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Contract

Adult Social Care Case Management System – Paris Extension (Civica Care Records)

Isle of Wight Council

F03: Contract award notice

Notice identifier: 2025/S 000-086588

Procurement identifier (OCID): ocds-h6vhtk-05fe9b

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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

Adult Social Care Case Management System – Paris Extension (Civica Care Records)

Reference number

DN801950

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 Isle of Wight's current social care case management system is Civica Paris which stores records about all adults known to the service. All social workers and related staff can access the system, circa 500 users, to interrogate and update data to contribute to the safeguarding and protection of adults at risk and those in need. An in-house data team is employed to output information from the system to provide monthly management oversight of performance.

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: £354,780

II.2) Description

II.2.2) Additional CPV code(s)

- 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

The IW NHS Trust chose to change their shared Civica Paris solution to a new product which left IWC with no alternative to go direct to the supplier as IWC was not given the option to continue the contractual arrangements of a shared solution.

The public contract concerns the supply of goods, services, or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services, or works in circumstances where—

(a) A change in supplier would result in the contracting authority receiving goods, services, or works that are different from, or incompatible with, the existing goods, services, or works. Specifically, moving to another provider would incur huge additional costs and require significant resources and time which we do not have and the overriding requirement is to provide an appropriate case management system.

(b) The difference or incompatibility would result in disproportionate technical difficulties in

operation or maintenance. Staying with the current provider ensures continuity and compatibility, allowing us the necessary time to reprocure formally.

This provision provides time required to re-procure the requirement via a formal procurement process.

II.2.5) Award criteria

Quality criterion - Name: Price / Weighting: 80

Quality criterion - Name: Quality - Fitness for Purpose / Weighting: 20

Price - Weighting: 80

II.2.11) Information about options

Options: Yes

Description of options

12m extension after the initial term, at the sole discretion of the Authority.

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

Procured via Direct Award under CCS RM6285

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 procurement falls outside the scope of application of the regulations

Explanation:

As this is a direct award under a compliant framework (Crown Commercial Services RM6285)

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

The procurement is covered by the Government Procurement Agreement: Yes

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

18 December 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

Civica UK Limited

8th Floor, Southbank Central, 30 Stamford Street

London

SE1 9LQ

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: £354,780

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