This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/017363-2026

Planning

Provision of a Digital Inclusion Service

Gloucestershire County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2026/S 000-017363

Procurement identifier (OCID): ocds-h6vhtk-065d1c

Published 26 February 2026, 1:56pm

Scope

Reference

DN808177

Description

Gloucestershire County Council intends to procure a comprehensive, countywide digital inclusion service to ensure that every resident, regardless of age, income, health status, or location, can participate safely and confidently in an increasingly digital society. This procurement will drive the Council's Digital Infrastructure, Inclusion and Innovation Strategy (DIIIS), which sets a clear vision for a "digitally connected and inclusive Gloucestershire" and commits the authority to targeted skills support through libraries and the VCSE sector.

The following link points you to the ProContract procurement portal

https://procontract.due-north.com/Opportunities/Index?p=696a9836-1895-e511-8105-000c29c9ba21&v=1

Contract dates (estimated)

- 1 April 2027 to 31 March 2030

- 3 years

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services

Contract locations

- UKK - South West (England)

Engagement

Engagement deadline

25 March 2026

Engagement process description

The Council wishes to inform current and potential service providers as to its future intentions for the three-year period commencing 1 April 2027 in respect of delivering its Countywide Digital Inclusion Service.

This will be an opportunity for those attending to comment on the proposed service delivery.

A presentation will be delivered by the Project Team and emailed after the meeting to those attending.

It should be noted that the meeting will be recorded to allow the Project Team to fully capture the content of the meeting.

Attendance at the meeting is restricted to two representatives from each organisation.

Please confirm attendance via email to: digital.connectivity@gloucestershire.gov.uk

Detailing:

Organisation Name

Names and position of those attending

Background to Procuring a Countywide Digital Inclusion Service

Gloucestershire County Council intends to procure a comprehensive, countywide digital inclusion service to ensure that every resident, regardless of age, income, health status, or location, can participate safely and confidently in an increasingly digital society. This procurement will drive the Council's Digital Infrastructure, Inclusion and Innovation Strategy (DIIIS), which sets a clear vision for a "digitally connected and inclusive Gloucestershire" and commits the authority to targeted skills support through libraries and the VCSE sector.

Digital inclusion is not an optional extra; it is foundational to life chances and public value:

• Health and well-being: Core NHS services, including appointment booking, repeat prescriptions, and access to personal health records via the NHS App.

• Cost of living: Being online helps households compare tariffs, manage finances.

• Education and employment: Essential digital skills underpin learning at all ages and are now implicit in most jobs.

• Community participation and safety: Digital connectivity supports volunteering, local democracy, social networks, and access to council and partner services.

• Why a county wide service:

A county wide contract will deliver consistency, value for money, and measurable outcomes across all six districts, while retaining the local flexibility needed to reach those who are least likely to seek help. The model we are commissioning combines a single framework for governance, quality, safeguarding, data standards, and reporting with locally rooted delivery that can adapt to distinct community needs and geographies.

Modules for inclusion Within the Service:

• Getting Started Online

• Navigating the Internet

• Staying Safe Online

• Communicating Online

• Managing Money Online

• Accessing Health and Care Services

• Employment Skills

• Accessibility and Inclusion

• Online Council and Government Services

• Affordability and Digital Deals

• Lifelong Learning

Success depends on Trust:

The Council is committed to commissioning in a way that leverages the credibility and relationships that VCSE organisations. We will encourage consortia and supply chain models that enable smaller, grassroots providers to participate, and we will expect strong arrangements for volunteer recruitment, training, and support so that community champions can extend reach sustainably.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Contracting authority

Gloucestershire County Council

- Public Procurement Organisation Number: PZHT-7473-ZVPN

Shire Hall, Westgate Street

Gloucester

GL1 2TG

United Kingdom

Email: cdpactivitylog@gloucestershire.gov.uk

Region: UKK13 - Gloucestershire

Organisation type: Public authority - sub-central government