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Tender

## **ITSM (IT Management Service) Solution**

London and Quadrant Housing Trust

F02: Contract notice

Notice identifier: 2024/S 000-032410

Procurement identifier (OCID): ocds-h6vhtk-04a720

Published 9 October 2024, 12:49pm

### **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**

[groupprocurement@lqgroup.org.uk](mailto:groupprocurement@lqgroup.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

<https://www.in-tendhost.co.uk/lqsupplychainmanagement/asp/Home>

**I.3) Communication**

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

<https://www.in-tendhost.co.uk/lqsupplychainmanagement/asp/Home>

Additional information can be obtained from the above-mentioned address

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

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

Body governed by public law

**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**

ITSM (IT Management Service) Solution

Reference number

Head Office 00001763

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

This procurement is for an Enterprise IT Service Management (ITSM) solution to support L and Q. The goal is to acquire a SaaS Enterprise ITSM platform that seamlessly integrates IT, HR (Case Management and Employee Lifecycle), and Facilities, with potential for expansion across other organisational areas. The platform is expected to enhance service delivery, improve alignment with business operations, optimise resources, and manage risks. Additionally, a managed service specifically for the ITSM system is required to deliver ongoing support for the platform to ensure its continuous performance, maintenance, and scalability.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UK - United Kingdom

Main site or place of performance

29-35 W Ham Ln, London E15 4PH

### **II.2.4) Description of the procurement**

This procurement is for an Enterprise IT Service Management (ITSM) solution to support

L&Q. The goal is to acquire a SaaS Enterprise ITSM platform that seamlessly integrates IT, HR (Case Management and Employee Lifecycle), and Facilities, with potential for expansion across other organisational areas. The platform is expected to enhance service delivery, improve alignment with business operations, optimise resources, and manage risks. Additionally, a managed service specifically for the ITSM system is required to deliver ongoing support for the platform to ensure its continuous performance, maintenance, and scalability.

#### **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

60

This contract is subject to renewal

No

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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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

8 November 2024

Local time

7:00pm

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

22 November 2024

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

London and Quadrant Housing Association Trust

London

E15 4PH

Country

United Kingdom