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Planning

## Milestone Care Plus Package Software

Department for Work & Pensions

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013646

Procurement identifier (OCID): ocds-h6vhtk-065466

Published 13 February 2026, 6:00pm

### Scope

### Reference

C9121

### Description

#### Short Description

The Department for Work and Pensions (DWP) intends to procure a Milestone Care Plus support and maintenance package to safeguard and enhance its deployment of Milestone XProtect across the DWP estate. This early notification relates to a potential future competition for a fully compatible support solution enabling software updates, upgrades, technical support and system optimisation.

#### Description of the Procurement

DWP is responsible for welfare, pensions and child maintenance services delivered to approximately 20 million customers across England, Wales and Scotland, supported by a nationwide estate of 789 properties (as of December 2025).

The Department operates a centralised Security Control Centre (SCC), awarded to Mitie Security Ltd in December 2024, which provides 24/7/365 monitoring of alarms, CCTV feeds and security events across the DWP estate. Milestone XProtect is the Department's primary video management system.

DWP intends to procure a Milestone Care Plus support and maintenance package to ensure:

Continued compatibility with existing XProtect systems

Access to updates, patches and new features

Improved workflow efficiency and system reliability

Management of cyber security vulnerabilities

Enhanced system monitoring, alarm handling and overall operational performance

The appointed Supplier will be required to transfer all licences to the Department's SCC Supplier for the duration of the contract.

Scope of Requirements

Software Support & Maintenance

The solution must provide:

Ongoing software/firmware updates and harmonisation

Access to Milestone technical support

System upgrades to improve workflows, alarm management and system health monitoring

Feature enhancements improving usability, security, and operational efficiency

Compatibility

Enhancements must support or be compatible with (not limited to):

XProtect Remote Manager

Milestone SmartClient Player

Briefcam

Evidence Locker

Technical Capabilities

The software must integrate fully with:

Existing Milestone XProtect deployments

Relevant DWP systems and infrastructures

Estimated Volumes

The support package will cover approximately 43,000 devices across the DWP estate (final numbers to be confirmed).

Delivery Location

Digital delivery only.

No geographical constraints apply.

Pricing and Evaluation

Bidders will be required to:

Provide a per-unit price for the support package

Propose pricing for possible tiers or options

DWP expects to adopt an evaluation model heavily weighted towards price.

Security Requirements

The Supplier may be required to engage with:

DWP Digital, and

DWP Enterprise Security Risk Management (ESRM)

This is to ensure full compliance with DWP governance, assurance and security obligations. ESRM will review and approve the Supplier's ISQ.

## Social Value

Bidders will be required to outline the social value commitments they deliver currently and those they propose to deliver if awarded the contract.

## Additional Information

This notice is an early market notification only.

A full tender will be published if and when the Department proceeds with the procurement.

## **Total value (estimated)**

- £4,000,000 excluding VAT
- £4,200,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 11 May 2026 to 30 September 2030
- 4 years, 4 months, 21 days

## **Options**

The right to additional purchases while the contract is valid.

N/A

## **Main procurement category**

Services

## **CPV classifications**

- 72267000 - Software maintenance and repair services

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

14 April 2026

### **Tender submission deadline**

27 April 2026, 12:00pm

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

**Award decision date (estimated)**

8 May 2026

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**Procedure**

**Procedure type**

Open procedure

**Reduced tendering period**

Yes

Qualifying planned procurement notice - minimum 10 days

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**Contracting authority**

**Department for Work & Pensions**

- Public Procurement Organisation Number: PJCP-7274-TLRQ

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Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Region: UKI32 - Westminster

Organisation type: Public authority - central government