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Contract

Direct Award of Contract to provide an Adults Social Care Case Management System

Torbay Council

F03: Contract award notice

Notice identifier: 2025/S 000-042107

Procurement identifier (OCID): ocids-h6vhtk-04ce02

Published 22 July 2025, 3:42pm

Section I: Contracting authority

I.1) Name and addresses

Torbay Council

Torbay Council Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Mr Lawrence Brown

Email

lawrence.brown@torbay.gov.uk

Telephone

+44 1803208977

Country

United Kingdom

Region code

UKK42 - Torbay

Internet address(es)

Main address

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

Buyer's address

<http://www.torbay.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

Direct Award of Contract to provide an Adults Social Care Case Management System

Reference number

DN754839

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Purchase of a hosted case management for Adults Social Care, plus support with implementation, and data migration, and the ongoing licencing and maintenance of the system.

This is a direct award, following the publication of a Voluntary ex ante transparency (VEAT) notice (reference: 2025/S 000-000406 on 07th January 2025, and subsequent internal approval to directly award the contract from Torbay Council's Cabinet.

The system will be used by Torbay Council and Torbay and South Devon NHS Foundation Trust.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £1,193,585 / Highest offer: £1,650,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 48611000 - Database software package
- 72261000 - Software support services
- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

II.2.4) Description of the procurement

Purchase of a hosted case management for Adults Social Care, plus support with implementation, and data migration, and the ongoing licencing and maintenance of the system.

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The system will be used by Torbay Council and Torbay and South Devon NHS Foundation Trust.

With regards to the Award criteria, the contract was a direct award. In the absence of a competition, consideration was given to both quality of the awarded supplier's system solution, as covered within the VEAT, and price, in terms of achieving best value for the Council in using the same solution for Adults Social Care Case Management System provision, as it currently uses for its Children's provision.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

There will be an option to extend the on-going licensing and maintenance of the system

beyond the initial term.

The system will be used by Torbay Council and Torbay and South Devon NHS Foundation

Trust.

If in the future, devolved responsibility for delivery of Adult Social Care in Torbay moves from

Torbay and South Devon NHS Foundation Trust, the replacement organisation will also use

the system.

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:

Torbay Council has direct awarded a contract for provision of its new Adults Services' Case Management System (CMS), to the incumbent supplier of its Children's Services' System.

Award is made on the grounds that the works, supplies or services can only be provided by a particular economic operator due to an absence of competition for technical reasons.

The Council undertook a further competition from Lot 3c of CCS' RM3821 Data &

Application Solutions Framework for a supplier for supply & ongoing maintenance of a children's social care CMS. It allowed for the contract to be modified to include future provision of an adult social care CMS, as the 2 systems are required to be compatible with one another. The adult social care CMS was required after the Children's contract was awarded. But due to unforeseen circumstances, including impact of COVID on social care resources there was a significant delay in putting a new system in place. Due to this and increases in the cost of the contract from the previously estimate, the Council considers that it is no longer appropriate to modify the existing contract. However, a compatible system across children's & adult's social care remains.

Whilst there are alternative suppliers of CMS's, appointment of a different supplier will result in receiving a solution incompatible with the current children's CMS. The differences in how the systems function will result in additional costs (to make each compatible with one another), difficulties in implementing a new system and the ongoing operation / maintenance of both, which will not deliver best value.

This direct award will deliver the following benefits to Council, the system's end users & the public purse:

Seamless and more cost-effective integration with the current Children's CMS (Liquid Logic) by utilising the same solution, and cost savings and efficiencies in hosting arrangements by utilising the same supplier.

Efficiencies, consistency & effectiveness in reporting capabilities by utilising the same solution and in contract management by having the same supplier for both CMS.

More efficient migration of data as, the same system used to be operated across both children's & adult social care, meaning the Council's IT team have experience of migrating data from the old system to the new. The Council will begin implementation planning and data migration from its current system, from July 2025 onwards

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: [2025/S 000-000406](#)

Section V. Award of contract

Contract No

ADU2444

Title

Adults Services Case Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 March 2025

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

Liquidlogic Limited trading as 'System C'

Arden Court, Arden Street,

Stratford-upon-Avon

CV37 6NT

Email

James.Smith@SystemC.Com

Country

United Kingdom

NUTS code

- UKG13 - Warwickshire

The contractor is an SME

No

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

Lowest offer: £1,193,585 / Highest offer: £1,650,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice,

London

EC4A 1NL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079477156

Country

United Kingdom