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Planning

GOV Voice

Department for Science, Innovation & Technology

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

Notice identifier: 2026/S 000-013927

Procurement identifier (OCID): ocids-h6vhtk-06551d

Published 16 February 2026, 3:09pm

Scope

Description

DSIT is exploring how the latest AI Voice technology could significantly improve citizen's experience of government call centres by introducing citizen-facing generative AI solutions, and is seeking suppliers who may form part of the solution.

This premarket engagement seeks information relating to providing an AI Voice Technology Solution.

We are interested in learning from suppliers what they have already deployed in both the public and private sectors, to understand the functionality, scalability, interoperability, financial models and AI evaluation framework of current production systems.

To access the premarket engagement documentation please contact commissioning-digital@dsit.gov.uk and submit your response to this pre-market engagement exercise.

Total value (estimated)

- £1 excluding VAT
- £1 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 June 2026 to 29 June 2026
- 4 days

Main procurement category

Services

CPV classifications

- 48510000 - Communication software package
- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

2 March 2026

Engagement process description

Organisations interest in participating in this pre-market engagement must contact commissioning-digital@dsit.gov.uk to access the pre-market engagement document.

Organisation participating will be required to submit a response to the Departments Questionnaire by 12:00 Noon Monday 2nd March 2026.

Participation

Particular suitability

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

Contracting authority

Department for Science, Innovation & Technology

- Public Procurement Organisation Number: PVWZ-3216-PVQL

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London

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United Kingdom

Email: commissioning-digital@dsit.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government