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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@lggroup.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: <u>2022/S 000-016480</u>

### 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**