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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

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.aspx/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.aspx/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

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

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

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)

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