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Planning

Data Analysis Platform Contract

London Borough of Barking and Dagenham Council

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

Notice identifier: 2025/S 000-029607

Procurement identifier (OCID): ocds-h6vhtk-052bcc

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Scope

Description

Over the past 5 years the London Borough of Barking & Dagenham (the Council) has implemented an innovative data platform called OneView. At its core, the platform loads data extracted from other Council systems and matches it at the household level to create a 'golden record' of resident data. Using this platform, we have matched data from five key service areas (Revenues & Benefits, Adults Social Care, Children's Social Care, Housing and Education) to enable a 'single view' of households in our borough. Notably, OneView can receive and process both structured and unstructured data, using natural language processing to read and interpret case notes. Building off this core infrastructure we have developed a range of tools that enable the Council to work efficiently, and deliver better outcomes for residents:

1. Case summaries give council officers a single view of households they are working with. Each case summary is bespoke, only surfacing the data an officer needs to see in their role. This view allows officers to rapidly understand a family's existing engagement with the Council and their needs, to provide holistic and tailored support.
2. Case management systems which allow officers to manage and record their engagement

with resident households. Key features of our case management tools include assessment forms, case allocation, integrated financial assessment tools, integration with gov.notify, engagement tracking, case notes recording, outcomes tracking, and dashboard reporting.

3. Cohort identification tools that allow the Council to identify resident households that we want to work with proactively. Cohorts are identified through shared household characteristics (i.e. debt levels, vulnerability indicators) or using custom-built predictive models that identify households at risk of key outcomes (i.e. homelessness, falls). Cohorts are then surfaced to officers through a case management tool.

4. Dashboards that enable managers and leaders to understand resident journeys, needs and outcomes. These can help to understand the impact of new approaches and inform decision-making.

The existing platform OneView platform is provided by Xantura. Ltd, the current contract ends in March 2026. The Council wishes to engage with potential suppliers prior to entering a formal procurement process to test the capability of the market to develop a data platform that has the same or similar functionality as OneView. The Council wishes to maximise the commercial position, to ensure value for Barking and Dagenham residents whilst delivering a high-quality data platform that can support progress towards the Borough Manifesto goals.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 72300000 - Data services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Engagement

Engagement deadline

25 June 2025

Engagement process description

The Council wishes to engage with potential suppliers prior to entering a formal procurement process to test the capability of the market to develop a data platform that has the same or similar functionality as OneView. The Council wishes to maximise the commercial position, to ensure value for Barking and Dagenham residents whilst delivering a high-quality data platform that can support progress towards the Borough Manifesto goals.

To obtain the market questionnaire to complete please email sarah.merriam@lbbd.gov.uk

The deadline for responding to the market questionnaire is noon on 25th June 2025.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

London Borough of Barking and Dagenham Council

- Public Procurement Organisation Number: PPYP-9821-RZGJ

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Barking, London

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United Kingdom

Email: procurementCDP@lbld.gov.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government