

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017835-2026>

Planning

Homes England - Help to Buy Mortgage Administrator

Homes England

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

Notice identifier: 2026/S 000-017835

Procurement identifier (OCID): ocds-h6vhtk-065e1c ([view related notices](#))

Published 27 February 2026, 11:49am

Scope

Reference

DN808276

Description

Since 2013, Homes England (HE) have delivered several 'help to buy' equity loan schemes including the First Time Buyers Initiative, HomeBuy Direct, FirstBuy, the London Wide Initiative, as well as the Help to Buy (HtB) Equity Loan scheme itself. We refer to these collectively in this document as "Help to Buy" (HtB).

The current contract for the Mortgage Administrator for these schemes is coming to its natural end and Homes England is looking to reprocure these services. The current stage of this procurement is market engagement and so any information included in this notice is estimated and subject to change.

The market engagement documents are available via the following link;

<https://procontract.due-north.com/Advert?advertId=4e58017d->

[c713-f111-813c-005056b64545&p=315ec497-7ab1-e611-8118-000c29c9ba21](https://www.gov.uk/guidance/c713-f111-813c-005056b64545&p=315ec497-7ab1-e611-8118-000c29c9ba21)

Total value (estimated)

- £30,000,000 excluding VAT
- £30,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 June 2028 to 26 June 2035
- Possible extension to 26 June 2036
- 8 years, 1 day

Main procurement category

Services

CPV classifications

- 72200000 - Software programming and consultancy services
- 75112000 - Administrative services for business operations
- 75130000 - Supporting services for the government
- 79510000 - Telephone-answering services

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
 - UKJ - South East (England)
 - UKK - South West (England)
-

Engagement

Engagement deadline

20 March 2026

Engagement process description

Homes England is undertaking a pre-market engagement exercise, comprising a briefing document and an accompanying questionnaire. Following receipt of questionnaire responses, Homes England intends to hold one-to-one sessions with all interested parties, subject to capacity.

Through this market engagement, we are keen to understand:

- How equity loans can be better managed and administered and the capabilities that exist in the marketplace to do this
- The role of technology and how we can move to improving data quality and portability
- How processes, systems and services can be standardised to also make these portable

and improve HE service delivery and customer experience

This Preliminary Market Engagement (PME) is not a call to competition. The aims of this PME are to:

- Alert potential suppliers to forthcoming opportunities in the administration and management of HtB schemes
- Outline the design principles and identify potential delivery options that may be included in future procurement
- Explain and explore requirements to help us publish clearer requirements in future procurement(s)
- Help us understand better the scale and nature of costs of service delivery and possible commercial mechanisms
- Set out the indicative timetable for the procurement.

Potential suppliers should note that:

- Neither the questionnaire nor any engagement sessions held before publication of a Tender notice form part of a section process
- HE reserves the right to decide whether to proceed with any tendering procedures in relation to HtB Mortgage and Loan Administration services.
- Potential suppliers who have not participated in this exercise, or whose participation has been limited (e.g. who have submitted a partially completed questionnaire) will not be disadvantaged in any way in any subsequent procurement or tender exercise.
- Potential suppliers will be solely responsible for any costs which they incur as a result of participating in any aspect of this market testing exercise.

Link to market engagement documents;

<https://procontract.due-north.com/Advert?advertId=4e58017d-c713-f111-813c-005056b64545&p=315ec497-7ab1-e611-8118-000c29c9ba21>

Submission

Publication date of tender notice (estimated)

3 August 2026

Contracting authority

Homes England

- Public Procurement Organisation Number: PMTT-3573-RLZV

The Lumen, 2nd Floor, St James Boulevard, Newcastle Helix

Newcastle Upon Tyne

NE4 5BZ

United Kingdom

Email: david.minto@homesengland.gov.uk

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government