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Tender

## **Housing Management System**

London and Quadrant Housing Trust

F02: Contract notice

Notice identifier: 2022/S 000-016480

Procurement identifier (OCID): ocids-h6vhtk-034705

Published 15 June 2022, 6:53pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London and Quadrant Housing Trust

29-35 West Ham Lane

Stratford

E15 4PH

#### **Contact**

Sanjay Ojha

#### **Email**

[sojha@lqgroup.org.uk](mailto:sojha@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.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

European Institution/Agency or International Organisation

**I.5) Main activity**

Housing and community amenities

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## **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.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 is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

120

This contract is subject to renewal

No

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 6

**II.2.10) Information about variants**

Variants will be accepted: No

**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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see the procurement documentation

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Please see the procurement documentation

Minimum level(s) of standards possibly required

Please see the procurement documentation

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Please see the procurement documentation

Minimum level(s) of standards possibly required

Please see the procurement documentation

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please see the procurement documentation

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

Date

15 July 2022

Local time

5:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

26 July 2022

#### **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**

Tender must be valid until: 14 December 2022

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## **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.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Court of Justice

The Strand

London

WC2 2LL

Country

United Kingdom