



Northern Ireland

Public Services
Ombudsman

Invitation to Tender for
Systems Analyst for Case Management System.

January 2026

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SECTION A – INTRODUCTION

A1. Overview

1.1 Northern Ireland Public Services Ombudsman (NIPSO) seeks to procure services to undertake a review of our current case management system and options for procurement of a new system.

A2. Background

2.1 At NIPSO we investigate unresolved complaints about public bodies in Northern Ireland. We do this without involving the courts. In our investigations we check to see if a public body acted properly or whether someone was treated unfairly. When things go wrong we suggest what can be done to put things right.

2.2 We can also investigate where we think there might be systemic service failures, even if we haven't received a complaint. We call these our 'Own initiative' investigations. To carry out one of these investigations we have to think that it would be in the public interest; would help improve public services and is the best and most proportionate use of investigative resources.

2.3 Our work to create common complaints handling standards by public bodies is also aimed at improving public services. We help public bodies in Northern Ireland deal with complaints quickly and more effectively.

2.4 We also carry out two other important functions:

- As the Local Government Commissioner for Standards we look at allegations that councillors may have breached the Local Government Code of Conduct.
- As the Northern Ireland Judicial Appointments Ombudsman we investigate complaints from applicants for judicial appointments of alleged maladministration by the Northern Ireland Judicial Appointments Commission (the Commission) or by Committees of the Commission.

2.5 The first Ombudsman's office in Northern Ireland was created in 1969, but the legislation which currently informs our role is the Public Services Ombudsman Act (Northern Ireland) 2016.

2.6 NIPSO employs approximately 60 staff and has a budget of approximately £5.15 million. Complaint numbers have increased steadily year on year with 1,333 maladministration complaints received in 2024-25 and over 1,400 anticipated in 2025-26.

2.7 NIPSO has an existing case management IT system, but proposes to go through a procurement process for a new contract for a case management system. It is intended that the case management system supports workflow, facilitates paperless working and supports data management.

2.8 NIPSO are now seeking to appoint a supplier to identify a procurement approach, key requirements and indicative costings.

SECTION B – SCOPE OF REQUIREMENTS

B1. Objectives

Support is required to help the Ombudsman:

- Understand, review and revise case management processes
- Engage with a number of staff from across the office to understand the way we work now and how we could work in future
- Understand and document the key requirements for the case management system, to include remote access requirements, business continuity arrangements, reporting requirements, compatibility with other systems and hardware, integration with website and integration with email software.
- Consider requirements for parallel running, testing and data migration
- Prepare key requirement documents for a procurement process
- Assist with budgeting and cost estimation.

Output sought:

- Advice and proposal on procurement approach
- Indicative costing
- Preparation of key requirements documents covering matters above

B2.1 Delivery / Completion Date

This piece of work is the first stage of a longer process that needs to be completed before March 2026.

B2.2 Delivery Location

The service can be provided remotely or at NIPSO's offices in Belfast.

SECTION C – INSTRUCTIONS TO TENDERERS

C1. Submission Format

Tender submissions must be made in PDF or word. Submissions must include:

- Understanding of the requirement
- Proposed methodology
- Project plan and milestones
- Risk management approach
- Quality assurance approach
- Team structure and relevant experience
- Case studies
- Price breakdown (fixed price required)

C2. Procurement Timeline

The estimated procurement timeline is:

- ITT issued: **13th January**
- Tender submissions due: **Noon 5nd February**
- Evaluation: **w/c 9nd February**
- Award decision: **w/c 9nd February**
- Contract start: **w/c 16th February**
- Project completion: **Expected within 8 weeks**

C3. Evaluation & Scoring

3.1 Pre-Qualification Criteria

Selection Criteria	Mark
Technical Capacity Tenderers must have a minimum of £5m Public Liability & £10m Employer's Indemnity insurance cover.	Pass/Fail

3.2 SCORING SCALE

To ensure consistency and equity in approach the evaluation panel will assign scores to qualitative assessment criteria using the scoring key below:

Score	Indicator
0	Failed to address the criterion.
1	Poor proposal to address the criterion.
2	Limited proposal to address the criterion.
3	Acceptable proposal to address the criterion.
4	Good proposal to address the criterion.
5	Excellent proposal to address the criterion.

3.3 Qualitative Assessment Criteria

	Criteria	Weighting
AC1	Understanding of Ombudsman requirements Tenderers should provide details of their understanding of the requirements for a case management system for an Ombudsman Office.	10%
AC2	Proposed Methodology Tenderers should provide details of the proposed methodology and approach to assignment, including engagement approach, earliest start date and expected time frame for the delivery of the assignment. This section should also include a project plan detailing the activities to be progressed and anticipated timescales for the completion of each with specific reference to the requirements set out in B2.	40%
AC3	Company Experience & Competence The tenderer shall supply evidence of having an in-depth knowledge and experience of developing system specifications and procurement approaches with public sector organisations.	20%
	Total	70%

3.5 Threshold Score

If tenderers score **2, 1 or 0** in any of the qualitative criteria then it shall be deemed that they have failed to meet the specification and their tender will be eliminated from the competition.

3.3 Price Assessment Criteria

	Criteria	Score
AC4	Price A breakdown of daily costs per project team member and estimated time to complete the project. Costs must be stated exclusive of VAT. Anticipated expenses should be itemised.	30%
	Total	30%

3.4 How scores will be attributed for Price

For those tenders passing the qualitative assessment, the following formula will be used to evaluate price.

1. Lowest **price** tendered will be awarded the maximum score available **30**.
2. To calculate the score for the remaining price, the following formula will be applied. The lowest tendered price divided by the tenderers price multiplied by **30**.

Tenderers should note that NIPSO is not obliged to accept the lowest, or any, tender.

C4. Price and Payment

- The Contract Price is fixed unless expressly stated otherwise.
- Payment will be made within 30 days, in line with NI public-sector prompt-payment policy.

C5. Contact Details

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