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Award

Sub Regional Collaboration to Co-design a Digital Solution for Unpaid Carers - Adult Social Care - Unpaid Carers App

Rotherham Borough Council
BARNSELY METROPOLITAN BOROUGH COUNCIL
City of Doncaster Council
Sheffield City Council

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Scope

Reference

24-081

Description

Sub Regional Collaboration to Co-design a Digital Solution for Unpaid Carers - Adult Social Care - Unpaid Carers App

Overview

Rotherham Metropolitan Borough Council, in partnership with Barnsley, Doncaster, and Sheffield Councils, is seeking a delivery partner with a proven track record in co-funded, co-designed digital innovation within the public sector. The provider will lead a short-term,

high-impact project focused on developing a scalable, AI-enabled solution to support unpaid carers, aligned with the principles of the Accelerating Reform Fund (ARF) and integrated care system (ICS) collaboration.

Project Objectives

The project aims to address critical challenges in adult social care, particularly those affecting unpaid carers. The provider will co-design and deliver a multi-channel, multi-modal digital solution with local authorities and health partners. The solution should be affordable, sustainable, and scalable across the region. Additionally, the provider will evaluate and report on outcomes and benefits realization to inform future investment decisions.

Essential Requirements

The successful provider must demonstrate extensive experience in public sector collaboration, particularly with multiple local authorities and health partners. They should have a deep understanding of adult social care, the Care Act 2014, and the unique needs of unpaid carers. The provider must have a proven ability to deliver projects aligned with ARF principles, including innovation, co-production, and ICS integration. They should be capable of mobilising immediately and delivering within a short timeframe. Experience in AI-driven information and advice services, including governance, safeguarding, cyber security, and compliance with IT standards across multiple authorities, is essential. The provider should have a track record of research-informed delivery, including direct face-to-face engagement with unpaid carers across diverse geographic locations. Sensitivity to organisational, structural, and procedural differences in large-scale public sector environments is crucial. The provider must demonstrate the ability to assess benefits realisation and produce high-quality reports for senior decision-makers. Experience in developing sustainable commercial models and scaling digital solutions regionally is also required.

Delivery Expectations

The provider is expected to engage on-site across Rotherham, Barnsley, Doncaster, and Sheffield. They will co-produce the solution with unpaid carers and frontline professionals. The provider will deliver a comprehensive final report, including evaluation of outcomes, benefits, and recommendations for future investment. Consideration of the impact of emerging technologies on local government support for unpaid carers is also expected.

Contract 1. Unpaid Carers App

Supplier

- CC2I LIMITED

Contract value

- £350,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

11 July 2025

Contract dates (estimated)

- 18 July 2025 to 18 January 2027
- 1 year, 6 months, 1 day

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 71600000 - Technical testing, analysis and consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 85000000 - Health and social work services

Contract locations

- UKE3 - South Yorkshire

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Prototypes and development

Through the research undertaken by the Council, CC2i were identified as the only UK-based public sector collaboration platform that delivers this type of co-funded, co-designed digital innovation. Their model-underpinned by a comprehensive legal framework-enables multiple local authorities to collaboratively address shared challenges in a way that is affordable, scalable, and sustainable. This unique approach, combined with their extensive experience in adult social care and AI-driven service design, makes CC2i uniquely positioned to deliver this project to the necessary standard.

CC2i's extensive experience includes working directly with multiple local authorities and health partners, managing the complexities of organisational, structural, and procedural differences across large-scale systems. Their approach is rooted in research-informed delivery, evidence-led solutions, and tailored co-production with direct face-to-face engagement-particularly with unpaid carers. The provider also brings a strong track record in:

- Delivering AI-driven information and advice solutions in partnership with local authorities,
- Addressing AI-specific challenges such as information governance, safeguarding, cyber security, and content curation,
- Assessing benefits realisation and evaluating outcomes of digital interventions in adult social care, and
- Developing sustainable commercial models and comprehensive reporting to support strategic decision-making by senior leaders.

Given the specificity of the project, and the absence of any other provider with this unique combination of capabilities, a direct award is believed to be the only viable route to ensure successful delivery.

Supplier

CC2I LIMITED

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- Public Procurement Organisation Number: PRQR-8872-GMDQ

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TW11 8HG

United Kingdom

Email: info@cc2i.org.uk

Website: <https://cc2i.org.uk/>

Region: UKI75 - Hounslow and Richmond upon Thames

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Unpaid Carers App

Contracting authorities

Rotherham Borough Council

- Public Procurement Organisation Number: PGYC-3376-BGQP

Riverside House, Main Street

Rotherham

S60 1AE

United Kingdom

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Website: <https://www.rotherham.gov.uk/>

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government

BARNSLEY METROPOLITAN BOROUGH COUNCIL

- Public Procurement Organisation Number: PYHH-2597-YVZG

Town Hall, Church Street

Barnsley

S70 2TA

United Kingdom

Email: procurement@barnsley.gov.uk

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government

City of Doncaster Council

- Public Procurement Organisation Number: PLHR-4113-HMNQ

Civic Office, Waterdale

Doncaster

DN1 3BU

United Kingdom

Email: strategicprocurementteam@doncaster.gov.uk

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government

Sheffield City Council

- Public Procurement Organisation Number: PPQT-9425-JWVM

The Town Hall, Pinstone St

Sheffield

S1 2HH

United Kingdom

Email: procurement@sheffield.gov.uk

Region: UKE32 - Sheffield

Organisation type: Public authority - sub-central government

Contact organisation

Contact Rotherham Borough Council for any enquiries.