

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/060119-2025>

Planning

Housing Management Systems Transformation to Microsoft Dynamics 365

CORNERSTONE HOUSING LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060119

Procurement identifier (OCID): ocds-h6vhtk-05a324

Published 26 September 2025, 12:34pm

Scope

Description

Cornerstone Housing Ltd is undertaking a strategic transformation of its housing management systems, migrating from a fragmented legacy landscape to a unified Microsoft Dynamics 365 (D365) platform. This transformation is planned over a 5-6 year period and is currently in its second year. The program aims to enhance customer service, streamline operations, and improve data-driven decision-making across housing, property, and tenancy services.

2. Background and Current State

- CRM Migration: Completed implementation of a CRM using D365 Customer Service.
- Module implementation: Launched the complaints module in D365 and currently launching a Hazards Module
- Customer Insights: Launched D365 Customer Insights to enhance customer engagement and analytics.

- Program Year: In Year 2 of a 5-6 year transformation roadmap.

3. Program Vision and Objectives

- Unified Platform: Consolidate all housing management functions into D365.
- Customer-Centric Services: Improve tenant experience through integrated case management and insights, including a self service mobile application.
- Operational Efficiency: Streamline property services, asset management, and scheduling.
- Data Integration: Ensure seamless integration with existing finance systems and other core platforms.

4. Scope of Future Work (2025-2026)

4.1 Property Services and Asset Management

- Migration of property services and asset management systems to D365 Field Service. This includes, repairs raising and scheduling
- Implementation of scheduling and resource management capabilities.

4.2 Tenancy Management

- Introduction of additional tenancy management processes (e.g. rent arrears, tenancy changes).

4.3 Integration Requirements

- Expert integration of D365 modules with the existing finance system.
- Data migration and transformation from legacy systems.
- Integration with mobile workforce devices and key finance data back into our finance system.

5. Technical and Functional Requirements

- Platform: Microsoft Dynamics 365 (Customer Service, Field Service, Customer Insights).
- Integration: Azure Integration Services, APIs, and middleware for finance system connectivity if applicable.

- Data Governance: Compliance with GDPR and internal data standards.
- User Experience: Ease of use, accessibility compliance, and role-based interfaces.
- Security: Role-based access control, audit trails, and secure data exchange.

6. Supplier Engagement Objectives

- Demonstrate experience in large-scale D365 implementations in the housing or public sector.
- Provide integration expertise with finance systems or experience working with an expert integration partner.
- Offer strategic guidance on roadmap planning, change management, and user adoption.
- Deliver agile, scalable solutions aligned with our long-term digital strategy.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 1 April 2026 to 1 April 2027
- Possible extension to 1 April 2028
- 2 years, 1 day

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services
- 71000000 - Architectural, construction, engineering and inspection services
- 75000000 - Administration, defence and social security services
- 76000000 - Services related to the oil and gas industry
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

24 October 2025

Engagement process description

1. Executive Summary

Cornerstone Housing Ltd is undertaking a strategic transformation of its housing management systems, migrating from a fragmented legacy landscape to a unified Microsoft Dynamics 365 (D365) platform. This transformation is planned over a 5-6 year period and is currently in its second year. The program aims to enhance customer service, streamline operations, and improve data-driven decision-making across housing, property, and tenancy services.

2. Background and Current State

- CRM Migration: Completed implementation of a CRM using D365 Customer Service.
- Module implementation: Launched the complaints module in D365 and currently launching a Hazards Module
- Customer Insights: Launched D365 Customer Insights to enhance customer engagement and analytics.
- Program Year: Entering Year 2 of a 5-6 year transformation roadmap.

3. Program Vision and Objectives

- Unified Platform: Consolidate all housing management functions into D365.
- Customer-Centric Services: Improve tenant experience through integrated case management and insights, including a self service mobile application.
- Operational Efficiency: Streamline property services, asset management, and scheduling.
- Data Integration: Ensure seamless integration with existing finance systems and other core platforms.

4. Scope of Future Work (2025-2026)

4.1 Property Services and Asset Management

- Migration of property services and asset management systems to D365 Field Service. This includes, repairs raising and scheduling
- Implementation of scheduling and resource management capabilities.

4.2 Tenancy Management

- Introduction of additional tenancy management processes (e.g. rent arrears, tenancy changes).

4.3 Integration Requirements

- Expert integration of D365 modules with the existing finance system.
- Data migration and transformation from legacy systems.
- Integration with mobile workforce devices and key finance data back into our finance system.

5. Technical and Functional Requirements

- Platform: Microsoft Dynamics 365 (Customer Service, Field Service, Customer Insights).
- Integration: Azure Integration Services, APIs, and middleware for finance system connectivity if applicable.
- Data Governance: Compliance with GDPR and internal data standards.
- User Experience: Ease of use, accessibility compliance, and role-based interfaces.
- Security: Role-based access control, audit trails, and secure data exchange.

6. Supplier Engagement Objectives

- Demonstrate experience in large-scale D365 implementations in the housing or public sector.
- Provide integration expertise with finance systems or experience working with an expert integration partner.
- Offer strategic guidance on roadmap planning, change management, and user adoption.
- Deliver agile, scalable solutions aligned with our long-term digital strategy.

7. Next Steps and Timeline

Phase Activity Timeline

Discovery Supplier engagement and market feedback Q3 2025

Procurement Tendering and partner selection via G-Cloud Q4 2025

Delivery Implementation of property services Q1-Q4 2026

Delivery Implementation of tenancy management services Q1-Q4 2027

8. Contact and Submission Details

Please direct all expressions of interest, capability statements, and queries to:

Contact Name: Jamie Simms

Email: jamie.simms@cornerstonehousing.net

Submission Deadline: 24th October 2025

Participation

Particular suitability

Voluntary, community and social enterprises (VCSE)

Contracting authority

CORNERSTONE HOUSING LIMITED

- Companies House: IP14457R
- Public Procurement Organisation Number: PVJX-9735-HXLV

Cornerstone House, Western Way

Exeter

EX1 1AL

United Kingdom

Contact name: Jamie Simms

Email: mail@cornerstonehousing.net

Website: <https://www.cornerstonehousing.net/>

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

GBS PROCURE LIMITED

Summary of their role in this procurement: Procurement Advisor

- Companies House: 11744670
- Public Procurement Organisation Number: PYDX-8782-RLCZ

10 Blackthorn Road

Kenilworth

CV8 2DS

United Kingdom

Email: admin@gsprocure.com

Website: <http://www.gsprocure.com>

Region: UKG13 - Warwickshire

Contact organisation

Contact CORNERSTONE HOUSING LIMITED for any enquiries.