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Planning

WCC Children & Families Service Digital Front Door Solution Market Testing

Warwickshire County Council

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

Notice identifier: 2025/S 000-077207

Procurement identifier (OCID): ocds-h6vhtk-05e91c ([view related notices](#))

Published 26 November 2025, 12:22pm

Scope

Reference

WAR-0025

Description

Children and Families Service is exploring innovative approaches to deliver a modern, digital solution that acts as a digital front door, with intelligent features such as conversational AI, smart chatbots and intent recognition. This platform will enable families and partners to quickly and easily search for support, guiding them to the most appropriate services based on their needs.

The Council wants to engage with a variety of organisations, in a confidential setting, so that we can ensure we have considered all possible options and any associated risks and issues during our procurement process.

We would like to hear from providers who can deliver all aspects of the service, and can provide a scalable solution. If you are able to or are interested in delivering parts of the

service, please indicate this in your response. Your participation will help us understand how well the local market can meet our support needs and contribute ideas as to how the current services may be improved for people.

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72212510 - Communication software development services

Contract locations

- UKG13 - Warwickshire

Engagement

Engagement deadline

15 December 2025

Engagement process description

Warwickshire County Council will be using its e-tendering system (WarwickshireCC) for the administration of this procurement process. Providers must register with the system to be able to express an interest and download documents. The web address for the portal is:

<https://in-tendhost.co.uk/warwickshirecc/asp/Home>

Registration and use of our portal is free. When registering you will be re-directed to the In-Tend sell2midlands site. If you already registered and have issues logging in then you may need to re-set your password. You will need to select "Log in to portal" next to Warwickshire County Council.

All correspondence or clarifications relating to this procurement must be via the portals' correspondence function. If you are having trouble registering with the portal please email us at: procurement@warwickshire.gov.uk

Providers must register on In-Tend and log in to our portal to express an interest in this project and to be able to correspond with us about this market testing.

The deadline for Market Testing Returns is 15th December 2025 at 12 midday, and the deadline for clarification questions is 5th December 2025 at 12 midday.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Warwickshire County Council

- Public Procurement Organisation Number: PDTN-5446-NMXW

Shire Hall

Warwick

CV34 4SA

United Kingdom

Email: procurement@warwickshire.gov.uk

Website: <http://www.warwickshire.gov.uk>

Region: UKG13 - Warwickshire

Organisation type: Public authority - sub-central government