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Contract

HF/R001 - Digital Social Care Record System

Hillcrest

F03: Contract award notice

Notice identifier: 2025/S 000-060368

Procurement identifier (OCID): ocids-h6vhtk-04f832

Published 29 September 2025, 9:46am

Section I: Contracting authority

I.1) Name and addresses

Hillcrest

1 Explorer Road

Dundee

DD2 1EG

Email

tenders@hillcrest.org.uk

Telephone

+44 382564700

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.hillcrest.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12242

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

HF/R001 - Digital Social Care Record System

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hillcrest wish to provision a Digital Care Record System software solution which standardises, streamlines and improves overall record keeping via a centralised hub.

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: £206,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Hillcrest Futures works across Scotland providing a wide range of services in the areas of physical and learning disabilities, autism, and older people. Also, supporting positive mental health and wellbeing, homelessness and drug, alcohol and recovery services. We work in people's homes, out in the community and in both temporary and supported accommodation providing support from 1 hour a week to 24 hours a day.

Currently Hillcrest Futures complete a variety of electronic and paper records and

documentation for all the people we support. For example, care and support plans, risk assessments, and medication records. We are seeking to procure and implement a Digital Care Record System software solution which standardises, streamlines and improves overall record keeping through providing a centralised hub of all client information and includes the following considerations:

- customisable to meet our business needs - We have a diverse range of services and wish to utilise this across our organisation.
- accessible - We need it to work both on and offline, as well as have an intuitive user interface which considers the varying abilities of people who use technology (user friendly).
- excellent reporting functionality - We need it to be able to provide an easy mechanism for monitoring and auditing of our management information and service provision.
- adhere to all our Data Protection and Cyber Security requirements - Privacy of our client information is a high priority and we need to be assured that you can protect our organisational data and ensure that only authorised individuals have access as required.

II.2.5) Award criteria

Quality criterion - Name: Quality Questionnaire / Weighting: 17.5%

Quality criterion - Name: Product Presentation / Weighting: 28%

Quality criterion - Name: Requirements List / Weighting: 24.5%

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

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 000-011028](#)

Section V. Award of contract

Contract No

HF/R001

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 September 2025

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 8

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Unicorn Training

Telephone House, , 17 Christchurch Road

Bournemouth

BH1 3NE

Telephone

+44 8456453300

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £206,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:811273)

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court

Dundee

Country

United Kingdom