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Contract

Look Ahead Care & Support - Case Management Software

Look Ahead Care and Support

F03: Contract award notice

Notice identifier: 2025/S 000-046632

Procurement identifier (OCID): ocds-h6vhtk-04ce9e

Published 6 August 2025, 3:47pm

Section I: Contracting authority

I.1) Name and addresses

Look Ahead Care and Support

Cally Yard, 439 Caledonian Road

London

N7 9BG

Contact

Christopher Barber

Email

ChristopherBarber@lookahead.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.lookahead.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA29828

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Look Ahead Care & Support - Case Management Software

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The purpose of this tender is to identify a suitable supplier to provide a robust Case Management System that provides Look Ahead with a digital, centralised platform for recording, tracking, and managing the support that is provided to Look Ahead's customers.

Look Ahead would like to engage with a technology company who:

-Can deliver a software solution that is fit for purpose and already used in the social care sector

-Can provide a solution that is easy to use and feature rich

-Understand the specific needs of the services that Look Ahead offer i.e. providing care and support to young people, people who are homeless and people with learning disabilities or mental health issues and how the proposed system will enable/improve that service

-Will support Look Ahead with the roll out and implementation of the software, including supporting with training

-Will partner with Look Ahead over the lifetime of the contract to ensure the implemented system works effectively and drives value for the organisation, its end users and its customers

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: £1,197,750

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of this tender is to identify a suitable supplier to provide a robust Case Management System that provides Look Ahead with a digital, centralised platform for recording, tracking, and managing the support that is provided to Look Ahead's

customers.

Look Ahead would like to engage with a technology company who:

- Can deliver a software solution that is fit for purpose and already used in the social care sector
- Can provide a solution that is easy to use and feature rich
- Understand the specific needs of the services that Look Ahead offer i.e. providing care and support to young people, people who are homeless and people with learning disabilities or mental health issues and how the proposed system will enable/improve that service
- Will support Look Ahead with the roll out and implementation of the software, including supporting with training
- Will partner with Look Ahead over the lifetime of the contract to ensure the implemented system works effectively and drives value for the organisation, its end users and its customers

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

II.2.14) Additional information

To deliver the requirements, an initial 3-year contract will be awarded with an optional extension of an additional 24 months. Therefore a total potential contract length of 5 years.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-000674](#)

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

29 July 2025

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 9

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

V.2.3) Name and address of the contractor

Nourish Care Systems Ltd

Floor 3 Dean Park House, 8-10 Dean Park Crescent

Bournemouth

BH1 1HL

Telephone

+44 2380002288

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,197,750

Section VI. Complementary information

VI.3) Additional information

(MT Ref:235216)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>