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Award

## **Award of contract for an Integrated repairs and investment IT platform.**

ANCHOR HANOVER GROUP

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-010299

Procurement identifier (OCID): ocds-h6vhtk-044e41

Published 28 March 2024, 1:17pm

### **Section I: Contracting authority/entity**

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

ANCHOR HANOVER GROUP

The Heals Building Suites A & B,3rd Floor, 22-24 Torrington Place

LONDON

WC1E7HJ

#### **Contact**

Lorraine Sawyer

#### **Email**

[lorraine.sawyer@anchor.org.uk](mailto:lorraine.sawyer@anchor.org.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI31 - Camden and City of London

**Companies House**

RS007843

**Internet address(es)**

Main address

<http://www.anchor.org.uk>

**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**

Award of contract for an Integrated repairs and investment IT platform.

**II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Anchor are currently in the process of tendering the repairs and asset investments works contracts for delivery from January 2025.

A PCR compliant tender process is underway which will result in the award of 8 regional contracts across the UK for the delivery of responsive repairs and asset investment works

to all Anchor residents.

Anchor have been pursuing a solution to integrate the IT systems for new contracts with existing IT systems which is fit for purpose to enable the new contracts to deliver the required service for residents.

Existing systems and processes are complex and therefore bespoke systems were being explored. Throughout the process it was identified that Plentific offer an off the shelf platform which has the proven capability to integrate with all Anchor existing IT systems as well as provide residents with a user portal which will enhance the resident experience.

The solution can provide the integration SaaS iPaaS service specifically for the housing industry which provides a consistent resident repairs journey working with contractor systems.

The platform also provides the opportunity to provide significantly improved functionality to transform operational capabilities by replacing functionality in existing systems.

It will enable us to optimise the allocation of work to our supply chain partners based upon delivery costs and service performance.

Anchor intend to enter into a 5 year contract with an optional additional 5 year extension.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £7,864,000

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

Anchor are currently in the process of tendering the responsive repairs and asset investments works contracts for delivery from January 2025 in line with the Public Contract Regulations (2015).

The tender process is underway which will result in the award of 8 regional contracts across the UK for the delivery of responsive repairs and asset investment works to all Anchor residents.

Anchor have been pursuing a solution to integrate the IT systems for the new contracts with existing IT systems which is fit for purpose to enable the new contracts to deliver the required service for residents,

This includes the delivery of a portal to report and diagnose repairs as well as provide real time tracking for repairs. The platform is able to support appointments, diagnosis, scheduling and triage of works, along with real time progress tracking for orders. The platform also has to handle rules relating to the commercial model in the repairs and investment contracts, including Price per property, exclusions, and differing resident tenures.

This was initially envisaged to be a bespoke solution built to Anchors needs,

- 'Plentific' offer a solution that can provide the integration SaaS iPaaS service specifically for the housing industry .
- This approach offers access to Plentific Marketplace as a backup to main contractors, enhancing resident service.
- The Plentific platform also provides the opportunity to provide significantly improved functionality to transform operational capabilities by replacing functionality in existing systems.

It will enable us to optimise the allocation of work to our supply chain partners based upon delivery costs and service performance.

Plentific's have an off the shelf platform which has capability to rapidly integrate Anchor's core systems with multiple contracts combined with the following functionality:

- A customer portal with integrated diagnostic capabilities which can also be used for colleagues.
- Manage the end-to-end repairs process
- An asset registry
- A Marketplace that provides the ability to access additional supply chain capacity when required
- Integrated reporting and analytics capabilities

- The ability to manage compliance activities
- The ability to manage the delivery of planned works projects
- The capability to manage multiple different types of inspections and manage the associated workflow of actions.

Anchor intend to enter into an initial 5 year contract with an option to extend for a further 5 years.

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract can be extended by a period of 60 months following the initial period of 60 months.

#### **II.2.14) Additional information**

The contract value is for the full duration of the contract including extensions and includes assumptions regarding inflation.

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Anchor considers that Plentific is the only economic operator capable of delivering the services on the basis that competition is absent for technical reasons.

Competition is absent due to the combination of Plentific's proven ability to rapidly integrate Anchor's core systems with multiple contracts combined with a fully integrated platform that provides the following functionality:

- A customer portal with integrated diagnostic capabilities
- Manage the end-to-end repairs process
- An asset registry
- A Marketplace that provides the ability to access additional supply chain capacity when required
- Integrated reporting and analytics capabilities
- The ability to manage compliance activities
- The ability to manage the delivery of planned works projects
- The capability to manage multiple different types of inspections and manage the associated workflow of actions.

Whilst elements of the Plentific platform are available to be called-off from the CCS GCloud 13 Framework Agreement, this route to market does not provide the full suite of services required by Anchor in order to provide Anchor residents with the best available solution. Anchor has considered alternative options, and does not consider that there is an equivalent service provision available on the market which would provide an integrated full suite of services

In order to deliver for residents the best result from the competitively tendered PCR compliant repairs and maintenance process a platform to integrate the systems and provide appropriate repairs, planned works and compliance functionality is required.

In order to deliver the best results for Anchor residents under the competitively tendered repairs and asset investment contracts (that are currently the subject of a regulated procurement procedure), Anchor requires a platform which is appropriately aligned to Anchor's repairs, planned works and compliance functionality, and which integrates with its existing systems.

Anchor considers that there are no alternative solutions with a proven ability to integrate with all of Anchor's existing and proposed systems within the required timescales, and which can deliver all of the requisite services.

Benchmarking demonstrates that value for money can be achieved through this process which provides the optimum outcome for residents

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

28 March 2024

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

Plentific

Third Floor Yarnwicke, 119-121 Cannon Street,

London

EC4N 5AT

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08275972

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £7,864,000



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## **Section VI. Complementary information**

### **VI.3) Additional information**

Anchor will observe a 10 day standstill period ahead of entering into the contract with Plentific.

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

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

High Court of England and Wales, London, United Kingdom"

London

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court of England and Wales, London, United Kingdom

London

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Cabinet Office, London, United Kingdom

London

Country

United Kingdom