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Planning

Software Communications Tool Request for Information

ANIMAL AND PLANT HEALTH AGENCY

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

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Scope

Description

APHA is seeking software solutions to enhance staff communication and soft skills. Our diverse workforce—including inspectors, scientists, and customer service teams—regularly interacts with stakeholders such as farmers and livestock keepers, where clear and empathetic communication is vital. We aim to procure tools that allow staff to practice real-life scenarios, identify early signs of escalation, and apply effective strategies to manage challenging interactions. This investment will help us build confidence, strengthen relationships, and deliver exceptional customer service. Please see attached the Request for Information. If you have any access issues, please email me: izabella.roberts@defra.gov.uk

Please note that the contract start and end dates are just indicative.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 30 May 2026 to 30 May 2029
- 3 years, 1 day

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Engagement

Engagement deadline

19 January 2026

Engagement process description

Please see attached a Request for Information for the Software Communications Tool project.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

ANIMAL AND PLANT HEALTH AGENCY

- Public Procurement Organisation Number: PBHC-6261-BLLQ

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