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Planning

Housing Tenants and Leaseholders Customer Portal - Market Engagement

Milton Keynes City Council

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

Notice identifier: 2025/S 000-044956

Procurement identifier (OCID): ocds-h6vhtk-056ab1

Published 31 July 2025, 5:54pm

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Scope

Reference

2025-214

Description

MARKET ENGAGEMENT

Milton Keynes City Council is seeking to improve it's digital offering to our housing customers (tenants, leaseholders and applicants) and are seeking a partner to work with us in this process. We currently produce online access to rent accounts and statements using our Granicus system, whilst applicants for Housing register their application using NEC's Housing Online product. NEC Housing is used for the recording of most of our Housing services.

Additionally, requests for repairs are logged via our third-party contractor, who provide a separate portal for tenants.

We are about to embark on a consultation exercise with our tenants to establish their requirements and expectations of digital services, and this will help to inform our requirements.

Contract dates (estimated)

- 4 January 2027 to 3 January 2032
- 5 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
 - 72000000 - IT services: consulting, software development, Internet and support
 - 72260000 - Software-related services
 - 72261000 - Software support services
 - 72263000 - Software implementation services
 - 72267000 - Software maintenance and repair services
 - 72268000 - Software supply services
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Engagement

Engagement deadline

14 August 2025

Engagement process description

Information regarding the engagement process can be found in the document 'Housing Tenants and Leaseholders Customer Portal-Market Engagement'

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

1 July 2026

Contracting authority

Milton Keynes City Council

- Public Procurement Organisation Number: PLDZ-6131-PWZH

Civic Offices, 1 Saxon Gate East

Milton Keynes

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United Kingdom

Email: corporateprocurement@milton-keynes.gov.uk

Website: <https://www.milton-keynes.gov.uk/>

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government