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Planning

DHS Systems Solution

Defence Infrastructure Organisation

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

Notice identifier: 2026/S 000-008357

Procurement identifier (OCID): ocids-h6vhtk-0612bc

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Scope

Description

The Ministry of Defence (The Authority) is developing its requirement for an end to end cloud-base software platform to support its Serviced Family Accommodation (SFA) Programme.

The Service Family Accommodation (SFA) Programme is a nationwide programme delivered by the Defence Infrastructure Organisation to provide safe, compliant and high-quality housing for Service personnel and their families across the UK. The programme comprises around 49,000 homes, forming one of the largest and most diverse residential property portfolios in the public sector, with significant variation in property age, type and condition. Its scope includes responsive and planned maintenance, upgrades, compliance with statutory and MOD standards and targeted investment to improve condition, safety and sustainability. The programme aligns with the recently published Defence Housing Strategy, which sets out a long-term vision to improve the lived experience for Service families and support recruitment and retention. As part of this strategy, Defence is transitioning to Defence Housing Services (DHS), (or use Authority instead of DHS) creating a more integrated and customer-focused housing delivery model that brings together accommodation management, maintenance and assurance under a single approach.

The requirement is for a platform that is envisaged to be an End to End solution. It is required to manage all the key business processes delivered by a typical Housing Association. The Authority is looking for flexibility and future-proofing with a likely 10 year system lifespan. As such the Authority is keen for minimisation of vendor dependency and is looking for freedom to independently evolve the solution post-implementation. It is envisaged that the platform will need to meet the following key capabilities:

- A Family-centric design allowing for a single view of the family / household that brings together occupancies, properties, repairs, allocations, complaints, vulnerability indicators and communications processes in one place.
- Functionality and access for families, back office roles, and field operatives
- Case management (the ability to group and manage different tasks as a single case) as a core capability.
- The ability for configuration over custom development. Allow for processes, workflows, screens, data fields and business rules to be configured using low-code/no-code tools, and how the Authority could adapt the system over time without heavy supplier dependence.
- Omni-channel engagement: Ability for cases to be created and managed across multiple channels (e.g. phone, email, web forms, portal, messaging) with a consistent experience for families.
- Family self-service: A configurable digital portal that allows families to raise requests, track progress, receive updates and communicate with the Authority, without requiring separate systems.
- Integration: A platform that is designed to integrate easily with finance systems, document management, telephony and other specialist housing or corporate systems.
- Reporting and insight: Embedded, real-time reporting and dashboards that operational users and managers can configure themselves, without reliance on external or complex BI tools for day-to-day insight.
- Security, compliance and resilience: Ability for role-based access control, audit trails, data protection controls and compliance with UK public-sector security standards.
- Upgrade and change model: Ability for upgrades and change to be delivered, without disruption, regression testing or bespoke redevelopment.
- Evidence of supplier's experience in successfully delivering the information systems required for the effective operation of UK Housing Associations or Social Housing

providers. Ideally with a history of working with multiple UK Housing Associations or Social Housing providers.

Total value (estimated)

- £55,000,000 excluding VAT
- £66,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 31 March 2029 to 1 April 2039
- 10 years, 2 days

Main procurement category

Services

CPV classifications

- 72212781 - System management software development services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

1 August 2026

Engagement process description

Expression of Interest or any clarification questions should be submitted via email to: DIO Comrcl-Major-Programmes (MULTIUSER) DIOComrcl-Major-Programmes@mod.gov.uk

The Authority is keen to hear from suppliers who have a proven solution which could be integrated into the Authority to assist in meeting its SFA requirement. The Authorities expectation is that any future requirement will be fulfilled by an extant solution/platform, as opposed to a full design and build cycle, however the Authority is open to innovative ideas in support of this requirement.

The Authority is maturing its Preliminary Market Engagement (PME) Strategy and therefore submitting an expression of interest does not guarantee that the Authority will engage directly with you in further PME discussions however information received will help inform the Authorities future procurement activity. It is probable that the Authority will wish to hold further engagement with a select group of responders, which will likely include an opportunity for software demonstration.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 December 2026

Contracting authority

Defence Infrastructure Organisation

- Public Procurement Organisation Number: PPWG-8368-RJMG

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Organisation type: Public authority - central government