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Planning

Digital Family Hub

West Berkshire Council

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

Notice identifier: 2025/S 000-037437

Procurement identifier (OCID): ocds-h6vhtk-055927

Published 4 July 2025, 1:15pm

Scope

Reference

P00001647

Description

West Berkshire currently uses the West Berkshire Directory to provide families with a single, accessible source of information about local services. Some online features, such as booking and payment options, have been introduced to support residents in accessing services. However, these do not meet the full requirements of the Department for Education's (DfE) for a universal front door.

Family Hubs must be built around three core delivery principles: Access, Relationships, and Connections. Each area is expected to meet minimum standards to provide digital access to information, guidance, and support across all aspects of the programme. This includes offering a universal 'front door'-a one-stop shop for family support services that integrates both physical and virtual access.

To meet and exceed these expectations, West Berkshire's Family Hubs are seeking a

digital transformation solution. The goal is to go beyond the DfE's minimum requirements and deliver broader improvements to the local digital infrastructure, enabling more coordinated, effective support for early intervention, prevention, and family services across partner organisations.

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 5 years

Main procurement category

Services

CPV classifications

- 48190000 - Educational software package
 - 48200000 - Networking, Internet and intranet software package
 - 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
 - 48510000 - Communication software package
 - 48900000 - Miscellaneous software package and computer systems
 - 72000000 - IT services: consulting, software development, Internet and support
 - 72212211 - Platform interconnectivity software development services
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Engagement

Engagement deadline

17 July 2025

Engagement process description

Dear Supplier,

Could you please help us identify a solutions in order to provide families, in West Berkshire, with a single, accessible source of information about local services.

Please fill in the survey here <https://eu.surveymonkey.com/r/digital-family-hub-pre-market-engagement>

Thank you!

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

26 August 2025

Contracting authority

West Berkshire Council

- Public Procurement Organisation Number: PTXJ-8922-CMNQ

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Region: UKJ11 - Berkshire

Organisation type: Public authority - central government