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Planning

Pre-Market Engagement for the provision of a Registrars Appointment Booking and Certificate Management System

Denbighshire County Council

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

Notice identifier: 2025/S 000-059630

Procurement identifier (OCID): ocds-h6vhtk-05a1ec

Published 25 September 2025, 12:09pm

Scope

Description

We are testing the market for a new Registrars Appointment Booking and Certificate Management System to potentially replace our existing system.

Background

Local authorities in Wales have a statutory duty to provide registration services for:

- Births, deaths, marriages, and civil partnerships
- Citizenship ceremonies
- Approved premises licensing
- Associated legal and administrative services

Current systems in use across Wales vary in functionality, integration, and user

experience. A new solution is being considered to:

- Modernise service delivery
- Ensure compliance with the Welsh Language Standards
- Improve efficiency and consistency
- Ensure compliance with relevant UK and Welsh legislation
- Enable digital-first, citizen-centred services

Aims of Engagement

The purpose is to:

- Understand supplier capabilities and solutions available in the market
- Explore potential delivery models (cloud, on-premises, SaaS, shared service)
- Identify opportunities for innovation and best practice
- Test assumptions on costs, timescales, and implementation approaches

Indicative Requirements

The system may be expected to deliver functionality such as:

- Case management for birth, death, marriage, and civil partnership registrations
- Secure handling of personal and sensitive data (GDPR compliance)
- Integration with existing government platforms (e.g., payment systems, document verification, national statistics returns)
- The ability to store a database of historic and new certificates.
- Certificate production for births, deaths and marriages.
- Appointment booking and scheduling
- Online service access for citizens including appointment booking and certificate ordering.

- Bilingual capabilities (Welsh and English)
- Reporting and analytics
- Accessibility compliance (WCAG 2.2)

Total value (estimated)

- £1 excluding VAT
- £1 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2031
- Possible extension to 30 September 2036
- 10 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

Contract locations

- UKL13 - Conwy and Denbighshire

Engagement

Engagement deadline

30 November 2025

Engagement process description

We are seeking to understand what is currently available in the market. We are inviting suppliers to provide a breakdown of the key features and functions their system provides. We also intend to invite suppliers to provide system demos, ideally over MS Teams.

We are seeking a fully functional, out of the box solution that requires minimal configuration to meet our operational needs. We are not looking for a development partner.

We do not guarantee that this exercise will result in a procurement exercise.

If your organisation can provide a solution that meets the requirements of this notice, please email procurement@denbighshire.gov.uk with a brief overview of your solution no later than 12 noon on 9th October 2025.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 December 2025

Contracting authority

Denbighshire County Council

- Public Procurement Organisation Number: PTPG-8659-JMCD

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Region: UKL13 - Conwy and Denbighshire

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

