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Planning

CWC24118MW - Digital Solutions to Support Unpaid Carers

Wolverhampton City Council

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

Notice identifier: 2025/S 000-028231

Procurement identifier (OCID): ocds-h6vhtk-052848

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Scope

Reference

CWC24118MW

Description

Wolverhampton City Council is conducting a Preliminary Market Engagement (PME) is to seek input from potential suppliers within the market, to establish the type of solution and functionality that is available for a carers digital portal.

Wolverhampton City Council has an established Carer Support offer which has been available for over twenty years. Recently this has become an all-age offer supporting young carers and parent carers. The carers portal will be an online offer which will be available to carers 24/7 throughout the journey of their caring role. We are aware there are a large proportion of people who do not identify as a carer, we envisage the portal will support with that identification and will provide relevant up to date information to support families in a preventative manner.

Any proposed solution should offer the following support:

Increase the identification recognition and early interventions for unpaid Carers

Delay and reduce the need to access high-cost statutory provision

Improve accessibility to information, advice and guidance, improve links and signposting to services that are already available nationally, regionally and in the four Black Country LA areas.

Support carers to access self-help and self-management support to reduce the need for carer crisis interventions.

Include access to carers 'self-assessment' focused on individualised outcomes

The solution should have the capacity to collect and produce relative data regarding demographics, ethnicity, age range as well as information such as when and where the portal is accessed.

If you would like to participate in the Preliminary Market Engagement please complete and submit the questionnaire available on the Council's website Opportunities - www.wolverhamptontenders.com. The engagement period ends on Wednesday 18th June 2025 at 12:00 pm (noon).

Contract dates (estimated)

- 5 January 2026 to 4 January 2030
- 4 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Engagement

Engagement deadline

19 June 2025

Engagement process description

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Contracting authority

Wolverhampton City Council

- Public Procurement Organisation Number: PVBV-7568-LBLL

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Organisation type: Public authority - sub-central government