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Contract

Soscare Support and maintenance contract

Business Services Organisation

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016666

Procurement identifier (OCID): ocds-h6vhtk-04f722 ([view related notices](#))

Published 24 April 2025, 9:38am

Scope

Description

We require the Social Services Client Administration and Retrieval Environment (SOSCARE) application to continue to be supported until 2029. The SOSCARE system provides the ability to record clients and related referrals and assessments, and deploy and manage Social Work resources to provide appropriate services to these clients.

These clients come from areas including Children's Services, Vulnerable Adults, Residential Care, Home Care, and Meals on Wheels, and the services provided include Fostering/Home Care (including payments), and Occupational Therapy (OT) and Hospital Social Work (SW) Referrals. The Children's Services include areas such as Child Protection, Looked After Children [LAC], Childminders/Playgroups, Adoption and Foster Carer's. Departmental Statutory Reporting for key areas is also provided.

£1,125,599.11 has been previously directed awarded to BRM for SOSCARE support and maintenance from April 2021 . It is our intention to complete a further Direct Award to the value of £1,500,000.

Contract 1. Soscare support and maintenance contract

Supplier

- BRM SYSTEMS LTD

Contract value

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Date signed

2 April 2025

Contract dates

- 3 April 2025 to 31 March 2026
- Possible extension to 31 December 2029
- 4 years, 8 months, 28 days

Description of possible extension:

The Encompass Programme will replace the Children's social care services currently offered by SOSCARE in 2027. The Encompass Programme will also be replacing the payment functions in 2028. We will assess the Contract annually and decide whether we need to enter into each of the extensions.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKN - Northern Ireland

Justification for not setting key performance indicators

Not applicable, contract not over £5 million

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Crucially, over the 20 years, BRM have built up extensive business knowledge across all programmes of social care. They have an in-depth understanding and knowledge of the intricate rules and associated inter-dependencies that apply to the planning and delivery of the social work service. They are acutely aware of the reliance trust staff place on the system and have grown the capability to accurately and quickly design and deliver system enhancements as well as quickly and accurately resolve incidents as and when they arise. (This has been particularly valuable during the COVID-19 period when enhancements were requested for delivery in a very short timeframe)

Given the technology and the bespoke nature of the application, it would not be possible to find a replacement supplier capable of providing the required services. Further, to build the required level of expertise and knowledge into a replacement supplier would be an extremely long process and would require substantial input from BRM, as the main source, over a long period of time.

We wish to rely on schedule 5 section 5 (a) due to BRM having the intellectual property rights. They are the only supplier able to provide the services.

Supplier

BRM SYSTEMS LTD

- Companies House: NI045617
- Public Procurement Organisation Number: PNVR-5921-RTTR

The Office Dock Unit 2, Channel Wharf, 21 Old Channel Road

Belfast

BT3 9DE

United Kingdom

Email: brian@brmsystems.co.uk

Website: <http://www.brmsystems.co.uk>

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Soscare support and maintenance contract

Contracting authority

Business Services Organisation

- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

Belfast

BT2 8DQ

United Kingdom

Email: ITSPMO@hscni.net

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland