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Contract

Housing Management System

London and Quadrant Housing Trust

F03: Contract award notice

Notice identifier: 2023/S 000-004920

Procurement identifier (OCID): ocds-h6vhtk-034705

Published 17 February 2023, 3:17pm

Section I: Contracting authority

I.1) Name and addresses

London and Quadrant Housing Trust

29-35 West Ham Lane

Stratford

E15 4PH

Contact

Procurement

Email

Procurement@lqgroup.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

30441R

Internet address(es)

Main address

<http://www.lqgroup.org.uk>

Buyer's address

<https://in-tendhost.co.uk/lqgroup>

I.4) Type of the contracting authority

European Institution/Agency or International Organisation

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing Management System

Reference number

LQG00319

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Requirement L and Q existing core operations management system has been designed in-house and is assessed to have outgrown its useful life and is not fit for future purpose. Within the context of our wider Transformation Programme, L and Q is looking to procure an established Housing Management System and the following supporting services:

- Implementation Services – Systems implementation services including design (for configuration), build, test, data migration, cut over, and post go-live hyper care.
- Support and Maintenance Services – Full support and maintenance services including incident response and periodic upgrades. Covers the whole life of the contract.
- Consultancy and Development Services – Primarily for the post-foundations, these services require the provider to work collaboratively with L and Q (and its other technology partners) to help architect the delivery of the opportunity phase.

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: £4,600,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Requirement L and Q's existing core operations management system has been designed in-house and is assessed to have outgrown its useful life and is not fit for future purpose. Within the context of our wider Transformation Programme, L and Q is looking to procure an established Housing Management System and the following supporting services:

- Implementation Services – Systems implementation services including design (for configuration), build, test, data migration, cut over, and post go-live hyper care.
- Support and Maintenance Services – Full support and maintenance services including incident response and periodic upgrades. Covers the whole life of the contract.

Consultancy and Development Services – Primarily for the post-foundations, these services require the provider to work collaboratively with L and Q (and its other technology partners) to help architect the delivery of the opportunity phase. It also covers the requirement for future configuration and integration development support. L and Q's Transformation Programme is roughly divided into two linear phases, which we describe as the 'foundation' phase and the 'opportunity' phase. In summary, these are:

- Laying Foundations – The implementation of the core functionality provided by a new Housing Management System and a new Finance System. In parallel to these implementations, this phase includes the consolidation of document management capability into an Enterprise Documents Records Management System. These new solutions will incorporate L and Q's new target data architecture, and act as enablers for the implementation of improved and more standardised processes.
- Realising Opportunities – The Transformation Programme will build on these foundations to deliver critical operational capability, including improvements to L and Q's customer self-service offer, improving operational visibility through an enhanced CRM, while more broadly exploiting opportunities to automate more of what we do. Please see procurement documents for further information.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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: [2022/S 000-016480](#)

Section V. Award of contract

Title

Housing Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 January 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

NEC Software Solutions UK Limited

Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £7,000,000

Total value of the contract/lot: £4,600,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Strand

London

WC2 2LL

Country

United Kingdom

