benefits of technology and provide infrastructure and customer support.. • Develop ICT services that are as agile, flexible and adaptable as possible which supports efficient, effective and customer focussed service delivery. . • Support Elected Members and our internal partners use technology to support efficient service delivery. . • Will be a key enabler in the implementation of the Councils Digital & Innovation Strategy whereby the Council over the next few years will be focused on increasing levels of self-service and making greater use of digital technologies to improve access to our services. . • Reduce the cost of IT service provision in the long term by investing to save and using automation and self-service wherever practicable and appropriate. .

II.3) Estimated date of publication of contract notice

24 March 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes