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Planning

Platform 360 - Omnichannel

PLATFORM HOUSING LIMITED

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

Notice identifier: 2025/S 000-067187

Procurement identifier (OCID): ocds-h6vhtk-05d0ea

Published 21 October 2025, 3:44pm

Scope

Description

Exploring options for procuring an omnichannel platform to support effective and consistent customer engagement. We are seeking to understand market capabilities, solutions and delivery models, to enhance the way we talk to our customers.

Please respond to this notice by e-mailing procurementnotices@platformhg.com

Pre-market engagement sessions to be held between Wednesday 5th November - Thursday 13th November for one hour per supplier.

10 minute presentation to be prepared to cover:

- About the company
- Company values
- Alignment to the public/housing sector

Contract dates (estimated)

- 1 February 2027 to 31 January 2033
- 6 years

Main procurement category

Services

CPV classifications

- 32412000 - Communications network
- 32571000 - Communications infrastructure
- 79342300 - Customer 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
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

29 October 2025

Engagement process description

N/A

Contracting authority

PLATFORM HOUSING LIMITED

- Companies House: RS008288
- Public Procurement Organisation Number: PTHH-6479-BPPR

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Region: UKG32 - Solihull

Organisation type: Public authority - sub-central government