

Appendix 3	Committee: Finance & Resources	Date of Committee: 10 February 2026
4.1.3 Forms (Technical Exemption)		

Function	Cluster	Description of Contract	Estimated Start date of Contract	Estimated End date of Contract	Total Estimated Contract Value £	Reason for seeking approval under 4.1.3 Technical Exemption:
People & Citizens Services	Citizen Services	<p>Civica URB System - Civica URB System including Support and Maintenance. Civica is the current provider of the Revenues and Benefits Imaging and Workflow System and the current contract is due to end on 31st July 2025. The Revenues and Benefits Document Imaging and Workflow System provides an electronic document management system for Council Tax, Council Tax Reduction, Business Rates, Housing Benefits and Discretionary Housing Payments. The system allows Revenues and Benefits to provide digital record management, manage workloads and provide access for Housing Staff to assist Council Tenants. It also provides the Contact Centre with access to customer records to assist Customers. It also allows ACC to meet its GDPR obligations and provides the mechanism to provide flexible working. Overall, the system supports the collection of Council Tax and Business Rates and the delivery of benefits services to citizens of Aberdeen.</p>	01/08/2025	31/07/2028	£265,000.00	<p>As the contract relates to the Maintenance and Support for the Capita One Revenues and Benefits System it is highly unlikely that any other supplier would have the intellectual property capability to provide this service. Therefore, it is considered that direct award Regulation 33 (1)(b) of 2015 Regs as competition is absent for technical reasons (they are the only supplier with the intellectual property capable of issuing and supporting the maintenance updates for it)</p>
Aberdeen City Health & Social Care Partnership	Adult Social Work	<p>Stoneywood TEC Contract - The Stoneywood development is a new build site for Aberdeen City Health and Social Care Partnership (ACHSCP) Learning Disability service for people with high levels of complex care needs. The installation of a Technology Enabled Care (TEC) solution to deliver high quality care and enhance the safety, well-being, and quality of life for its supported people is essential. It is also a critical system for the safety of staff at the site. This will be a contract for the provision of Just Roaming TEC which will ensure the Council can meet its statutory duty to provide care to those it supports with the highest level of complex learning disability and mental health needs. The implementation of this system is an essential element of the provision of safe and high quality care in this service.</p>	14/07/2025	13/07/2028	£91,372.05	<p>The digital Technology Enabled Care (TEC) market is a young and evolving market. Market research was undertaken which included information gathered from approaches taken by other providers of similar specialist services, information from the TEC Services Association (TSA) and discussions with a range of vendors. A paper was presented to the Stoneywood Project Board setting out the specialist requirements for this service and exploring the approaches to implementing TEC systems available in the current market.</p> <p>An options appraisal was then conducted considering potential vendors to deliver TEC at the site. Given the high level of complex needs of this client group and the specialist nature of the service, only Just Checking Ltd. were identified as meeting the specified requirements for the service.</p>
City Regeneration & Environment	Strategic Place Planning	<p>iDox Contract - This is a contract for the provision of a hosted case management system and managed upgrade service which will ensure the Council can meet its statutory duty to process planning and building standards applications via Scottish Government portals, maintain access to national registers for reporting, and automate building warrant approvals. The contract also enables the Council to achieve outcomes outlined in the Council Delivery Plan 2025/26, including improved digital infrastructure, operational efficiency, and support for economic regeneration.</p>	01/11/2025	31/10/2030	£774,128.06	<p>iDox is the incumbent provider and the only supplier capable of meeting the technical and statutory requirements of Strategic Place Planning. Previous market testing confirmed that iDox is the sole provider with the necessary connectors to Scottish Government systems. Engaging an alternative supplier would require the development of bespoke integrations at significant cost and risk to the Council, and would result in service disruption and duplication of effort.</p>
Customer	Digital & Technology	<p>Town Chamber AV Refresh Contract - The purpose of this contract is to provide a solution for upgrading the audio-visual (AV) and webcasting facilities in the Aberdeen City Council Chamber. This upgrade aims to enhance the functionality, reliability, and overall user experience of the chamber's AV systems.</p>	31/05/2028		£165,000.00	<p>Other suppliers may be able to supply the hardware element; however, this would still require that the contractor handles installation and maintenance. The supplier offers access to competitively priced hardware, and when considering labour costs and warranty-related expenses, it is more cost-effective to consider a package rather than providing equipment separately.</p>