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Award

Childrens Case Management System

Bracknell Forest Borough Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009901

Procurement identifier (OCID): ocds-h6vhtk-04ee78

Published 18 March 2025, 1:25pm

Scope

Description

Support and maintenance for 12 months to the current case management system used by Children's Social Care at Bracknell Forest Council, Mosaic. The software is hosted in our BFC Azure environment, and the Council controls the core licences. The support and maintenance agreement means support is available if there is a fundamental issue with the product's core configuration and allows the Council to access upgrades.

This case management system is critical to the operation of a core Council service and our ability to support the needs of children and young people, and ongoing support and maintenance is necessary for the continued operation of the system.

Contract 1. Mosaic Support & Maintenance Agreement

Supplier

- [ACCESS UK LTD](#)

Contract value

- £96,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

26 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2026
- 1 year

Main procurement category

Services

CPV classifications

- 72261000 - Software support services

Contract locations

- UKJ11 - Berkshire

Procedure

Procedure type

Below threshold - without competition

Supplier

ACCESS UK LTD

- Companies House: 02343760
- Public Procurement Organisation Number: PBNW-7697-HCPQ

Armstrong Building Oakwood Drive

Loughborough

LE11 3QF

United Kingdom

Email: servelec.lq.bids@theaccessgroup.com

Website: <http://www.theaccessgroup.com>

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Mosaic Support & Maintenance Agreement

Contracting authority

Bracknell Forest Borough Council

- Public Procurement Organisation Number: PJMT-6544-CVZD

Time Square, Market Street

Bracknell

RG12 1JD

United Kingdom

Email: procurement.team@bracknell-forest.gov.uk

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government