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Planning

Preliminary Market Engagement - All-Age Direct Payment Support Service

Swindon Borough Council

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

Notice identifier: 2026/S 000-015755

Procurement identifier (OCID): ocds-h6vhtk-065972

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Scope

Reference

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Description

Swindon Borough Council invites you to contribute to preliminary market engagement in relation to the development of an All-Age Direct Payments Support Service and would welcome the views of suppliers on the questions set out in the questionnaire. The intention is to invite supplier feedback to help shape the final specification and commercial model to ensure the tender delivers the optimum outcomes for the Council.

Swindon Borough Council is seeking input from the market for the supply of an All-Age Direct Payment Support Service supporting adults and children with their self-directed support offer through the delivery of direct payments. This Market Engagement builds on the feedback received in our recent engagement relating to Virtual Wallets.

Swindon Borough Council are committed to increase the number of people who wish to

access a social care Direct Payment that enables individuals to remain independent through developing their own packages of care and support.

Swindon Borough Council would like to:

- **Understand the Market:** See what services in relation to direct payments support providers can offer.
- **Opportunities to work with Social Enterprises, Community Interest Companies or Not for Profit organisations.** To understand the interest from providers who have a strong commitment to investing in Swindon, working in partnership to deliver something new.
- **Shape Specifications:** Get feedback to create better service requirements for future tenders.
- **Gather Insights:** Learn about challenges and solutions for managing direct payments, such as handling payroll or supporting and recruiting personal assistants
- **Understand Barriers:** To gain a better understanding of any potential barriers and how best to overcome them.

It is the Council's intention to release an all-age direct payment support contract to potentially be effective from 1st September 2026.

- The term of any future contract is yet to be determined; however, it is likely to be a minimum of 3 years with an option to extend further.
- The anticipated value of this contract is yet to be determined but is likely to be between £300,000 and £500,000 based on a 3year term.
- Swindon Borough Council has recently engaged the market to understand the aspiration to deliver virtual wallets for managed accounts in Swindon. The intention is to have a commissioned virtual wallet function in place by September 2026 that will interlink with any commissioned direct payment support service. However, we wish to include your thoughts on delivering a managed account function should the Council be unable to progress the virtual wallet system during 2026.

Total value (estimated)

- £300,000 excluding VAT

- £360,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2031
- 5 years

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community
- 85100000 - Health services

Contract locations

- UKK14 - Swindon

Engagement

Engagement deadline

2 March 2026

Engagement process description

Engagement Process Description

To participate in the Preliminary Market Engagement Suppliers will need to Register as a Supplier with ProContract, www.supplyingthesouthwest.org.uk, then Register an Interest before obtaining access to the Preliminary Market Engagement documents.

Responses to the Preliminary Market Engagement Questionnaire are required to be submitted no later than 12.00pm (midday) Monday 2nd March 2026 via ProContract tender portal - <https://www.supplyingthesouthwest.org.uk/>

Procedure

Special regime

Light touch

Contracting authority

Swindon Borough Council

- Public Procurement Organisation Number: PNPT-6195-XDWV

Swindon Borough Council, Civic Offices, Euclid Street

Swindon

SN1 2JH

United Kingdom

Contact name: Ms Elaine Turner

Email: elaine.turner@swindon.gov.uk

Website: <http://WWW.Swindon.gov.uk>

Region: UKK14 - Swindon

Organisation type: Public authority - sub-central government