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Contract

ID 5218836 - TEO - VVSNI - Support, Maintenance and Development of the Victims and Survivors Service Management Information System

Victim and Survivors Service Northern Ireland

F03: Contract award notice

Notice identifier: 2025/S 000-012795

Procurement identifier (OCID): ocids-h6vhtk-04b23f

Published 3 April 2025, 1:00pm

Section I: Contracting authority

I.1) Name and addresses

Victim and Survivors Service Northern Ireland

1st Floor Seatem House 28-32 Alfred Street

BELFAST

BT2 8EN

Email

SSDAdmin.CPD@finance-ni.gov.uk

Country

United Kingdom

Region code

UKN - Northern Ireland

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

ID 5218836 - TEO - VVSNI - Support, Maintenance and Development of the Victims and Survivors Service Management Information System

Reference number

ID 5218836

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Victims and Survivors Service (VSS) delivers support and services to improve the health and wellbeing of victims and survivors. VSS deliver funding and support on behalf of The Executive Office and provide help and assistance to the Victims, Survivors and

those impacted by Troubles, Conflict, Historical Institutional Abuse and Mother and Baby Institutions, Magdalene Laundries and Workhouses. VSS are seeking a supplier for the provision of Support, Maintenance and Development of the Victim Information Management (VIM) System, a bespoke MS Dynamics-based CRM system. This system was implemented in 2017 and currently runs on Microsoft Dynamics 365 Version 2104 (9.1.24.11) (DB 9.1.24.11) on-premises. The Supplier is required to provide a fully managed (end to end) Support Service. This will include all aspects of support and maintenance as well as changes to, and enhancements of, all aspects of the Service

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: £151,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72400000 - Internet services
- 72500000 - Computer-related services
- 72212780 - System, storage and content management software development services
- 72212783 - Content management software development services
- 48000000 - Software package and information systems
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 48780000 - System, storage and content management software package
- 72222300 - Information technology services
- 72212731 - File security software development services
- 72212732 - Data security software development services
- 72700000 - Computer network services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The Victims and Survivors Service (VSS) delivers support and services to improve the health and wellbeing of victims and survivors. VSS deliver funding and support on behalf of The Executive Office and provide help and assistance to the Victims, Survivors and those impacted by Troubles, Conflict, Historical Institutional Abuse and Mother and Baby Institutions, Magdalene Laundries and Workhouses. VSS are seeking a supplier for the provision of Support, Maintenance and Development of the Victim Information Management (VIM) System, a bespoke MS Dynamics-based CRM system. This system was implemented in 2017 and currently runs on Microsoft Dynamics 365 Version 2104 (9.1.24.11) (DB 9.1.24.11) on-premises. The Supplier is required to provide a fully managed (end to end) Support Service. This will include all aspects of support and maintenance as well as changes to, and enhancements of, all aspects of the Service

II.2.5) Award criteria

Quality criterion - Name: AC1 Proposed Account Manager Experience / Weighting: 24.5

Quality criterion - Name: AC2 Service Delivery and Contract Management / Weighting: 24.5

Quality criterion - Name: AC3 Social Value / Weighting: 10.5

Quality criterion - Name: AC4 System Maintenance / Weighting: 5.6

Quality criterion - Name: AC5 GDPR / Weighting: 4.9

Cost criterion - Name: AC6 Total Contract Price / Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The initial contract duration is for two years with three additional options to extend for up to 12 months on each occasion.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-035023](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 April 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ENDEAVOUR INFORMATION SOLUTIONS

14-18 Great Victoria Street

Belfast

BT2 7BA

Email

blaithin@endeavour-is.com

Telephone

+44 2890311010

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £151,667

Total value of the contract/lot: £151,000

Section VI. Complementary information

VI.3) Additional information

The successful contractor's performance on the contract will be regularly monitored in line with the tender documentation. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a Notice of Unsatisfactory Performance and the contract may be terminated. The issue of a Notice of Unsatisfactory Performance can result in the Contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a period of three years from the date of issue.

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

Belfast

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD complied with the Public Contracts Regulations 2015 and incorporated a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract was communicated to tenderers. That notification provided full information on the award decision. This provided time for the unsuccessful tenderers to challenge the award decision before the contract was entered into.