



DPS CANDIDATE RESPONSE DOCUMENT

FOR THE PROVISION OF A

HEALTH DOCUMENT MANAGEMENT SYSTEM

HEALTH SERVICE EXECUTIVE (HSE)

AND ON AND BEHALF OF ORGANISATIONS FUNDED BY THE HSE

HSE Ref 23895, eTenders ID: 4362449



SUBMITTED FOR EVALUATION BY:

[CLICK HERE AND INSERT NAME OF CANDIDATE](#)



Concerning the selection criteria the Economic Operator declares that:

Meeting all required selection criteria	Answer
It satisfies the required selection criteria for this Competition as set out below.	Yes ☐ No ☐

Candidates are required to submit a response in the following tables (additional information can be submitted as an appendix); the status of Economic Operators can be checked at any stage throughout the procurement procedure.

Candidates may expand reply cells as necessary.

STANDARD CANDIDATE INFORMATION

Candidate's Details

Company Details					
Name		Address		Website Address	
How long the Candidate traded under this name?					
RTP Submission Contact;					
Name		Telephone		Email	
VAT Number					
Withholding Tax Number					
Company Registration No.		Date of Registration		Country of Registration	
Parent Company					
Other Subsidiary Companies					
Company Status					
Sole Trader		Partnership		Consortium	If other, specify:
Private Company		Public Company		Other	
Auditor Name & Address					



Banking Institution & Address	
Tax Clearance Revenue Access Number and Tax Reference Number. (Must be Provided)	
Tax Clearance Expiry Date	

Consortium

If the Submission is from a consortium, the Submission should clearly state which entities are proposed to be members of the consortium, which are to be sub-contractors and how each firm would be jointly and severally liable to HSE for the fulfilment of the terms of the contract:

Entity Name	Description of Roles of each member	Liability

Note: It is essential that where the capacity of an entity is relied upon to support the Submission, evidence of that support is provided in each relevant section of this Response Document.

Conflicts of Interest

Candidates must declare any current or previous work undertaken, or any relationship that may be reasonably perceived to potentially conflict with the scope of this contract and proposals for dealing with same.

Response:

A tender will not be excluded unless the above statement is deemed by the HSE to be material to the contract.



IV.1 Economic and Financial Standing

Turnover

The Candidate confirms that it meets or exceeds (or is guaranteed by an Other Entity which meets) the average turnover requirement of €4,000,000 (ex VAT) for the last three (3) financial years; or

Where the Candidate consists of a Consortium, the Candidate must confirm that the aggregate average turnover of the Consortium meets or exceeds €4,000,000 for the last three (3) financial years (and at least one member of the Consortium has a turnover of €2,000,000 (ex VAT) per annum for each of the last three (3) financial years with the other member(s) having a minimum combined turnover equal to or in excess of €2,000,000 (ex VAT) for each of the last three (3) financial years.

Year	Financial Year	Turnover Value (€)
Year #1		
Year #2		
Year #3		
Average Turnover for the last three Financial Years(€)		

Outstanding Claims, Litigation or Judgement	Candidate's Response
The Candidate (and where the Candidate is a Consortium, each Consortium Member) must confirm that it will provide either (a) a description of any material pending or threatened tax or other regulatory investigations into the affairs of the Candidate, or (b) confirmation that no such investigations are pending or threatened. The Candidate (and where the Candidate is a Consortium, each Consortium Member) must confirm that it will provide either (a) a statement regarding any material outstanding judgements or court orders or material pending litigation or pending threatened litigation or other legal proceedings affecting itself, any proposed Subcontractor or any Consortium Member, for which specific provision has not been made within the latest set of audited financial statements or (b) confirmation that no such judgements, court orders, litigation or proceedings are outstanding, pending or threatened.	



Audit Opinion	Candidate's Response
The Candidate (and where the Candidate is a Consortium, each Consortium Member) must confirm that it will provide (a) copies of full audited financial statements for the last two financial years, including all notes to the financial statements, and (b) confirmation the latest set of such financial statements have been filed with the Companies Registration Office (CRO) (or equivalent for non-Irish based companies) within the relevant statutory filing period. Alternatively, the Candidate (or, where relevant, the Consortium Member) must confirm that it will provide a reasonable and comprehensive explanation, which the Contracting Authority will consider, at its absolute discretion, as to why these statements have not been filed. The Candidate (and where the Candidate is a Consortium, each Consortium Member) must confirm that its latest set of audited financial statements have a clean audit opinion with no going concern qualification.	

IV.2 Economic and Financial Standing – Banker's Letter

Banker's Letter	Candidate's Response
The Candidate confirms that it can provide a signed statement from their principal bankers: i) Stating the length (in years) of their financial relationship; ii) Confirming that the bank is the Candidate's principal banker; iii) Confirming that all accounts held by the Candidate are currently in good standing; iv) Confirming they have the financial capacity to undertake a contract of this value. Where the Candidate consists of a Consortium, the information required above must be provided by each member of the Consortium.	



IV. 3 Insurance

The Economic Operator (and any Other Entities on which the Economic Operator is relying for the purposes of this Submission) confirms that it has in place (or has the ability to obtain) insurances of the following levels (as a minimum);

Insurance Type and Level	Current Levels in Place by the Candidate	If not in place, has the Candidate the ability to obtain required levels Yes/No	Please state your commitment to increase insurance levels to the HSE requirements if successful – Yes/No.
Product Liability Insurance - €6.5m			
Professional Indemnity Insurance - €6.5m			
Public Liability Insurance - €6.5m			
Employer's Liability Insurance - €12.7m			
Cyber Liability Insurance - please state amount (if applicable)			
Data protection Insurance - DPA			
Name of Insurer			

Note: Evidence will be required in the form of Candidate's Current Insurance Certificate before any contract award.



IV.4 Integrated Financial Management System

Ireland's publicly funded health organisations, are working towards the implementation of a single integrated financial management system (IFMS) for health, using SAP software (S4 and Ariba). Accordingly, as part of future DPS Tenders pursuant to this DPS, successful candidates may be required to engage with HSE SAP Ariba Supplier & Catalogue Enablement Team (SCET) to;

- Set-up a free Standard Account, on the Ariba Network (at a minimum);
- Provide additional contract content in the required format for upload to SAP Ariba (if required);
- Invoice the HSE via the Ariba Network for all HSE SAP Ariba PO's received (if required).

Upon Award of Contract, HSE Sourcing will provide successful candidate(s) with the details of the award along with the relevant contact details of the HSE SAP Supplier & Catalogue Enablement Team (SCET).

The SCET team will explain all catalogue options available to successful candidate(s) and guide successful candidate(s) through the Ariba Supplier enablement process.

The SCET team will provide all support and guidance to successful candidate(s) with regard to setup up of an ARIBA account (if the candidate is not already registered) and if appropriate discuss, the creation of a catalogue that can be loaded into Ariba for use by relevant sites

It will be a mandatory condition of this DPS that all applicants confirm their commitment to provide all relevant information as may be required if successful at DPS Tender or other procedure stage.

Applicants must confirm their commitment to provide all relevant information as may be required if successful at DPS Tender or other procedure stage.

Tenderers are required to confirm if they can conform

Yes [☐]

No [☐]



Professional and Technical Ability

IV. 5 Relevant Experience - Tender Specific Company References

Applicants must provide evidence that they have, at any time in the last five (5) years, supplied on at least one (1) occasion, products or services similar in nature to this DPS.
Applicants must also show relevant experience of operating in a healthcare and/or enterprise/corporate environment.

Please provide a two-page synopsis of a comparable system that you have recently implemented.
Applicants ideally should provide at least one Acute Clinical hospital reference.

Response:



Reference 1	Candidate 's Response (Candidates can provide the appendices as separate documents)
Name of Project/Contract	
Customer	
Public or Private	
Scope of Project / Contract (Candidates to provide details of the Services/products that have provided or is providing to the references locations)	
Total Value of Contract (if a candidate cannot insert a value (€), then Candidate can state that the contract value(€) exceeds a particular value(€))	
Contract Duration in years	
Commencement Date	
Contact Name	
Contact Number	
Contact Address	
Contact email address	
Confirmation if Economic Operator was main contractor	
Applicants ideally should provide at least one Acute Clinical hospital reference	
Confirmation: The Candidate must provide information that verifies the above information in relation to the Reference. This can be by means of correspondence from the relevant Contracting Authority confirming details of the reference. Please insert details here or cross reference to appended documentation if required	



Reference 2	Candidate 's Response (Candidates can provide the appendices as separate documents)
Name of Project/Contract	
Customer	
Public or Private	
Scope of Project / Contract (Candidates to provide details of the Services/products that have provided or is providing to the references locations)	
Total Value of Contract (if a candidate cannot insert a value (€), then Candidate can state that the contract value(€) exceeds a particular value(€))	
Contract Duration in years	
Commencement Date	
Contact Name	
Contact Number	
Contact Address	
Contact email address	
Confirmation if Economic Operator was main contractor	
Applicants ideally should provide at least one Acute Clinical hospital reference	
Confirmation: The Candidate must provide information that verifies the above information in relation to the Reference. This can be by means of correspondence from the relevant Contracting Authority confirming details of the reference. Please insert details here or cross reference to appended documentation if required	



Reference 3	Candidate 's Response (Candidates can provide the appendices as separate documents)
Name of Project/Contract	
Customer	
Public or Private	
Scope of Project / Contract (Candidates to provide details of the Services/products that have provided or is providing to the references locations)	
Total Value of Contract (if a candidate cannot insert a value (€), then Candidate can state that the contract value(€) exceeds a particular value(€))	
Contract Duration in years	
Commencement Date	
Contact Name	
Contact Number	
Contact Address	
Contact email address	
Confirmation if Economic Operator was main contractor	
Applicants ideally should provide at least one Acute Clinical hospital reference	
Confirmation: The Candidate must provide information that verifies the above information in relation to the Reference. This can be by means of correspondence from the relevant Contracting Authority confirming details of the reference. Please insert details here or cross reference to appended documentation if required	



IV. 6 Internal Quality Assurance Procedures & External quality Assurance and Accreditation

Applicants must demonstrate that they have appropriate external quality assurance mechanisms in place and accreditations attained relevant to each Category being applied for. Applicants will be required to provide details of external quality assurance (e.g. audits, evaluations etc.), the relevant accreditation body and validity period.

Response:

IV. 7 Staff Training & Vetting Procedures

Applicants must demonstrate that they have satisfactory staff training and vetting procedures in place and operation:

Response:

Applicants are required to provide details of policies, procedures and practices in relation to training of staff and details in relation to their vetting procedures used when recruiting and employing staff:

Response:

IV. 8 Data Protection

In line with General Data Protection Regulation (GDPR), details are required regarding the Candidate's policies and procedures in relation to maintaining data protection and security of information held by the Candidate or within the Candidate's company including but not limited to password protection, firewalls, encryption etc.

Response:



IV. 9 Environmental Policies & Procedures

Applicants should demonstrate that they have in place an environmental management and waste disposal policy and procedures.

Applicants are required to provide details of the environmental management measures that it has in place and outline its environmental management policies, procedures and methodologies.

Please provide copies of any relevant certificates.

Response:

IV.10 WEEE Registration

If applicable, applicants should have a current Certificate of Registration for Ireland from the WEEE Register Society Ltd (the “WEEE Register”) or demonstrate that they have applied for a Certificate of Registration for Ireland from the WEEE Register.

Applicants may be required to provide a copy of this Certificate and to confirm the period of validity of the Certificate.

Response:

IV. 11 Open Standards

If applicable, all proposed equipment should conform to the following open standards.

- HL7 – Health Level 7 for Interfacing, storing and retrieval of Electronic Health Information
- DSS – Digital Speech Standard for file formatting and data encryption
- MRCP – Media Resource Control Protocol for Speech Servers servicing clients.
- RTSP – Real Time Streaming Protocol or
- SIP – Session Initiation Protocol to establish control session and audio streams (client - server). The DPS tender will outline the relevant technical standards.

Response:



IV.12 OEM Accreditation

If applicable, candidates should be either an OEM or an authorised OEM Reseller and should hold OEM Accreditation for:

- The sale of OEM equipment.
- Support & Maintenance Services for all OEM equipment they propose to supply for up to 5 years from the date of supply.

Where a Candidate is an authorised OEM Reseller the candidate should provide details of their accreditation from the OEM regarding the supply and support of proposed OEM equipment. Where a Tenderer is an OEM, a statement of this status is required.

Please note that appointed framework members will be required to confirm their Status as an OEM or OEM authorised reseller (as above) following each DPS Competition they are invited to participate in.

Response:



Overall Costs – for information only

We request that tenderers submit pricing details for information purposes only. Costs will not be scored at this stage.

- All prices must be quoted in euro
- All prices should be quoted with and without VAT. Please state all VAT rates applicable.
- Any assumptions used in the calculation of costs should be stated

Estimated Software Costs

Figures should be based on an estimated lifetime cost of the solution and should be defined as two pricing structures – per 100 users and per 1000 users. The following should be included:

1. Licensing (including hosting) – the estimated lifetime cost per 100 and per 1000 users
2. Support and Maintenance – the costs for the estimated support and maintenance per 100 users and per 1000 users
3. Project Services – the fixed price proposed for the implementation of the solution
4. Bulk discounts available

Estimated Managed Service Costs

Consideration should also be given to the volume of patient files and documents that are currently held on record – 500,000 records per year and increments of 50,000 records. It should be noted that each patient chart would, on average, contain 60-70 pages some double-sided (i.e. 120-140 pages).

Response to Costs:



Guidance for Completion

1. Preparing a Submission

1.1. Candidates are required to complete the eESPD and the Response Document in order to provide a Submission for this Procurement Process. The relevant sections of the eESPD and the Response Document which Candidates must complete are set out below.

1.2. Candidates are required to:

1.2.1. Provide certain information in **Parts IIA and IIB** of the eESPD which is for information only, information in **Part IIC** of the eESPD if the Candidate is relying upon the resources of an Other Entity, and information in **Part IID** of the eESPD if the Candidate intends to subcontract any share of the Contract to third parties (but does not intend to rely on those third parties in order to meet the selection criteria);

1.2.2. Provide information in **Part III** of the eESPD, which will determine if there are any exclusion grounds that apply under Regulation 57 of the Procurement Regulations;

1.2.3. Self-certify that they are capable of meeting the financial and economic thresholds and the required insurances in **Appendix 1 (Candidate's Response Document (CRD))** in the affirmative; and

1.2.4. Sign the declaration at **Part VI** Concluding Statement of this RTP Document.

1.3. *Where the Candidate is a Consortium, each Consortium Member must complete and submit a separate Response Document setting out the information required under **Parts IIA, IIB and III of the eESPD**, and Appendix 1 (Tender Response Document). However, the Consortium must submit one consolidated response addressing Appendix 1 (Tender Response Document).*

1.4. A separate Tender Response Document (Appendix 1) must also be provided by each Other Entity being relied upon setting out the information required under Parts IIA, IIB and III of the eESPD and insofar as it is relevant for the specific capacity or capacities on which the Candidate relies.

1.5. Where Candidates have self-certified that they are capable of answering the questions in Appendix 1 (Tender Response Document) in the affirmative, the Contracting Authority may seek to verify this information from Candidates prior to the commencement of the Invitation



to Tender (ITT) Stage. If a Candidate fails to provide evidence which is considered by the Contracting Authority as sufficient to demonstrate:

- (i) its fulfilment of any aspect of the selection criteria in this RTP;
- (ii) the absence of exclusion grounds under Regulation 57 of the Procurement Regulations; or
- (iii) the reliability of the Candidate despite the existence of a relevant (or relevant) exclusion ground(s) in accordance with Regulation 57(12) of the Procurement Regulations; or
- (iv) if a Candidate fails to supply this evidence within seven days of request, it may be excluded from the Procurement Process.

1.6. If a Candidate does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate:

- (i) the fulfilment by any Other Entity on whose capacity the Candidate relies for the purpose of fulfilling the selection criteria (or any one of them) in accordance with this RTP; and
- (ii) the absence of exclusion grounds in respect of any Other Entity, or the reliability of any Other Entity despite the existence of a relevant exclusion ground, it shall be excluded from further participation in this Procurement Process unless it replaces the Other Entity with one which meets all relevant requirements of this RTP.

1.7. All questions must be answered as accurately and concisely as possible. If the question is not relevant, the words 'not applicable' must be inserted with an explanation detailing why it is not relevant.

1.8. All information requested should be provided in the order and format detailed within the Response Document (Appendix 1). Please do not provide organisational promotional material as the basis of your response to any of the questions as only responses provided in the requested format will be evaluated.

1.9. Candidates may expand the response boxes/tables if required, but Candidates may not amend the heading or questions as they appear.

1.10. The response and any accompanying documents must be formatted in Adobe PDF or MS Word.



Part VI: Concluding statements

The undersigned formally declare that the information stated under Parts II – VI of the ESPD is accurate and that it has been set out in full awareness of the consequences of serious misrepresentation.

The undersigned formally declare to be able, upon request and without delay, to provide the certificates and other forms of documentary evidence referred to, except where:

- (a) The contracting authority has the possibility of obtaining the supporting documentation concerned directly by accessing a national database in any Member State that is available free of charge⁽¹⁾, or*
- (b) As at the time of submission at the latest, the contracting authority or contracting entity already possesses the documentation concerned.*

The undersigned formally consent to the Health Service Executive gaining access to documents supporting the information, which has been provided in this European Single Procurement Document for the purposes of this RTP.

Date, place and signature(s):

Signed: (Authorised Signatory)	
Block Capitals	[Click here and insert name]
Position	[Click here and insert details]
Company	[Click here and insert details]
Registered Office	[Click here and insert details]
Date	[Click here and insert details]

1 On condition that the economic operator has provided the necessary information (web address, issuing authority or body, precise reference of the documentation) allowing the contracting authority or contracting entity to do so. Where required, this must be accompanied by the relevant consent to such access.