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Planning

## **Pre-Market Engagement AI Solution for Social Services Recording**

Flintshire County Council

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

Notice identifier: 2026/S 000-013160

Procurement identifier (OCID): ocds-h6vhtk-06534f

Published 12 February 2026, 5:01pm

### **Scope**

### **Description**

Flintshire Social Services are seeking pre-market engagement to explore established AI solutions with proven application to Social Care recording, that are currently on the market to support transformational change in our recording processes.

The AI solution would be used to summarise relevant information and highlight key points from any transcribed content, i.e. decisions made, actions required, into an appropriate template, covering a broad range of use cases, including assessments and reviews, minute taking and case notes.

Some of our key considerations include;

- The AI solution must keep our data in a private AI system
- The AI solution must support multiple languages, specifically the Welsh language.
- The AI solution must be accessible on a variety of devices and have high-quality audio recording capabilities, with a high degree of accuracy, with the functionality to manually

review / edit content into a final output.

- The AI solution will support a fully auditable record of any changes that are made

### **Total value (estimated)**

- £1 excluding VAT
- £1 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 30 April 2026 to 29 April 2029
- Possible extension to 29 April 2036
- 10 years

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

### **Contract locations**

- UKL23 - Flintshire and Wrexham

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## Engagement

### Engagement deadline

26 February 2026

### Engagement process description

Flintshire Social Services are interested in receiving demonstrations from suppliers who have a proven AI tool that has been developed for use in Social Care.

The engagement is to view the product and understand how it can be used to enhance case recording of social care provision in Flintshire.

Flintshire are implementing a new Case Management System, with an estimated Go Live of November 2026. We would like to embed an AI solution, in advance of this date.

If you would like to be involved in the pre-market engagement exercise, please email [procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk) no later than 12noon on 26th February 2026.

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

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

31 March 2026

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## **Contracting authority**

### **Flintshire County Council**

- Public Procurement Organisation Number: PNJC-2356-PCDV

Ty Dewi Sant

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CH7 6NA

United Kingdom

Email: [procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk)

Website: <https://www.flintshire.gov.uk>

Region: UKL23 - Flintshire and Wrexham

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales