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Planning

Sales & Marketing Database

Moat Homes Limited

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

Notice identifier: 2026/S 000-011101

Procurement identifier (OCID): ocds-h6vhtk-064a76

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Scope

Reference

DN805366

Description

Moat Homes Limited (the Authority) is undertaking preliminary market engagement to inform a potential future procurement for the replacement of its current externally hosted Sales & Marketing Database that supports the Moat Homes website and Sales & Marketing activities.

Moat is progressing a hybrid delivery model in which the [Moathomes.co.uk](https://moathomes.co.uk) website and customer portal will be rebuilt and maintained in-house, while the sales database solution will be procured and must integrate securely with Moat's systems.

The prospective scope of the future procurement is subject to refinement following this PME.

Any contract terms or prices with notice are indicative.

Moats' target is to achieve go-live by April 2027. This notice and accompanying PME activity are not a call for competition and do not commit the Authority to commence a procurement or award a contract. Information received will be used to shape the future specification, route to market (e.g., open procedure, competitive flexible procedure, or call-off via an appropriate framework), delivery approach, and commercial model.

Contract dates (estimated)

- 1 April 2027 to 1 April 2032
- Possible extension to 1 April 2037
- 10 years, 1 day

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Engagement

Engagement deadline

27 February 2026

Engagement process description

Moat invites suppliers and market participants to take part in an early market engagement exercise. The purpose of market engagement is to inform the market of a potential future procurement and to gather feedback to help shape the commercial, technical, and delivery approach for the replacement Sales and Marketing Database.

Contracting authority

Moat Homes Limited

- Public Procurement Organisation Number: PNCG-6417-GJNY

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Organisation type: Public authority - sub-central government