

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016534-2022>

Contract

ES Tree and Grounds Management SaaS IT Solution

London and Quadrant Housing Trust

F03: Contract award notice

Notice identifier: 2022/S 000-016534

Procurement identifier (OCID): ocds-h6vhtk-031db9

Published 16 June 2022, 12:20pm

Section I: Contracting authority

I.1) Name and addresses

London and Quadrant Housing Trust

London and Quadrant Housing Trust

Stratford

E15 4PH

Email

procurement@lqgroup.org.uk

Telephone

+44 3004569998

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

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ES Tree and Grounds Management SaaS IT Solution

Reference number

ICT00305

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

1.1 The Supplies will support London Quadrant Housing Trust (LQHT) in the management of its Grounds Maintenance contracts and Tree Maintenance contracts. LQHT has over 1000 distinct estates across England, grouped by lots and regions. Grounds Maintenance contracts and Tree Maintenance contracts have been awarded to specialist Contractor Companies for each lot. This means several different Contractor Companies are responsible for fulfilling maintenance contracts across LQHT's properties. 1.2 The scope of Grounds Maintenance covers the maintenance of all communal, soft, and hard landscape surfaces. This will include all communal areas, play areas, verges, gardens (and roof gardens where applicable), wooded areas, non-adopted roads, and pathways/walkways (including covered walkways). 1.3 The scope of Tree Maintenance covers the periodic inspection of LQHT's approx. 20000 trees and the completion of remediation work identified during these inspections. 1.4 The current management of LQH

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

- 72261000 - Software support services
- 72212517 - IT software development services
- 72263000 - Software implementation services
- 72262000 - Software development services
- 77231400 - Forest inventory services
- 72260000 - Software-related services
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

1.1 The Supplies will support London Quadrant Housing Trust (LQHT) in the management of its Grounds Maintenance contracts and Tree Maintenance contracts. LQHT has over 1000 distinct estates across England, grouped by lots and regions. Grounds Maintenance contracts and Tree Maintenance contracts have been awarded to specialist Contractor Companies for each lot. This means several different Contractor Companies are responsible for fulfilling maintenance contracts across LQHT's properties.

1.2 The scope of Grounds Maintenance covers the maintenance of all communal, soft, and hard landscape surfaces. This will include all communal areas, play areas, verges, gardens (and roof gardens where applicable), wooded areas, non-adopted roads, and pathways/walkways (including covered walkways).

1.3 The scope of Tree Maintenance covers the periodic inspection of LQHT's approx. 20000 trees and the completion of remediation work identified during these inspections.

1.4 The current management of LQHT's Grounds Maintenance contracts and Tree Maintenance contracts uses manual processes and administrative staff within LQHT. As the number of LQHT estates has increased, the need for the specified Supplies to support the management of contracts has grown.

1.5 LQHT have made a commitment to the current Grounds Maintenance and Tree Maintenance Contractor Companies to implement a Solution to support the management of contracts.

1.6 The Solution required will:

- 1.6.1 integrate with GIS and property data owned by LQHT, allowing LQHT and Contractor Companies to identify trees and grounds requiring maintenance work and maintain up to date physical asset data
- 1.6.2 allow LQHT to create Work Items and Schedules of Work
- 1.6.3 maintain reference data describing Work Types and Work Categories so Work Items can be assigned to the correct Contractor Company and budget
- 1.6.4 manage individual workflows between LQHT and Contractor Companies
- 1.6.5 allow Work Items to be completed and evidenced with uploaded photographs
- 1.6.6 perform service charge calculations and allocation based

on reference data1.6.7 allow LQHT to raise issue notices with Contractor Companies and manage the workflow to complete these1.7 The Supplies will help LQHT achieve several elements of LQHT's corporate plan including 'creating quality homes and estates that our customers can be proud of through a new approach to property maintenance', 'reducing operational costs and promoting efficiencies which ultimately improves resident experience', and 'achieving a minimum of 80% customer satisfaction in the look and feel of our estates'.1.8 LQHT have developed an Interim Solution that will support Grounds Maintenance and Tree Maintenance contracts until the Supplies go live. There is no requirement for the Solution to integrate with the Interim Solution. There is no requirement for historic Work Items to be migrated from the Interim Solution into the Solution.1.9 LQHT require the Supplier to adhere at all times to the LQHT Supplier Code of Conduct and sign up to the LQHT Expected Standards of Behaviours of LQHT Suppliers as listed in Appendix 10 and as available via the Procurement Portal. Note the LQHT Expected Standards of Behaviours of LQHT Suppliers document is included in the Section 7 Checklist.Please see the procurement documentation for further details.

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

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-005920](#)

Section V. Award of contract

Title

Estate Services Tree and Grounds Management SaaS IT Solution

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2 2LL

Country

United Kingdom