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Opportunity

Libraries NI - Provision of Managed IT Services under the e3 Project

Libraries NI

F02: Contract notice

Notice reference: 2021/S 000-009672

Published: 5 May 2021, 11:34am

Section I: Contracting authority

I.1) Name and addresses

Libraries NI

Demense Avenue

BALLYMENA

BT43 7BG

Email

strategicdelivery.cpd@finance-ni.gov.uk

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Libraries NI - Provision of Managed IT Services under the e3 Project

Reference number

3532642

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

The e3 Project has been established to secure a strategic partner (SP) who will deliver modern and innovative IT services to Libraries NI. The project is focussed on delivering a strong working relationship between Libraries NI and the SP who can develop services that meet the needs of specific business areas and can integrate them into an overall corporate solution. Initially the requirement is to manage the legacy services for a period of time whilst planning and implementing new systems and services. It is envisaged this will entail a combined transition and transformation phase and it is essential that continuity of day to day library services is maintained throughout. The Contract will replace the current e2 contract and exit and transfer plans are in place to facilitate a smooth transition. There will be a technology refresh required at various points in the Contract and the SP will be asked to assist by providing expert input and evaluation of emerging technologies that could benefit the delivery of library services. Key to the objectives of e3 are: a) Public computer access b) Corporate desktop build, including peripherals c) Library Management System d) Cash Management System e) Self service functions including library management services and printing f) Virtual library service, including library management services g) Corporate services h) Effective management information and business intelligence systems to inform decision making These systems are deemed essential in conducting the business of LNI. In delivering its current scope of corporate and operational service requirements, Libraries NI utilises a range of IS/IT systems. Advances in technology continue to be a key factor in the drive to improve services, reduce costs and match levels of provision to the needs of customers. ICT is an essential and integral element of every aspect of the work of Libraries NI

and is critical to ensuring that it can deliver its statutory duty 'to provide a comprehensive and efficient public library service for persons living, working or studying in Northern Ireland'. Specifically ICT: • supports the purchase, management and lending of books and other resources across the Libraries NI network of 98 static libraries, as well as mobile libraries; • provides customers with access to high speed network provision, coupled with free Wi-Fi and access to computers in every static library which enables customers to access information and promotes learning; • delivers virtual library services, which can be accessed from home; • delivers corporate services; • supports internal and external communication; and • provides data which is essential to governance. e3 is the proposed mission critical programme to ensure Libraries NI has the necessary ICT infrastructure and services to support the delivery of library services beyond the end of the current service provision contract (e2). Further information on the contract requirements and the procurement process are available in the Project Description and Requirements and the Information Memorandum.

II.1.5) Estimated total value

Value excluding VAT: £60,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48161000 - Library management system
- 72253000 - Helpdesk and support services
- 30238000 - Library automation equipment
- 30213000 - Personal computers
- 72212482 - Business intelligence software development services
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 72000000 - IT services: consulting, software development, Internet and support
- 72320000 - Database services
- 72268000 - Software supply services
- 72230000 - Custom software development services
- 72227000 - Software integration consultancy services
- 48810000 - Information systems
- 48800000 - Information systems and servers
- 48000000 - Software package and information systems

- 72250000 - System and support services
- 72222300 - Information technology services
- 50324100 - System maintenance services
- 72212422 - Software development services suites
- 72212517 - IT software development services
- 72253200 - Systems support services
- 72500000 - Computer-related services
- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 79800000 - Printing and related services
- 30230000 - Computer-related equipment
- 64200000 - Telecommunications services
- 32320000 - Television and audio-visual equipment
- 79991000 - Stock-control services
- 79910000 - Management holdings services
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The e3 Project has been established to secure a strategic partner (SP) who will deliver modern and innovative IT services to Libraries NI. The project is focussed on delivering a strong working relationship between Libraries NI and the SP who can develop services that meet the needs of specific business areas and can integrate them into an overall corporate solution. Initially the requirement is to manage the legacy services for a period of time whilst planning and implementing new systems and services. It is envisaged this will entail a combined transition and transformation phase and it is essential that continuity of day to day library services is maintained throughout. The Contract will replace the current e2 contract and exit and transfer plans are in place to facilitate a smooth transition. There will be a technology refresh required at various points in the Contract and the SP will be asked to assist by providing expert input and evaluation of emerging technologies that could benefit the delivery of library services. Key to the objectives of e3 are: a) Public computer access b) Corporate desktop build, including peripherals c) Library Management System d) Cash Management System e) Self service functions including library management services and printing f) Virtual library service, including library management services g) Corporate services h) Effective management information and business intelligence systems to inform decision making These systems are deemed essential in conducting the business of LNI. In delivering its current scope of corporate and operational service requirements, Libraries NI utilises a range of IS/IT systems. Advances in technology continue to be a key factor in the

drive to improve services, reduce costs and match levels of provision to the needs of customers. ICT is an essential and integral element of every aspect of the work of Libraries NI and is critical to ensuring that it can deliver its statutory duty 'to provide a comprehensive and efficient public library service for persons living, working or studying in Northern Ireland'. Specifically ICT: • supports the purchase, management and lending of books and other resources across the Libraries NI network of 98 static libraries, as well as mobile libraries; • provides customers with access to high speed network provision, coupled with free Wi-Fi and access to computers in every static library which enables customers to access information and promotes learning; • delivers virtual library services, which can be accessed from home; • delivers corporate services; • supports internal and external communication; and • provides data which is essential to governance. e3 is the proposed mission critical programme to ensure Libraries NI has the necessary ICT infrastructure and services to support the delivery of library services beyond the end of the current service provision contract (e2). Further information on the contract requirements and the procurement process are available in the Project Description and Requirements and the Information Memorandum.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £60,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

84

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract is for a 7 year period with the option to extend for a further 3 periods of up to 12 months each.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

A selection process will be used to identify economic operators, who having submitted a response to the Selection Questionnaire, sufficiently demonstrate to the Department's satisfaction the appropriate technical and professional ability,. economic, financial and legal standing to meet the requirements of the Contract

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The appointment to the contract will be subject to the preferred supplier demonstrating that the minimum requirements specified in the Selection Questionnaire continue to be met and that there being no material adverse change to the standing of the supplier. The appointment will also be subject to all other necessary due diligence being carried out by the Department. No formal contract shall be binding until it has been formally executed by the duly authorised representatives of the parties... Contract performance will be managed and monitored in accordance with the principles as outlined in the Procurement Guidance Note. 01/12 'Contract Management', a link to which is below: <https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-01012-Contract-Management-Principles-Procedures-25-Sept-2017.PDF>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2018/S 110-250470](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

7 June 2021

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 5 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

This competition is being conducted in accordance with the Public Contracts Regulations 2015 (“the Regulations”) and Libraries NI will seek to use the competitive dialogue procedure which is governed by Regulation 30 of the Regulations. Further information on the competition and how the dialogue phase will be structured will be set out in the Information Memorandum and the Instructions for Competitive Dialogue (ICD) which will be issued to those economic operators who advance in the procurement following the evaluation of the responses to the Selection Questionnaire. In addition to the optional services, Libraries NI reserves the right to modify and vary the contract to provide for additional services that are complementary to the services to be provided under the Contract in order to address future functions and requirements and/or additional ICT requirements, such as: . . . Services that allow for enhancements and developments to be created, implemented and maintained throughout the system;. - Services that allow for new service modules to be added to the system;. - Services that develop, assist, maintain and improve the functionality of the system;. - Services to facilitate, assist and support the integration of the system with other systems used by Libraries NI.. . Services to support the inclusion and maintenance of additional users of the system;. . Services to communicate and correspond with stakeholders and users of the system, such as electronic messaging and postal services;. . . Services providing for and enabling adjustments to the system to reflect legislative, operational and technological developments.. . . Following the award of the Contract, Libraries NI reserves the right to resort to the negotiated procedure without prior publication of a contract notice pursuant to Regulation 32 (9) of the Regulations.. Please note that any date given in Section IV above is a best estimate at the time of dispatch of this notice. Libraries NI reserves the right to extend any such date.. The cost of responding to the Information Memorandum and the Selection Questionnaire and any subsequent participation in the procurement will be borne solely by the participating economic operator. . . Economic operators should note that Libraries NI reserves the right to cancel this procurement process at any stage. . . Buy Social clauses may apply to this contract requiring the successful supplier to deliver measurable targets for the employment of 'new entrant

trainees'. The term 'new entrant trainee' includes apprentices, professional trainees, student placements and trainees in support and administration roles. Further information on the inclusion of Buy Social clauses can be accessed at [http://. buysocialni.org/](http://.buysocialni.org/).

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures.

Ballymena

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures: Libraries NI and CPD will comply with the Public Contracts Regulations 2015. and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision. This provides time for the unsuccessful tenderers to challenge the award decision before the contract is entered into.