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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

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

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

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

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

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