

AMCV 355 - Digital Solutions to Support Unpaid Carers

Contracting authority

Contracting authority: Shropshire Council

Public Procurement Organisation Number: PCLL-9577-QDZW

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Organisation type: REGIONAL_AUTHORITY

Devolved regulations that apply: None

Procedure

Procedure type: Above threshold - open competition

Scope

Title: AMCV 355 - Digital Solutions to Support Unpaid Carers

Reference number: AMCV 355

Main procurement category: SERVICES

Description:

Shropshire Council is undertaking Preliminary Market Engagement (PME) to understand the current market for digital solutions that support unpaid carers. This engagement will help inform the Council's future commissioning approach before any decision is made about whether to tender, use an existing compliant route, develop an alternative model, or take no further procurement action.

Shropshire Council has an established Unpaid Carer Support offer. Recently this has become an all-age offer supporting Young Carers and Parent Carers. The Unpaid Carers portal will be an online offer which will be available to Unpaid Carers 24/7 throughout the journey of their caring role. We are aware there are a large proportion of people who do not identify as an Unpaid Carer, we envisage the portal will support with that identification and will provide relevant up to date information to support families in a preventative manner.

Any proposed solution should offer the following support:

Increase the identification recognition and early interventions for unpaid Carers

Delay and reduce the need to access high-cost statutory provision

Improve accessibility to information, advice and guidance, improve links and signposting to services that are already available nationally, regionally and locally.

Support Unpaid Carers to access self-help and self-management support to reduce the need for Unpaid Carers crisis interventions.

Include access to Unpaid Carers 'self-assessment' focused on individualised outcomes

The solution should have the capacity to collect and produce relative data regarding demographics, ethnicity, age range as well as information such as when and where the portal is accessed.

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<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1064348605>

Total value (estimated): GBP 380,000 including VAT

Contract dates (estimated): 01/04/2027 to 31/03/2030

CPV classifications:

48000000 - Software package and information systems.

85000000 - Health and social work services.

Delivery regions:

UKG22 - Shropshire CC

Participation

Suitable for SMEs: Yes

Suitable for VCSEs: Yes

Engagement

Engagement deadline: 30/10/2026

Engagement status: The engagement has not yet been carried out.

Engagement process description:

If you would like to participate in this Preliminary Market Engagement, please complete and submit the questionnaire:

<https://forms.cloud.microsoft/e/Je5p4JsJUA>

The engagement period ends on 30th October 2026. All information shared through this engagement will be used to inform future commissioning and will not be treated as a tender response.

This notice is intended to support Preliminary Market Engagement under the Procurement Act 2023. Participation is voluntary and does not give any supplier an advantage in any future procurement. Information gathered may be used to refine the Council's understanding of the market, potential service models, costs, risks, data requirements and future procurement options. If the Council proceeds to a tender or other formal route, relevant information arising from this engagement will be considered and managed so that competition is not distorted and suppliers are treated fairly. The Council is particularly interested in solutions that support early identification of Unpaid Carers, accessible information and advice, self-assessment or pre-assessment functionality, preventative support, links to local and national support, peer support, analytics, equality and accessibility reporting, safe data handling, and measurable outcomes for carers.