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Award

Direct Award of Contract to provide an Adults Social Care Case Management System

Torbay Council

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-000406

Procurement identifier (OCID): ocids-h6vhtk-04ce02

Published 7 January 2025, 4:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

Torbay Council

Torbay Council Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Mr Lawrence Brown

Email

lawrence.brown@torbay.gov.uk

Telephone

+44 1803208977

Country

United Kingdom

Region code

UKK42 - Torbay

Internet address(es)

Main address

<http://www.torbay.gov.uk/>

Buyer's address

<http://www.torbay.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Direct Award of Contract to provide an Adults Social Care Case Management System

Reference number

DN754839

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Purchasing a hosted case management system for Adults Social Care, plus support with implementation and data migration, and the on-going licencing and maintenance of the system.

The system will be used by Torbay Council and Torbay and South Devon NHS Foundation Trust.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £944,643 / Highest offer: £1,180,804 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48611000 - Database software package

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

II.2.4) Description of the procurement

Purchasing a hosted case management system for Adults Social Care, plus support with implementation and data migration, and the on-going licensing and maintenance of the system.

The system will be used by Torbay Council and Torbay and South Devon NHS Foundation Trust.

II.2.11) Information about options

Options: Yes

Description of options

There will be an option to extend the on-going licensing and maintenance of the system beyond the initial term.

The system will be used by Torbay Council and Torbay and South Devon NHS Foundation Trust.

If in the future, devolved responsibility for delivery of Adult Social Care in Torbay moves from Torbay and South Devon NHS Foundation Trust, the replacement organisation will also use the system.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Torbay Council intends to direct award a contract for provision of its new Adults Services' Case Management System, to the incumbent supplier of its Children's Services' System.

The award is being made on the grounds that the works, supplies or services can only be provided by a particular economic operator due to an absence of competition for technical reasons.

Torbay Council undertook a further competition from Lot 3c of Crown Commercial Service Framework RM3821 Data and Application Solutions to appoint a supplier for the supply and ongoing maintenance of a children's social care case management system. The procurement allowed for the contract to be modified to include the future provision of an adult social care case management system, as the 2 systems are required to be compatible with one another. At the time it was expected the adult social care case management system would be required within 1-2 years of the contract being awarded. However due to unforeseen circumstances, including the impact of COVID on social care resources there has been a significant delay in putting a new system in place. Due to these delays and increases in the potential cost of the contract from that previously estimated, Torbay Council is of the view that it is no longer appropriate to modify the existing contract. However the requirement for a compatible system across children's and adult's social care remains.

Whilst there are alternative suppliers of case management systems, appointment of a different supplier will result in Torbay Council receiving a solution that is incompatible with the current children's social care case management system. The differences in how the systems function will result in additional costs (to make the systems compatible with one another) and disproportionate difficulties in implementing the new system and the ongoing operation / maintenance of both systems, which will not deliver best value in the spending of public funds.

This will deliver the following benefits to the Council, the system's end users and the public purse:

- Seamless and more cost-effective integration with the current Children's Case Management System (Liquid Logic) by utilising the same solution.
- Cost savings and efficiencies in hosting arrangements by utilising the same system's supplier.
- Efficiencies, consistency and effectiveness in reporting capabilities by utilising the same solution.
- Efficiencies, consistency and effectiveness in contract management by having the same supplier for both the Children's and Adult's Services Case Management System solutions.
- More efficient migration of data as, prior to the 2019 procurement the same system was operated across both children's and adult social care, meaning the Council's IT team have experience of migrating data from the old system to the new system.

Subject to outcome of this VEAT notice and Council approval being granted at the Cabinet meeting on 18 February, Torbay Council intends to award a contract to purchase the Liquid Logic system and begin implementation planning and data migration from its current system, at the earliest opportunity in 2025.

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2019/S 193-469495](#)

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

18 December 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Liquidlogic Limited

Arden Court, Arden Street

Stratford-upon-Avon

CV37 6NT

Country

United Kingdom

NUTS code

- UKG13 - Warwickshire

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Lowest offer: £944,643 / Highest offer: £1,180,804 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

7 Rolls Building, Fetter Lane,

London

EC4A 1NL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079477156

Country

United Kingdom