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Contract

Support and Maintenance for Swift / ICS (extension May 2025 – October 2025)

Isle of Wight Council

F03: Contract award notice

Notice identifier: 2024/S 000-038095

Procurement identifier (OCID): ocds-h6vhtk-04b653

Published 26 November 2024, 6:42am

Section I: Contracting authority

I.1) Name and addresses

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

Contact

Mrs Lucy Chandler

Email

lucy.chandler@iow.gov.uk

Telephone

+44 1983821000

Country

United Kingdom

Region code

UKJ34 - Isle of Wight

Internet address(es)

Main address

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

Buyer's address

<http://www.iow.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

Support and Maintenance for Swift / ICS (extension May 2025 – October 2025)

Reference number

DN751973

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Support and maintenance required to run the Swift / ICS application for Children Services social care recording application at the Isle of Wight Council. Oracle licensing to cover this period is also required. Duration from 01 May 2025 - 31 October 2025.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £95,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKJ34 - Isle of Wight

II.2.4) Description of the procurement

Provision of support and maintenance required to run the Swift / ICS application for Children Services social care recording application, to also include Oracle licensing, at the Isle of Wight Council. Duration from 01 May 2025 - 31 October 2025.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: No

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

Award of a contract without prior publication of a call for competition in the cases listed below

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

Explanation:

An agreement was made in December 2017 to return the hosting of the ICS system from Hampshire Council to the Isle of Wight Council. ICS hosting was originally transferred to Hampshire County Council after the establishment of a strategic partnership between organisations including the provision of senior management for Isle of Wight children's services. This took place in 2012. In the intervening period the ICS/SWIFT product set was sold by Northgate to OLM.

A parallel procurement process had been undertaken with Hampshire County Council for a replacement ICS System, as originally, the Council was to be implementing the same new social care system in line with Hampshire County Council's programme timelines and these were delayed extensively due to the COVID-19 pandemic. The project has now been re-launched independently of Hampshire following the recent termination of the agreement between our respective Childrens Services departments. This is now being driven by a team of external consultants who are project managing, configuring and migrating data.

The additional requirement set out for support and maintenance of the integrated children's services case management system and associated licenses at the Isle of Wight Council with OLM for Swift and ICS will cover this period and allow some contingency and time to allow for decommissioning of the outgoing system and servers. (01 May 2025 - 31 October 2025).

The support and maintenance of the integrated children's services case management system and associated licenses is required to remain directly with the incumbent supplier whilst the implementation and system transition is undertaken. The Council has had to extend a number of times due to delays with the project for the replacement system.

The Isle of Wight Council observed a 10-day standstill period which expired at midnight on 25 November 2024.

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: [2024/S 000-036796](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 November 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

OLM Systems Limited

Cairns House, 10 Station Road, Teddington

Middlesex

TW11 9AA

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor is an SME

No

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

Total value of the contract/lot: £95,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom