

**25 June 2026**

Dear Prospective Contractor

The Equality Commission is seeking to appoint a provider to implement an email software solution to meet the Commissions eMonitoring requirements to issue Monitoring Return Forms (MRFs), Article 55 Reviews and compliance reminder notifications.

We would be grateful to receive your submission. If you wish to apply, in addition to this letter you should review in full the “**Terms of Reference**” and the associated “**Tender Response Guidelines**” which contain details on the required content and format of responses as well as information on how proposals will be assessed.

Please note:

- It would be helpful if you could forward confirmation of interest in submitting a proposal to [ddiamond@equalityni.org](mailto:ddiamond@equalityni.org) by **16:00 pm on Wednesday, 1<sup>st</sup> July 2026**.
- The deadline for receipt of completed submissions for this project is **15:00 pm Friday, 10<sup>th</sup> July 2026** to [ddiamond@equalityni.org](mailto:ddiamond@equalityni.org). Applications received after that time will not be considered.
- It is anticipated that the contract will be awarded in August 2026. The successful contractor should be available to commence work shortly thereafter. It is expected that the work will complete by **30<sup>th</sup> November 2026** at the latest (an earlier timeframe would be acceptable).
- Should you have any queries regarding any aspect of this invitation to tender, please contact me on the details below.

If, for any reason, you are unable to tender for this project yourself, I would be most grateful if you would pass the documentation onto others whom you consider to have the required expertise.

I hope you will give this matter your full consideration and look forward to hearing from you soon.

Yours sincerely

**Leanne Brown**  
**Equality Development Manager - Compliance**  
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## **Terms of Reference**

### **Background Information**

Since March 2022, employers have been receiving and submitting forms using a secure online portal. Email notifications to employers are issued monthly with ~4,000 emails issued annually.

Details of the monitoring form, including a copy of the form, are available from the Commission's web site at <https://equalityni.org/workplace/workplace-guidance/guidance-library/fair-employment-annual-monitoring-return-form>

The system issues reminder emails periodically until submission is complete.

Each email contains a unique link that opens an online form linked through a Client ID to that employer. Currently, the online form sits within the supplier's online system. It is currently designed to be linked to organisational databases to simplify the issuing of forms and automate the receipt of data. The Commission's internal database integrates with the supplier's online system through an API, (see Annex 1 and Annex 2).

The Commission is open to other solutions that achieve the same result.

### **E-Monitoring Tender Specification 2026/27**

We wish a potential contractor to submit a proposal based upon the following specifications and objectives:

<b>Specification</b>	<b>Objective / Explanation</b>
<b>1. Employer Table</b>	Create a new employer record and update existing employer records on a UK located Cloud based server via API/ webhooks linking to the Commission's existing SQL database tables held in an Azure account.
<b>2. Monitoring Form</b>	472 numeric and 17 alpha-numeric fields.

	A new form to be created each year for each live Employer with link to the form included in an email and text message.
<b>3. Client onboarding</b>	API/Webhooks to create email and text notifications on each live employer based on their annual monitoring date with email reminders until completion.
<b>4. Integrations and Connectivity</b>	Linking the e-monitoring software and the Commissions databases via API/Webhook allows data received directly to the Commission (outside of the system) to update, stopping further reminders and providing accurate reporting.
<b>5. Workflows</b>	Automated logic identifies clients based on their anniversary date (12 months from previous submission) and issues link by email and text message to that employer's online form.  Ensure timely and consistent client engagement without manual intervention.
<b>6. MRF Configuration</b>	Implementation of real-time validation rules based on current regulatory requirements to the MRF Form (including Part R)  Configuration of calculated validation rules to indicate incorrect or non-compliant responses  Complete validation error messaging and client feedback system
<b>7. Client engagement</b>	Implement Conditional Policies into the form to enhance user experience. Including: <ul style="list-style-type: none"> <li>• Form to be completed section by section</li> <li>• only showing the current section that the client is on</li> </ul>

	<ul style="list-style-type: none"> <li>• ability to go back and forth between sections of the form</li> <li>• Final review of the form and data before signature and final submission.</li> </ul> <p>Automated email copy of the form issued to client on completion.</p>
<b>8. Training &amp; Support</b>	<p>Deliver comprehensive training on the E-Monitoring system to ensure users are confident and proficient in its use. Training will be tailored to user needs and will cover all key functionalities, reporting features, and best practice processes.</p> <p>Provide ongoing support to address any queries arising from the day-to-day use of the system. This will include responsive assistance, troubleshooting, and guidance to ensure continuous, effective utilisation of the E-Monitoring system and to minimise disruption to service delivery.</p>
<b>9. Optional</b>	<p>Support client record retention for 3 years.</p> <p>Client portal to view previous records.</p>

## Evaluation Criteria

We will assess proposals against section 1.3: Evaluation Criteria in our Response to Tender Guidelines (attached).

## Submission of Proposals

Please submit expressions of interest by **16:00 pm on Wednesday, 1<sup>st</sup> July 2026** to [ddiamond@equalityni.org](mailto:ddiamond@equalityni.org)

The closing date for the submission of proposals is **15:00 pm Friday, 10<sup>th</sup> July 2026**, and the contract will be awarded shortly thereafter.

It is expected that the work will be **completed, by 30<sup>th</sup> November 2026.**

Please submit a proposal which is clear in the allocation of costs to elements of the proposal, as well as providing an overall fixed price for delivery, including VAT. **Please email your proposal to [ddiamond@equalityni.org](mailto:ddiamond@equalityni.org)**

## Annex 1. Monitoring Data

Section		No. Fields	Description of Fields
A	Employer Details	7	1 Numeric, 2 Date and 4 Alpha-numeric
B	Employee Males	97	58 numeric, 39 numeric calculations
B	Employee Females	97	58 numeric, 39 numeric calculations
B	Applicants	67	54 numeric, 13 numeric calculations
B	Appointees	67	54 numeric, 13 numeric calculations
C	Apprentices	18	12 numeric, 6 numeric calculations
D	Promotees	63	54 numeric, 9 numeric calculations
D	Leavers	63	54 numeric, 9 numeric calculations
E	Employer Contacts	7	1 Date and 6 Alpha-numeric
Total		486	

## Annex 2 - Employer Record Data

Section		No. Fields	Description of Fields
1	Employer Record	14	1 Numeric, 2 Date and 11 Alpha-numeric