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Planning

## **Pre-market Engagement for the provision of Waste Service Technologies.**

Denbighshire County Council

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

Notice identifier: 2025/S 000-063907

Procurement identifier (OCID): ocds-h6vhtk-05ac14

Published 9 October 2025, 4:53pm

### **Scope**

#### **Description**

Denbighshire County Council (The Authority) are looking to engage with the market in relation to a comprehensive digital solution/s to support and enhance its waste management operations. The Authority is looking for solutions to include Customer Interaction, Operations Management, Route Optimisation and In-Cab Technologies.

#### Aims of Engagement

The purpose is to:

- Understand supplier capabilities and solutions available in the market
- Identify opportunities for innovation and best practice
- Understand the customer interaction options available to the Authority, allowing for robust and comprehensive bilingual (Welsh and English) self-service

Understand the market's ability to integrate with existing systems, particularly CRM.

- Test assumptions on costs, timescales, and implementation approaches.
- Explore data migration options

High Level Requirements for Route Optimisation Software.

The Authority requires Route Optimisation Software which allows the Authority to:

- Minimise travel time and fuel consumption across collection routes
- Maximise vehicle utilisation and crew productivity
- Adapt to real-time changes such as traffic, missed bins, or service requests
- Ensure compliance with service schedules and environmental targets
- Provide actionable insights for planning and continuous improvement
- Easily update routes to allow for new addresses.

The route optimisation software will provide for optimisation of Waste collection routes, Winter Maintenance (gritting) routes, Street Cleansing.

The authority is interested in exploring route optimisation solutions that can be expanded into other teams, for example, Passenger Transport.

The route optimisation software should also have:

- The ability to export routes for loading into the Authority's Waste Management solution
- Import/export capabilities with GIS and the Authority's Local Land and Property Gazetteer

High Level Requirements for In-Cab Technologies.

The Authority requires In-Cab technologies to allow the authority to equip waste collection vehicles with integrated in-cab technologies that support real-time communication, route execution, service verification, and health & safety compliance.

The solution should have:

- A Touchscreen Display Unit which should be Rugged, weather-resistant and interface suitable for vehicle environments, have Real-time route guidance and job list display and interactive map with GPS tracking and bin location overlays

- An end-to-end digital customer enquiry process with tasks being received, verified and pushed out to crews to be resolved in real time.
- the ability to allocate work and monitor performance against allocations.
- An improved customer experience and Performance Indicators (PI) utilised to monitor and continually improve the service.
- Increased business intelligence – using data to drive efficiencies and service improvements on a continual basis and provide real data for reporting.

The Authority is interested in exploring solutions that support a deployment model whereby all in-cab devices are supplied, owned, and managed directly by the Authority.

#### High Level Requirements for Operations Management.

- Comprehensive reporting suite, including dashboards and the ability for the Council to report on any data in the solution
- Automated Back-Office Operations
- Secure and robust infrastructure supporting GDPR requirements
- Subscription management e.g. AHP service and garden waste

#### **Total value (estimated)**

- £1 excluding VAT
- £1 including VAT

Above the relevant threshold

#### **Contract dates (estimated)**

- 1 June 2026 to 31 May 2030
- Possible extension to 31 May 2035

- 9 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

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## **Engagement**

### **Engagement deadline**

28 November 2025

### **Engagement process description**

We are seeking to understand what is currently available in the market in relation to the above requirements. 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/s that require minimal configuration to meet our operational needs and deliver an excellent customer

experience. We are not looking for a development partner. We are interested in suppliers who have a proven track record.

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](mailto:procurement@denbighshire.gov.uk) with a brief overview of your solution no later than 12 noon on 23rd October 2025.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

12 January 2026

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## **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