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Planning

## **AHG\_000464 - Microsoft Dynamics CRM Development and Support Partner (CS161)**

Anchor Hanover Group

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-015472

Procurement identifier (OCID): ocds-h6vhtk-034316

Published 6 June 2022, 10:57am

### **Section I: Contracting authority**

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

Anchor Hanover Group

The Heals Building, 22-24 Torrington Place

London

WC1E 7HJ

#### **Contact**

Alexander Holdsworth

#### **Email**

[procurement@anchor.org.uk](mailto:procurement@anchor.org.uk)

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

<https://anchorhanover.wax-live.com/S2C/SignIn.aspx>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1004>

**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**

AHG\_000464 - Microsoft Dynamics CRM Development and Support Partner (CS161)

#### **II.1.2) Main CPV code**

- 72212000 - Programming services of application software

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

Services

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

We are looking to go to market for a Dynamics CRM Development partner to work alongside our internal Software Development, Dev Ops, QA, and Data Engineering teams to deliver on defined pieces of work within fixed time frames and set deliverables against either a fixed price or time and materials contract.

The same organisation should be able to provide ongoing support and maintenance under a managed service statement of works with associated SLA's etc.

The first deliverable from this partnership will be a Case Management process and workflow within Dynamics serving Anchor's Customer Centre addressing Housing Complaints and Anti-Social Behaviour.

It is anticipated this will be a 3+1+1 year contract.

Total value is unknown at this stage and will depend on the deliverables for each project.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1

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

This contract is divided into lots: No

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

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

NUTS codes

- UKE41 - Bradford

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

Anchor Hanover are the largest provider of specialist Housing and Care for older people in England. We are run 'not-for-profit', with a strong balance sheet. We have over 1,700 sites in England including 114 Care homes. We provide 54,000 older people with homes including over 5,000 people in our residential care properties.

We look to the future, with an ambitious plan to build 5,700 new homes over the next 10 years.

We have developed a technology foundation based on Microsoft's hosted services that delivers a customer and colleague portal. We have introduced Agile and DevOps methodologies during this implementation and intend to continue to use these methods to further develop additional features and capabilities on this platform.

In addition, we have implemented a Data Lake using standard Microsoft Azure technologies. This is being used to consolidate data from several sources allowing us gain insights through all our data in a single consistent way.

We are looking for someone with extensive experience in delivering high quality software solutions in an outsourced agile manner and will be willing to work within the constraints of the tools, processes and standards that Anchor have defined. Key to the success of this relationship will be clear communications, structured processes for delivery and strict adherence to Anchor's processes including meeting all QA and Testing requirements.

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

To register your interest, please follow the below link:

<https://anchorhanover.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ViewEvent.aspx?EventID=1004>

#### **II.3) Estimated date of publication of contract notice**

20 June 2022

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

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

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