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Award

CCGANI Case Management System

Business Services Organisation Procurement and Logistics Service

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086432

Procurement identifier (OCID): ocids-h6vhtk-05fe26 ([view related notices](#))

Published 30 December 2025, 1:15pm

Scope

Description

Guardian Case Information System (GCIS) holds data on CCGANI's cases involving children and young people who are subject to public law and adoption proceedings. This includes all case management data, case review information, performance reporting data and the tool assists in responses to Data Subject Access Requests (DSAR's) and FOIs.

CCAGNI's guardian and administrative staff use GCIS system to centrally record and update the status of all its cases and without this system CCAGNI would not have a centralised repository of case data and ultimately would not have an online tool to fulfil its statutory function. 70% of the 7 staff Children Court Guardian Agency staff use GCIS including 5 self-employed guardians who also access the system. It is important to note that the demand for CCGANI services is evergrowing with the Agency's greatest challenge being its ability to allocate cases to Guardians, in a timely way. Allocation of cases is done via this system.

Due to the nature of the work CCAGNI undertakes, the GCIS system is a very unique requirement to this particular Arm's Length Body (ALB) within the Health and Social Care System.

A new retendering exercise began following the approval of the existing contract extension to allow sufficient time to scope a further business case. CCGANI plan to start

the re-tendering exercise as soon as we have secured the extension of the existing contract (due to expire on 31st January 2026). CCGANI have one known "upgrade" included as the SOW (statement of works) which needs to be undertaken in advance of next October (2026). DHCNI have not approved additional spend in terms of maintenance/upgrades. These are to be submitted as additional business cases if required. There is one known upgrade which has been approved to be undertaken in advance of October 2026.

Contract 1

Supplier

- FLUENT TECHNOLOGY LIMITED

Contract value

- £180,000 excluding VAT
- £216,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

12 January 2026

Contract dates (estimated)

- 31 January 2026 to 30 January 2028

- Possible extension to 30 January 2029
- 3 years

Description of possible extension:

1 year optional extension

Main procurement category

Services

CPV classifications

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

Contract locations

- UKN - Northern Ireland

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

The current supplier owns the intellectual property rights of the GCIS system and due to the nature of the work CCGANI undertakes (and its statutory obligations), the GCIS system is very unique to CCGANI. It is important to note that the demand for CCGANI services is ever-growing with the Agency's greatest challenge being its ability to allocate cases to guardians, in a timely way and current system holds all the data relating to children's cases. Due to the legal obligations around data retention (up to 7 years) it is important we maintain the current system until such times as the retendering exercise is complete.

Supplier

FLUENT TECHNOLOGY LIMITED

- Companies House: NI040683
- Public Procurement Organisation Number: PBND-4885-LJVJ

21 Botanic Avenue

Belfast

BT7 1JJ

United Kingdom

Email: info@fluenttechnology.com

Website: <http://www.flexigrant.com>

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Business Services Organisation Procurement and Logistics Service

- NHS Organisation Data Service: PWNJ-1991-NGDW
- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

Belfast

BT2 8DQ

United Kingdom

Email: ITSPMO@hscni.net

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland