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Not applicable

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

Torbay Council

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-042123

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

Published 22 July 2025, 3:59pm

Section I: Contracting authority/entity

I.1) Name and addresses

Torbay Council

Torbay Council Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

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Telephone

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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/>

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.

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-042107](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

DEFAULT

VII.2) Other additional information

Update to main CPV code.

Update to notice number in the OJ.