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Contract

Award of contract for an Integrated repairs and investment IT platform

ANCHOR HANOVER GROUP

F03: Contract award notice

Notice identifier: 2024/S 000-013293

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

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Section I: Contracting authority

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

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

RS007843

Internet address(es)

Main address

www.anchor.org.uk

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

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 entering into a 5 year contract with an optional additional 5 year extension with Plentific.

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.

Anchor are entering into a 5 year contract with an optional additional 5 year extension with Plentific.

A Voluntary Ex Ante Notice was published 28th March 2024 and Anchor have observed the 10 day standstill period.

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 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 are entering into an initial 5 year contract with an option to extend for a further 5 years.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The initial term is for 60 months with an optional extension of an additional 60 months.

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 services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

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

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-010299](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 April 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Plentific

Third Floor Yarnwicke, 119-121 Cannon Street,

London

EC4N 5AT

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08275972

The contractor is an SME

No

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

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

Section VI. Complementary information

VI.3) Additional information

Anchor have observed the 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

Country

United Kingdom