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Contract

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

Libraries NI

F03: Contract award notice

Notice identifier: 2022/S 000-021009

Procurement identifier (OCID): ocds-h6vhtk-02ad39

Published 1 August 2022, 4:49pm

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.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

- 72260000 - Software-related services

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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £26,994,980

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

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

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

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 12months 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

The contract was awarded on 6 July 2022 with a period of implementation before the operational services commencement date of the 1 October 2022. When operational services commence the contract will run for a period of 7 years with the option to extend for a further 3 periods of up to 12months each.

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: 2021/S 000-009672

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 July 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

FUJITSU SERVICES LTD

22 BAKER ST

LONDON

W1U 3BW

Email

askfujitsu@uk.fujitsu.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

https://etendersni.gov.uk/epps

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £60,000,000

Total value of the contract/lot: £26,994,980

Section VI. Complementary information

VI.3) Additional information

The contract value was estimated at £60,000,000. This value reflects the potential scale of the contract and takes into account changes and potential modifications to the contract that may be required due to operational and technological developments and/or additional functions and services that Libraries NI may require during the contract term.

VI.4) Procedures for review

VI.4.1) Review body

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

Ballymerna

Country

United Kingdom