

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](mailto: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](mailto: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](mailto:admin@gsprocure.com)

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

Region: UKG13 - Warwickshire

---

## **Contact organisation**

Contact CORNERSTONE HOUSING LIMITED for any enquiries.