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Award

## **DOJ - OPONI - Provision, implementation and Support of a Case Management System and On-line Complaints Portal**

Police Ombudsman for Northern Ireland

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009863

Procurement identifier (OCID): ocds-h6vhtk-0599cb ([view related notices](#))

Published 4 February 2026, 11:12am

### **Scope**

### **Reference**

ID 6127895

### **Description**

The Office of the Police Ombudsman (OPONI) (Buyer / Authority) has a requirement for the provision of a COTS solution for the Provision, Implementation and Support of a Case Management System with one-way customer portal. (Contract).

OPONI requires a managed solution which will transform its current investigations tools and processes and deliver efficiencies by exploiting current and emerging technology matched to the current and future needs of OPONI's continuous improvement priorities.

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## **Contract 1. ID 6127895 - DOJ - OPONI - Provision, implementation and Support of a Case Management System and On-line Complaints Portal**

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

### **Award decision date**

4 February 2026

### **Date assessment summaries were sent to tenderers**

4 February 2026

### **Standstill period**

- End: 13 February 2026
- 8 working days

## **Earliest date the contract will be signed**

14 February 2026

## **Contract dates (estimated)**

- 16 February 2026 to 15 October 2031
- Possible extension to 15 October 2036
- 10 years, 8 months

Description of possible extension:

The initial contract period is for 5 years and 8 months, with up to 8 months for implementation period and 5 years from "Go Live" of the System.

There will be an option to extend the Contract for a further two periods; a 3-year extension and then a 2-year extension.

## **Main procurement category**

Services

## **Options**

The right to additional purchases while the contract is valid.

The Contracting Authority has identified the following risks as risks that satisfy the criteria of Schedule 8 sub-paragraph (6)(a) of the Procurement Act 2023 i.e. that the risk/s could jeopardise the satisfactory performance of the contract but, because of its/their nature, cannot be addressed in the contract as awarded:

1. This contract includes additional service days to provide for continuous improvement and also to cover for unknown risks that may arise throughout the contract period. The additional services days may be used to cover the following as a minimum;

- Enhancement to the functionality of the solution within the scope of this contract;
- System configuration changes/upgrades;
- Enhancement or additional interface requirements;
- Technology changes - to support the introduction of new technologies;
- Changes required to the solution due to changes to legislation;
- Development of new reports or amendments to existing reports;
- Import/export data changes to system interfaces, and

#### . Additional Training

The Contracting Authority has concluded that there is a possibility that the contract may have to be modified as a result of a materialisation of the known risk/s at a later date in

accordance with Schedule 8 paragraph 5 of the Procurement Act 2023.

The Contract value figure indicated in this Notice represents an overall estimated contract value. This value reflects the potential scale of the contract and takes into account potential optional extension periods and the uptake of potential optional services as detailed in the tender documents. This figure does not however take into account the application of indexation or increases to charges due to increases in the Real Living Wage. Neither CPD nor the contracting Authority can provide any guarantee as to the level of business under this contract.

### **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UKN - Northern Ireland

## Information about tenders

- 16 tenders received
  - 10 tenders assessed in the final stage:
    - 7 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 9 suppliers unsuccessful (details included for contracts over £5 million)
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## Submission

### Submission type

Tenders

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

## **Withheld Section94 Supplier**

- Public Procurement Organisation Number: PBXY-3232-WNHZ

Withheld address line 1

Withheld Town

BT3 9ED

United Kingdom

Email: [withheldemail@noreply.com](mailto:withheldemail@noreply.com)

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **Contracting authority**

### **Police Ombudsman for Northern Ireland**

- Public Procurement Organisation Number: PDYZ-7751-QWQD

New Cathedral Buildings, Writers' Square, 11 Church Street

Belfast

BT1 1PG

United Kingdom

Email: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### **CPD - Supplies & Services Division**

Summary of their role in this procurement: Construction and Procurement Delivery - Supplies and Services Division, is a Centre of Procurement Expertise and provides a central procurement function for central government in Northern Ireland

- Public Procurement Organisation Number: PVWG-8426-YWXV

Clare House, 303 Airport Road West

BELFAST

BT3 9ED

United Kingdom

Email: [SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

Region: UKN06 - Belfast

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## **Contact organisation**

Contact CPD - Supplies & Services Division for any enquiries.