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Tender

P-3244 Insurance Claims Management System

Translink

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036001

Procurement identifier (OCID): ocds-h6vhtk-050cec ([view related notices](#))

Published 30 June 2025, 10:40am

Scope

Description

Translink wishes to appoint a provider for the provision of a fully functioning and supported Insurance Claims Management System. The required solution must be cloud-based SaaS that is already available 'commercially off the shelf' (COTS). Your response must be submitted via the relevant call for tender (CfT). No other method of submission will be accepted.

Total value (estimated)

- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2029
- Possible extension to 31 December 2032
- 7 years

Description of possible extension:

The contract will run for an initial term of 4 years, with a further option to extend for a period of up to three years (4+1+1+1).

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48170000 - Compliance software package
- 72000000 - IT services: consulting, software development, Internet and support

Submission

Enquiry deadline

23 July 2025, 11:59pm

Tender submission deadline

30 July 2025, 11:59pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 October 2025

Award criteria

Name	Description	Type	Weighting
Technical	Evaluation criteria as detailed in tender documents.	Quality	60%
Commercial	Financial criteria as detailed in tender documents.	Cost	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Utilities

Contracting authority

Translink

- Public Procurement Organisation Number: PTMT-7134-NRMV

22 Great Victoria Street

Belfast

BT2 7LX

United Kingdom

Email: procurement@translink.co.uk

Region: UKN06 - Belfast

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Northern Ireland