

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015597-2025>

Contract

ID 5094524 - DfE - Invest NI - Replacement Customer Portal

Invest Northern Ireland

F03: Contract award notice

Notice identifier: 2025/S 000-015597

Procurement identifier (OCID): ocids-h6vhtk-03db80

Published 16 April 2025, 2:34pm

Section I: Contracting authority

I.1) Name and addresses

Invest Northern Ireland

Bedford Square 1 Bedford Street

BELFAST

Contact

SSDAdmin.CPDfinance-ni.gov.uk

Email

ssdadmin.cpd@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ID 5094524 - DfE - Invest NI - Replacement Customer Portal

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Invest Northern Ireland (Invest NI) have the requirement to replace their current MyINI Customer Portal. The current MyINI Customer Portal was launched in 2017 and was delivered as an off shoot to Invest NI's overall Customer Relationship Management system (CRM) strategic project. Invest NI is now seeking a long-term contract to develop a next generation MyINI Customer Portal that will remain tightly integrated with its existing back-office systems (as they continue to evolve) and become the indispensable channel for Invest NI's digital customer engagement in tight coordination with our other customer interaction channels. It is envisaged that the Supplier will be appointed in December 2024 with 'Go-Live' (of at least Phase 1) no later than the January 2026. Contracting for the licensing, maintenance and support will be for an initial period of 4 years from Go-Live of Phase 1, following which there will be two optional extension periods of 3 years each (4 plus 3 plus 3 yrs). There will be a break point at the end of years 4, 7 and 10 and at least 6 months prior to their expiry the client will assess whether the solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 (January 2036), subject to approval and obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be subject to internal review and approval and shall incorporate the support, maintenance, and upgrade/enhancement of the solution.

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: £12,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48211000 - Platform interconnectivity software package
- 48311000 - Document management software package
- 48482000 - Business intelligence software package
- 72212510 - Communication software development services
- 48780000 - System, storage and content management software package
- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Northern Ireland

II.2.4) Description of the procurement

Invest Northern Ireland (Invest NI) have the requirement to replace their current MyINI Customer Portal. The current MyINI Customer Portal was launched in 2017 and was delivered as an off shoot to Invest NI's overall Customer Relationship Management system (CRM) strategic project. Invest NI is now seeking a long-term contract to develop a next generation MyINI Customer Portal that will remain tightly integrated with its existing back-office systems (as they continue to evolve) and become the indispensable channel for Invest NI's digital customer engagement in tight coordination with our other customer interaction channels. It is envisaged that the Supplier will be appointed in December 2024 with 'Go-Live' (of at least Phase 1) no later than the January 2026. Contracting for the licensing, maintenance and support will be for an initial period of 4 years from Go-Live of Phase 1, following which there will be two optional extension periods of 3 years each (4 plus 3 plus 3 yrs). There will be a break point at the end of years 4, 7 and 10 and at least 6 months prior to their expiry the client will assess whether the solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 (January 2036), subject to approval and obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be subject to internal review and approval and shall incorporate the support, maintenance, and

upgrade/enhancement of the solution.

II.2.5) Award criteria

Quality criterion - Name: AC1 Implementation Plan / Weighting: 6.86

Quality criterion - Name: AC2 Design of Proposed Solution / Weighting: 6.86

Quality criterion - Name: AC3 Creation, Validation Submission of Claims / Weighting: 6.86

Quality criterion - Name: AC4 Optimising User Experience / Weighting: 6.86

Quality criterion - Name: AC5 Configurability / Weighting: 4.41

Quality criterion - Name: AC6 Management Vouching of Claims / Weighting: 3.92

Quality criterion - Name: AC7 Data Architecture / Weighting: 3.43

Quality criterion - Name: AC8 Security, Support and Maintenance / Weighting: 3.43

Quality criterion - Name: AC9 Technical Architecture / Weighting: 3.43

Quality criterion - Name: AC10 Timesheet Processing / Weighting: 2.94

Quality criterion - Name: AC11 Implementation Team Experience / Weighting: 6.3

Quality criterion - Name: AC12 Project Manager and/or Account Manager Experience / Weighting: 2.1

Quality criterion - Name: AC13 UX/UI Resource / Weighting: 2.1

Quality criterion - Name: AC14 Social Value / Weighting: 10.5

Cost criterion - Name: AC15 / Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The initial Contract period is intended to run for a period of 60 months from the date of Contract award. This includes an envisaged 12 month implementation period for Phase 1 and an initial period from Go-Live of Phase 1 of 48 months 4 years. It is envisaged that the

Supplier will be appointed in December 2024 with 'Go-Live' of at least Phase 1 no later than the January 2026. Contracting for the licensing, maintenance support will be for an initial period of 4 years from Go-Live of Phase 1, following which there will be two optional extension periods of 3 years each 4+3+3 yrs. There will be a break point at the end of years 4, 7 10 and at least 6 months prior to their expiry the client will assess whether the solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 Jan 2036, subject to approval obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be subject to internal review and approval and shall incorporate the support, maintenance, and upgrade/enhancement of the solution.

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

Note the figure detailed is the maximum budget for the delivery of Phase 1 and Phase 2 up to year 10 is £7m including VAT. The figure indicated in II.1.5 represents a maximum contract value of £12,500,000.00 excluding VAT. This is a maximum figure that reflects the potential scale of the contract and takes into account delivery of Phase 3 of the project and all of the optional extension periods available. This maximum figure also takes account of any such changes to the scope/and or scale which may result from legislative, operational and. technological developments and/or additional functions and additional services that Invest NI may be required to provide during the. contract term. These figures do not however take into account the application of indexation to charges due to increases in charges due to increases in the Real Living Wage.

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 000-031854](#)

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

8 April 2025

V.2.2) Information about tenders

Number of tenders received: 9

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: 9

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

V.2.3) Name and address of the contractor

Thornacre Engineering Ltd

Stonehaven, Little Chequers

Wye

TN25 5DX

Email

parag@thornacre.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £12,500,000

Total value of the contract/lot: £12,500,000

Section VI. Complementary information

VI.3) Additional information

Contract monitoring: the successful contractor's performance on the contract will be regularly monitored. 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 construction and procurement delivery. (CPD) for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period this may be considered grounds for termination of the contract at your expense as provided for in the Conditions of Contract. In lieu of termination, CPD may issue a Notice of Written Warning or a Notice of Unsatisfactory Performance. A supplier in receipt of multiple. Notices of Written Warning or a Notice of Unsatisfactory Performance may, in accordance with The Public Contracts Regulations 2015 (as amended), be excluded from future public procurement competitions for a period of up to three years.

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 (as amended)... 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.