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Award

## Microsoft Unified Support Service

Anchor Hanover Group

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

Notice identifier: 2025/S 000-025043

Procurement identifier (OCID): ocds-h6vhtk-051e62 ([view related notices](#))

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## Scope

## Reference

C6754

## Description

The contract extension is for Microsoft unified Support service which is a heightened level of support for all Microsoft products. Anchor has invested heavily in Microsoft products and this extension of support is necessary as it covers all of Anchor's Azure and O365 products from them.

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## **Contract 1. Microsoft Unified Support Service**

### **Supplier**

- [Microsoft Limited](#)

### **Contract value**

- £188,607 excluding VAT
- £226,328 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

24 June 2025

### **Contract dates (estimated)**

- 25 June 2025 to 24 June 2026
- 1 year

### **Main procurement category**

Services

### **CPV classifications**

- 72261000 - Software support services

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

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

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **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 supplies core IT services and 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. Microsoft are the only supplier to offer this level of direct support and thus a different supplier would be incompatible and would result in disproportionate technical difficulties in maintenance of our extensive Microsoft estate. This is an essential component to provide Microsoft support, any problems that could not be escalated to Microsoft and receive the appropriate level of support could impact Anchor operations reliant on Microsoft systems and thus have significant cost impact Contract renewal is annually (at Microsoft's request) and is likely to be required for the foreseeable future as Anchor is unlikely to move away from Microsoft products.

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## Supplier

### Microsoft Limited

- Public Procurement Organisation Number: PGYN-4242-JRRY

Microsoft Campus, Thames Valley Park

Reading

RG6 1WG

United Kingdom

Email: [v-midoyc@microsoft.com](mailto:v-midoyc@microsoft.com)

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Microsoft Unified Support Service

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## 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](mailto:allen.norman@anchor.org.uk)

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

Region: UKE41 - Bradford

Organisation type: Public authority - sub-central government