

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083626-2025>

Planning

Front of House Translation Tool

Department for Work & Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-083626

Procurement identifier (OCID): ocds-h6vhtk-05f75d

Published 17 December 2025, 9:36am

Section I: Contracting authority

I.1) Name and addresses

Department for Work & Pensions

Caxton House, 6-12 Tothill Street, London, SW1H 9NA

London

SW1H 9NA

Contact

Commercial Team

Email

cddigital.ucwa@dwp.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Buyer's address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Front of House Translation Tool

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department for Work & Pensions (DWP) is undertaking market research to

understand capability in machine translation, language processing and multilingual content support, to improve the accessibility, consistency and efficiency of our citizen communications.

This RFI does not commit the DWP to undertaking any formal procurement activity.

For further information and details on how to respond to this RFI, please refer to the attachment.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Department for Work & Pensions (DWP) is undertaking market research to understand capability in machine translation, language processing and multilingual content support, to improve the accessibility, consistency and efficiency of our citizen communications.

The purpose of this engagement is to:

Understand market capabilities

Explore emerging translation technologies

Assess approaches to data security and privacy

Identify products suitable for short Proof of Concepts (“PoCs”)

Inform future procurement strategies and requirements

For further information and details on how to respond to this RFI, please refer to the attachment.

II.3) Estimated date of publication of contract notice

30 January 2026

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes