

# **Delegated Decision by the Deputy Leader of the Council and Cabinet Member for Resources**

**19 May 2026**

## **Children and Adults Social Care System Maintenance and Support**

### **Report by Deputy Chief Executive and Section 151 Officer**

#### **RECOMMENDATION**

1. The Cabinet Member is **RECOMMENDED** to:
  - (a) **Retrospectively authorise the Head of IT to procure the Support and Maintenance agreement with Liquidlogic Limited for a 3-year period with an option to extend for up to another 2 years and finalise the contractual documentation in consultation with the Head of Legal and Governance and Deputy Monitoring Officer.**

#### **Executive Summary**

2. Liquidlogic Limited (Liquidlogic) provide Oxfordshire County Councils case management system for both its Adults and Childrens social care needs.
3. Statutory configurations and feature upgrades are only provided by Liquidlogic.
4. A 3-year contract gives Oxfordshire County Council access to support discounts that a rolling 1-year contract would not.
5. A 3-year contract gives Oxfordshire County Council a predictable cost model over the life of the contract
6. The value of the contact over 3 years is £1.6m

#### **Background**

7. Oxfordshire County Council uses Liquidlogic software products to manage its Adults Social Care, Childrens Social Care and Early Help responsibilities and associated finances.
8. The Adults system has been used since 2014 and was initially purchased with 7 years support and maintenance.
9. Since 2021 the contract reverted to a 12-month rolling contract, which provided the same level of support and maintenance that the original contract provided

10. The Childrens and Early Help systems have been used since 2019, and support and maintenance was added to the Adults contract.
11. As of 2026 the option to renew on a 12-month basis has changed. The discounts negotiated on the original contract will no longer be honoured. Oxfordshire County Council will no longer be eligible to receive roadmap updates in respect of the software and contract prices could rise by up to 15%.
12. A 3-year contract is available with the ability to extend for a further 2 years. This will maintain our level of support and ensure we receive roadmap updates as well as security updates.
13. In finalising the contractual documentation it will be considered if contract clauses can be added to ensure LGR changes are not an issue for transfer of support and maintenance to any new authority/ies.
14. The contract will run from 1<sup>st</sup> April 2026 to 31<sup>st</sup> March 2029, with the ability to extend to 31<sup>st</sup> March 2031.
15. The present strategic direction for Oxfordshire County Council is to continue with Liquidlogic as our Social Care provider. The cost and length of change of software means a 3-year contract is seen as the best option for Oxfordshire County Council. Any alternative would require significant redevelopment, creating disproportionate cost and risk.

## **Corporate Policies and Priorities**

16. The use of an Adults, Childrens and Early Help social care systems ensures that Oxfordshire County Council can fulfil its legal obligations to social care and helping meets its Fairer and Heathier ambitions set out in the Strategic Plan.

## **Financial Implications**

17. The terms of payment for the Support and Maintenance contract will be 12 months in advance for each year
18. The first-year costs will be approximately £510k rising by RPI or 2% whichever is higher.
19. All costs are budgeted for in the existing IT budget and creates no pressures.
20. The 3-year contract would be approximately £1.6m.
21. The 5-year contract would be approximately £2.75m.

Comments checked by:

Drew Hodgson  
Strategic Finance Business Partner

drew.hodgson@oxfordshire.gov.uk

## **Legal Implications**

**The legal implications section should be completed by a member of the legal service**

22. The award of a contract for maintenance and support maintenance of the Adults, Children's and Early Help social care systems will support the Council's delivery of services to Adults and Children under, inter alia, UK Care Acts and Children Acts. Section 111 of the Local Government Act 1972 gives the Council the power to award this contract because it facilitates the discharge of its statutory duties to deliver Adults' and Children's Services.
23. The value of the proposed contract is above the threshold set by the Procurement Act 2023 for services of this nature and therefore the procurement will be undertaken in accordance with the Council's Contract Procedure Rules and public procurement legislation.
24. Oxfordshire County Council propose to directly award a contract to Liquidlogic Limited under the Crown Commercial Services (now Government Commercial Agency), RM6259 Vertical Application Solutions Framework as support and maintenance is only provided by Liquidlogic who owns the intellectual property rights for the software and is the sole provider authorised to supply, maintain and support the software. The above-mentioned framework, was established under the Public Contracts Regulations 2015 as is a legally compliant route to market.
25. Legal Services will prepare the necessary contract documentation.

Comments checked by:

Donna Creffield, Contracts Lawyer, donna.creffield@oxfordshire.gov.uk

**Lorna Baxter**  
**Deputy Chief Executive and Section 151 Officer**

Annex: NIL

Background papers: NIL

[Other Documents:] NIL

Contact Officer: Tracy Jones, IT Governance and Business Continuity Manager,  
email: [Tracy.Horwood-Jones@oxfordshire.gov.uk](mailto:Tracy.Horwood-Jones@oxfordshire.gov.uk)