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Planning

Development of Customer Mobile Application

Great Places Housing Group Limited

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

Notice identifier: 2025/S 000-064230

Procurement identifier (OCID): ocds-h6vhtk-05ace6

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Scope

Description

Great Places seeks to develop a Customer mobile application to complement and extend the capabilities of the existing Customer Portal. This application will serve as a new digital channel for customers. It will enable customers to manage their housing-related services more conveniently from their mobile devices, including rent payments, repair requests and accessing documents.

The eventual contract will cover the delivery of core self-service functionalities including: secure customer authentication; ability to view and update personal details and preferences; access to rent statements and arrears; raising, tracking and managing repair requests with appointment booking; submitting and updating Equality, Diversity and Inclusion (EDI) data; accessing documents from the document management system; secure two-way messaging and reminders; reporting anti-social behaviour and environmental issues; and providing feedback and survey responses. The solution must integrate in real-time with our existing systems, comply with accessibility standards (e.g. WCAG), and meet security and data protection requirements. The partner will be expected to provide implementation, integration, testing, training, and post go-live support services, with a roadmap for future enhancements to extend functionality beyond the MVP.

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- 2 years

Main procurement category

Services

CPV classifications

- 48100000 - Industry specific software package
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD - North West (England)

Engagement

Engagement deadline

31 October 2025

Engagement process description

A Preliminary Market Engagement (PME) UK2 Notice has been issued with the following objectives:

- 1 - Identify suppliers in the market, to help establish whether Direct Award route is viable
- 2 - Understand costs for both off-the-shelf and bespoke customer applications
- 3 - Understand integration options for existing applications

The eventual contract scope is at this stage not yet fully determined. However it is likely to include:

1. Delivery of a Minimum Viable Product (MVP) Customer Application based on agreed functionalities
2. Enhancement of operational efficiency by providing improved self-service functionality

We invite suppliers to complete an online survey, accessible via desktop or mobile:

<https://forms.office.com/e/ApNM70TDgf>

The survey should take approximately 15-20 minutes to complete.

Responses are anonymous by default, but you may leave your contact details if you wish to be notified when if a tender is published or to be contacted for further pre-market engagement.

Respondents must declare any actual, potential or perceived conflicts of interest.

Deadline for responses: 31st October 2025

Great Places reserves the right to extend this deadline at its discretion.

Great Places reserves the right to conduct additional pre-market engagement not described in this notice to help meet the objectives of the PME. For example, this may include demonstrations, presentations, phone calls, follow up surveys etc.

This notice is issued in accordance with Sections 16 and 17 of the Procurement Act 2023 and is for preliminary market engagement only.

Whilst it is not a call for competition, it will help to shape whether a Direct Award route is feasible, and may not result in a competitive tendering procedure.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Great Places Housing Group Limited

- Mutuels Public Register: 30045R
- Public Procurement Organisation Number: PRYW-1616-TVYT

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Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government

