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Award

Income Processing Care Homes (SMART) & Time & Attendance/Rostering (TimeSmart)

Anchor Hanover Group

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-025040

Procurement identifier (OCID): ocds-h6vhtk-051e60 ([view related notices](#))

Published 22 May 2025, 2:54pm

Scope

Reference

C3640

Description

Anchor has been using Civica's Income Processing Care Homes (SMART) & Time & Attendance/Rostering (TimeSmart) for a number of years with the technology used across Anchor's Care Homes and is integrated with our HR & Finance System. This renewal will ensure continuity of services whilst Anchor develops its Digital Strategy of the future.

Contract 1. Income Processing Care Homes (SMART) & Time & Attendance/Rostering (TimeSmart)

Supplier

- [Civica UK Limited](#)

Contract value

- £382,500 excluding VAT
- £459,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

2 June 2025

Contract dates (estimated)

- 3 June 2025 to 30 May 2028
- 2 years, 11 months, 28 days

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package

- 48517000 - IT software package

Contract locations

- UK - United Kingdom

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

The direct award justification is to allow Anchor to award a public contract to an existing supplier who supplied the original software, as an 'extension' to existing services. Concerns the supply of services by the existing supplier which are intended as an extension to existing services:- a. A change in supplier would result in services that are different from or incompatible with, existing goods, services or works b. The difference or incompatibility would result in disproportionate technical difficulties in operations or maintenance. Anchor has been using Civica Smart and TimeSmart for a number of years, and it is deeply embedded within Anchor's Care Homes & the platform is also integrated with our HR & Finance System. Given Anchor's long-standing investment in and integration with Civica's Smart and TimeSmart platform, renewing the agreement is crucial to maintaining operational efficiency and supporting ongoing digital transformation initiatives therefore switching to a different vendor at this stage would require significant changes and could lead to operational disruptions. Anchor is developing its Digital Strategy over this period and we would be looking to undertake a competitive tendering procedure at the end of this extension (unless there are any delays in delivering the Digital Strategy).

Supplier

Civica UK Limited

- Public Procurement Organisation Number: PCMJ-9641-QWWM

30 Stamford Street

London

SE1 9LQ

United Kingdom

Email: enquiries@civica.co.uk

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Income Processing Care Homes (SMART) & Time & Attendance/Rostering (TimeSmart)

Contracting authority

Anchor Hanover Group

- Public Procurement Organisation Number: PYBH-1339-MTCJ

2 Godwin Street

Bradford

BD1 2ST

United Kingdom

Email: allen.norman@anchor.org.uk

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

Region: UKE41 - Bradford

Organisation type: Public authority - sub-central government