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Tender

## **Redesigning Liquidlogic Workflows and Power BI Reporting for Swindon Borough Council**

Improvement and Development Agency for Local Government (IDeA)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003193

Procurement identifier (OCID): ocds-h6vhtk-0605e7

Published 14 January 2026, 3:40pm

### **Scope**

### **Reference**

LG-04670

### **Description**

A recent deep dive was undertaken into why people who receive support from Swindon Borough Council (SBC) were having to wait longer than they should for a Review. The 'deep dive' identified opportunities to streamline processes and improve timeliness and access to data.

PCH are supporting SBC to identify areas for improvement. As part of this work, PCH are seeking help for SBC to design and enable user-friendly, drillable PowerBI reports showing:

- Waiting lists, for all waiting work, at service and team level, including CQC measures
- Performance reports, at service, team and individual level, including CQC measures

- Fully reportable review process. Including authorisation stage, allocations, and review completion rate at service and team level, for people with a long-term service (the statutory D40)

However, simply producing more reports will not deliver the impact leaders expect on improving performance (reducing waiting times) because of issues with system processes, unless system processes are also reviewed and optimised. Therefore, PCH are also requiring support for SBC with system configuration in order to deliver meaningful versions of the required reports listed above.

PCH is offering support to all councils rated Requires Improvement by the Care Quality Commission on baseline assessments in 2025/6 which request it.

Swindon Borough Council (SBC)'s Care Quality Commission Report was published in Oct 2025.

CQC highlighted waiting lists and waiting times as a key area of improvement for SBC; bringing down these waiting times is a key focus for the council.

CQC quote: "There were also significant numbers of people waiting for a Deprivation of Liberty Safeguards (DoLS) assessment, which could have an impact on them. We saw some evidence of an impact of long waits for occupational therapy assessments. Risk mitigation measures were in place, and the local authority had taken steps to improve these areas around assessment and review. There had been significant waiting times in assessing a variety of needs, including Care Act, occupational therapy, DoLS and financial assessments, although more recent efforts, over the last few months, had brought these waiting periods down.

"Governance, accountability and risk management processes were in place; however the local authority had experienced significant delays in some of its work which had an impact on people. This included delays in assessments, reviews, waits for equipment and Deprivation of Liberty Safeguards (DoLS)."

Swindon believe that their lack of access to timely data and insight is limiting strategic oversight and effective management. To test this assumption, they undertook an internal deep dive review into one of the areas that requires improvement - Care Act Review completion and timeliness. Finding of this work can be made available to successful bidders.

From the above work, and after discussion with the CHIA, the following areas have been identified.

These will require system configuration:

- Review and reassessment forms and workflows
- Needs assessment and support plan forms and workflows
- The contact form is out of scope (not important for process efficiency); however, adjustments to the contact form will be considered if they resolve the issue of unplanned review requests not appearing on waiting lists

SBC lacks the specialist expertise in-house to deliver the comprehensive redesign, development and implementation of the assessment, support plan, review, and reassessment process within Liquidlogic and associated PowerBI reporting suite. We are seeking a suitably skilled and experienced contractor to support with report development as well as system configuration in order to deliver meaningful versions of the required reports:

- Waiting lists, for all waiting work, at service and team level, including CQC measures
- Performance reports, at service, team and individual level, including CQC measures
- Fully reportable review process. Including authorisation stage, allocations, and review completion rate at service and team level, for people with a long-term service (the statutory D40)

### **Total value (estimated)**

- £39,000 excluding VAT
- £46,800 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 9 February 2026 to 26 February 2027
- Possible extension to 26 August 2027
- 1 year, 6 months, 18 days

#### Description of possible extension:

Funding for the Services is guaranteed up to 31 March 2026 pursuant to a contract between the IDeA and the Department of Health and Social Care (DHSC).

The IDeA has been advised that funding from 1 April 2026 is expected to be provided by DHSC by way of grant funding. However, the terms of that grant have not yet been finalised. Services to be delivered from 1 April 2026 will therefore be conditional upon the IDeA receiving grant funding.

Where grant funding is confirmed, the IDeA reserves the right to amend the contract as reasonably necessary to reflect any requirements flowing down from the grant conditions. Any such amendments will be limited to those necessary to ensure compliance with the grant conditions and will not materially alter the nature of the Services.

If grant funding is not secured or is materially varied, the IDeA reserves the right to vary the scope of the Services, suspend performance, or terminate the contract in respect of services to be delivered from 1 April 2026, without liability

The buyer is entitled at its absolute discretion to extend the contract dependant on securing funding as detailed above in project timescales. Please note extension is not bound by geographical location.

### **Main procurement category**

Services

### **CPV classifications**

- 85300000 - Social work and related services
- 85100000 - Health services

### **Contract locations**

- UKK - South West (England)

- UKJ - South East (England)
- UKI - London
- UKH - East of England
- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKE - Yorkshire and the Humber
- UKD - North West (England)
- UKC - North East (England)

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## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Enquiry deadline**

26 January 2026, 5:00pm

### **Tender submission deadline**

2 February 2026, 12:00pm

## Submission address and any special instructions

<https://app.panacea-software.com/LGA-Sourcing/eRFX-Suppliers/Open.aspx?requirementId=0d18d2e2-acfd-4b39-abbd-0e34d9bd2bcb>

## Tenders may be submitted electronically

Yes

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## Award criteria

Name	Description	Type	Weighting
Quality	Sub criteria Capability - Quality 20% Relevant skills & Experience - 30% Delivery Methodology - 20% Ability to deliver within the set timescale - 20% Quality assurance - 10%		90%
Price		Price	10%

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## Procedure

### Procedure type

Below threshold - open competition

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## Contracting authority

### Improvement and Development Agency for Local Government (IDeA)

- Companies House: 03675577

18 smith square

london

sw1p 3hz

United Kingdom

Contact name: Kulsuma Haque

Email: [Kulsuma.Haque@local.gov.uk](mailto:Kulsuma.Haque@local.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)