THE ROYAL VICTORIA
EYE AND EAR
HOSPITAL DUBLIN

Request for Quotation # RVEEH-004-26

Self-Service Kiosk Terminals, Kiosk OS Integration, and Associated Software Licensing

Parts 1—5

29 July 2026
Date of Publication

7 August 2026, 16:00:00h GMT
Deadline for Questions

26 August 2026, 13:30:00h GMT
Deadline for Submissions

Contents

Part 1: Introduction

1.1 About The Royal Victoria Eye and Ear Hospital

The Royal Victoria Eye and Ear Hospital ("RVEEH") is Ireland's national tertiary and quaternary referral centre for ophthalmology and for ear, nose and throat ("ENT") services. The Hospital is a voluntary public hospital, operating under its own Charter pursuant to the Dublin Eye and Ear Hospital Act, 1897, and is publicly funded through the Health Service Executive ("HSE"). RVEEH forms part of the public hospital system and operates in alignment with HSE governance, financial and regulatory requirements.

The Hospital has been in continuous operation on its current site since 1904, following its establishment through the amalgamation of earlier specialist eye and ear institutions in the late nineteenth century. With over 120 years of continuous service delivery, RVEEH occupies a unique position within the Irish health system as the sole hospital dedicated exclusively to ophthalmology and ENT care.

RVEEH provides specialist inpatient, day-case, outpatient and emergency services for adults and children, and acts as the national referral centre for complex and highly specialised ophthalmic and ENT conditions. Services include, but are not limited to, elective and emergency surgery, specialist outpatient clinics, diagnostic services and multidisciplinary care pathways across all ophthalmic and ENT subspecialties. The Hospital manages both scheduled and unscheduled care, including emergency presentations for acute ophthalmic and ENT conditions.

At the most recent statutory inspection, the Hospital operated a total of 49 clinical beds, comprising 31 inpatient beds (24 adult and 7 paediatric) and 18 day-case beds. Clinical infrastructure includes seven operating theatres (dedicated ophthalmology and ENT theatres) together with additional newly installed cataract theatre capacity, recovery areas and specialist diagnostic and outpatient facilities.

RVEEH is a high-volume specialist hospital, with annual activity measured in the tens of thousands of patient contacts across inpatient admissions, day-case procedures, outpatient attendances and emergency presentations. Activity levels have grown significantly over the past decade in line with increasing national demand for ophthalmic and ENT services.

The Hospital employs a highly specialised multidisciplinary workforce. Based on its most recent audited financial statements, RVEEH had an average monthly workforce of over 360 staff, comprising medical consultants and non-consultant hospital doctors, nursing staff, health and social care professionals, administration and management staff, and support services personnel.

The Hospital is subject to statutory regulation and inspection by the Health Information and Quality Authority (HIQA) and operates in accordance with national standards for safer, better healthcare. Governance is provided by a voluntary Council (Board) and an executive management team, with robust financial, clinical and risk management systems in place. Audited financial statements are published annually, and the Hospital operates within HSE funding and accountability frameworks.

1.2 Background Information

RVEEH requires a patient self-service check-in kiosk solution for use in patient-facing areas of the Hospital. The requirement includes kiosk hardware, kiosk operating system configuration, check-in application/server functionality, kiosk client licensing, integration with RVEEH's patient administration application (iPMS), scheduling and/or patient management environment, implementation services, training, go-live support, ongoing software support and maintenance, and associated software licensing.

The solution is intended to support patient check-in and related front-of-house workflow activities, reduce manual administrative burden, improve patient flow, and provide a secure, auditable and supportable platform suitable for use in a public healthcare environment. The solution must support integration with RVEEH systems using HL7 or equivalent agreed interface standards where required by RVEEH.

The initial requirement may include multiple physical kiosks, software licences, server or hosted application components, integration services, testing, configuration, training, annual support and optional modules such as patient-call, waiting-room display or multimedia display capability. Respondents must price core and optional elements separately and must not assume any guaranteed transaction volume, expansion quantity, or future expenditure unless expressly stated by RVEEH.

1.3 Invitation to Respondents

This Request for Quotation (RFQ) is issued by RVEEH in accordance with applicable Irish and EU public procurement principles, including transparency, equal treatment, non-discrimination, proportionality, and mutual recognition. This procurement is conducted in accordance with the relevant EU and Government of Ireland thresholds and is subject to internal governance requirements of the Issuing Organization, including RVEEH and HSE procurement policies where applicable.

Submission of a quotation constitutes acceptance of the requirements set out in this RFQ.

All communications relating to this RFQ shall be conducted in writing via the eTenders competition workspace, except where this RFQ expressly provides otherwise.

Direct contact with other staff members is prohibited and may result in disqualification.

1.4 Participation

Participation by Respondents in this RFQ process is strictly voluntary and is neither a prerequisite nor a pre-qualification requirement necessary for participation in any future RFQ published by RVEEH.

RVEEH shall not return the submission of any accompanying documents submitted by the Respondent.

RVEEH shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this RFQ. The Respondents shall bear their own costs associated with or incurred through this RFQ process, including any costs arising out of or incurred in:

a) the preparation and issuance of this RFQ;
b) the preparation and making of a submission; or
c) any other activities related to this RFQ process.

1.5 RFQ Contact

For the purposes of this procurement process, the RFQ Contact will be:

James Bradshaw
Manager, Strategic Procurement & Supply Chain
procurement@rveeh.ie

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of RVEEH, other than the RFQ Contact or his designate, concerning this RFQ.

1.6 Timetable

Issue Date of RFQ	29 July 2026
Deadline for Respondent Questions	7 August 2026 16:00:00h GMT
Responses to Respondent Questions Posted	14 August 2026 16:00:00h GMT
Submission Deadline	**26 August 2026, 13:30:00h GMT**
Rectification Period	5 Business Days[1] (see Section 4.1.1)
Evaluation of Responses	3—10 September 2026
Notification of Contract Award	11 September 2026
Stand-Still Period	12—26 September 2026
Contract Award Date	28—30 September 2026
Contract Commencement Date	**1 October 2026**

Note: All dates listed above are tentative and subject to change at the discretion of RVEEH. Where clarification responses issued on 14 August 2026 introduce new or materially altered information, RVEEH may, at its discretion, permit follow-up questions or extend the submission deadline to ensure equal treatment and transparency.

1.7 Addenda

RVEEH reserves the right to issue addenda to the RFQ.

Any addenda will, as appropriate, supplement or supersede the information and requirements contained in the RFQ. Only addenda issued in writing by the RFQ Contact will serve to change the requirements of the RFQ.

If RVEEH determines that it is necessary to issue an addendum after the Deadline for Responses to Respondent Questions, RVEEH may extend the Submission Deadline for a reasonable period of time.

Amendments or additions made in any other manner will not be binding on any party.

1.8 Applicable Regulatory Framework

This Request for Quotation (RFQ) is governed by the following regulatory and policy frameworks:

European Union Public Procurement Law and Treaty Principles

This procurement shall be conducted in accordance with the *Treaty on the Functioning of the European Union (TFEU)* and the fundamental principles of transparency, equal

[1] "Business Days" means Monday through Friday, excluding Irish national public holidays and any other day on which RVEEH administrative offices are officially closed

treatment, non-discrimination, proportionality, and mutual recognition. These principles apply throughout all stages of the procurement process.

EU Public Procurement Directives and Thresholds

The estimated value of this procurement exceeds all relevant EU thresholds applicable to contracts for **Goods and Services**. Accordingly, the procurement is subject to the *EU Public Procurement Directives*, as transposed into Irish law by the *European Union (Award of Public Authority Contracts) Regulations 2016* (as amended).

This RFQ will therefore be advertised and conducted in compliance with the mandatory EU procedures, including publication in the *Official Journal of the European Union (OJEU)* and on the *eTenders* portal.

Irish National Public Procurement Guidelines

RVEEH will comply with Irish national public procurement guidelines issued by the *Office of Government Procurement (OGP),* together with all relevant national procurement circulars and policy directives in force at the time of the competition. These guidelines supplement EU law and apply to the conduct, evaluation, award, and reporting of this procurement.

HSE Procurement Policy and National Financial Regulations

As a public healthcare body, RVEEH will conduct this procurement in accordance with applicable *Health Service Executive (HSE) Procurement Policy*, *National Financial Regulations*, and any other binding guidance relevant to the procurement of ICT hardware, software, implementation services, support, maintenance, hosting, integration services and related healthcare operational systems. Appropriate governance, financial controls, and audit arrangements will be applied throughout the procurement lifecycle.

RVEEH Governance, Ethics, and Value-for-Money Requirements

In addition to statutory obligations, this procurement shall be carried out in line with RVEEH's internal governance frameworks, ethical standards, and value-for-money requirements. The evaluation and award of the contract will be based on transparent, objective, and pre-disclosed criteria, ensuring fair and equitable treatment of all tenderers.

1.9 Small and Medium Enterprises

RVEEH policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises ("SME"s) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Goods and Services Contract that may result from this RFQ and therefore increase their social and economic benefits.

Larger enterprises are also encouraged to consider the practical ways that SMEs can be included in their Responses to maximise the social and economic benefits of the resulting Purchase Order/Goods and Services Contract.

Part 2: Instructions to Respondents

2.1 IMPORTANT NOTICES

2.1.1

While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Contracting Authority does not accept any liability or provide any express or implied warranty in respect of any such information. Respondents--solely or jointly, as the case may be, with respect to Part 1, Paragraph 1.9--must form their own conclusions about the products, services, software, licences, hosting, support and implementation approach needed to meet the requirements set out in this RFQ and may wish to consult their legal advisers.

2.1.2

RVEEH makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFQ, received from the RFQ Contact or issued by way of amendment. Any quantities shown or data, or opinion contained in this RFQ or provided by way of amendment are estimates only and are for the sole purpose of indicating to Respondents the general scale and scope of the Deliverables. It is the Respondent's responsibility to obtain all information necessary to prepare a response to this RFQ.

2.1.3

Respondents shall promptly examine all of the documents comprising this RFQ, and

1. report any errors, omissions, or ambiguities; and
2. direct questions or seek additional information

in writing via eTenders.gov.ie to the RFQ Contact on or before the Deadline for Questions.

No such communications are to be directed to anyone other than the RFQ Contact.

RVEEH is under no obligation to provide additional information, and RVEEH will not be responsible for any information provided by or obtained from any source other than the RFQ Contact. It is the responsibility of the Respondent to seek clarification from the RFQ Contact on any matter it considers to be unclear.

RVEEH will not be responsible for any misunderstanding on the part of the Respondent concerning this RFQ or its process.

2.1.4

This RFQ supersedes and replaces any and all previous documentation, communications and correspondence between the Contracting Authority and Respondents, and Respondents should place no reliance on such previous documentation and correspondence.

2.1.5

All information provided by or obtained from RVEEH in any form in connection with this RFQ either before or after the issuance of this RFQ:

a) is the sole property of RVEEH and must be treated as confidential;
b) is not to be used for any purpose other than replying to this RFQ;
c) must not be disclosed without prior written authorization from RVEEH; and
d) must be returned by the Respondent to RVEEH immediately upon the request.

The Respondent may not, at any time, directly or indirectly, communicate with the media in relation to this RFQ without first obtaining the written permission of RVEEH.

2.1.6

The Respondent hereby agrees that any information provided in its submission may be disclosed by RVEEH where required by law, order of a court, or tribunal. Respondents are advised that RVEEH may be required to disclose part or all of a Respondent's submission pursuant to law.

2.1.7

Respondents shall not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Respondents shall not engage in any unethical conduct, including lobbying, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of RVEEH; submitting responses containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFQ.

2.1.8

The Contracting Authority does not bind itself to accept any proposed product, service, software, licence model, hosting model, implementation approach, optional module or overall solution.

This RFQ does not constitute an offer or commitment to enter into a Contract. No contractual rights in relation to the Contracting Authority will exist unless and until a formal written Purchase Order/Goods and Services Contract has been executed by or on behalf of the Contracting Authority.

Any notification of preferred bidder status by the Contracting Authority shall not give rise to any enforceable rights by the Respondent.

The Contracting Authority may cancel this Competition at any time prior to the issuance of a Purchase Order or execution of a Goods and Services Contract.

2.1.9

Respondents must include in their pricing all costs including, but not limited to, delivery, duties, tariffs, customs, packaging, installation, configuration, operating system setup, integration, testing, training, project management, go-live support, software licensing, annual support, maintenance, hosting, travel, expenses, and any other cost required to deliver the proposed solution to RVEEH on a fully operational basis.

Unless otherwise directed by RVEEH, delivery, installation and/or implementation shall be provided to:

Royal Victoria Eye and Ear Hospital
Central Stores
Adelaide Road
Dublin D02 XK51

2.1.10

Respondents are referred to the provisions of Regulation (EU) 2022/2560 of the European Parliament and of the Council on Foreign Subsidies distorting the Internal Market, in addition to Commission Implementing Regulation (EU) 2023/1441, and their obligation to comply therewith. In particular, Respondents and candidates should note the requirements in Articles 28 and 29 of Regulation (EU) 2022/2560 relating to the prior notification or declaration of foreign financial contributions, where the estimated value of the public procurement procedure is equal to or greater than the applicable financial thresholds set out therein.

2.1.11

In this Clause 2.1.11, “Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Respondent in response to this RFQ.

The Respondent, as Data Controller in respect of any Personal Data provided by it in its Response, is required to confirm that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Respondent have consented to the processing of such Personal Data by the Respondent, the Contracting Authority, the Evaluation Team and the operator of the eTenders platform, for the purposes of the participation of the Respondent in this Competition or that the Respondent otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition.

2.1.12

The Contracting Authority would refer Respondents in particular to the provisions of Regulation (EU) 2022/1031 on the access of third country economic operators, goods and services to the Union’s public procurement and concession markets and procedures supporting negotiations on access of Union economic operators, goods and services to the public procurement and concession markets of third countries (International Procurement Instrument – IPI), and to their obligation to comply therewith.

In particular, Respondents and candidates should note in Article 6 of Regulation (EU) 2022/1031, the obligations for a Contracting Authority in the context of a procurement procedure where the EU Commission has adopted an IPI measure.

Part 3: Submissions by Respondents

3.1 Submission Via Electronic Transmission

Responses to this RFQ will only be accepted by e-bidding through the eTenders.ie application portal ("eTenders"). Email submissions will not be accepted.

All queries must be submitted via the messaging function on the eTenders competition workspace. Email queries will not be accepted.

RVEEH will issue any addenda exclusively via eTenders.

3.2 Responses to be Submitted on Time

Responses must be submitted by electronic submission as set out above and must be received on or before the Submission Deadline as indicated in SECTION 1.6—Timetable.

Responses submitted after the Submission Deadline will be rejected.

The server clock at eTenders.gov.ie will be deemed to be correct.

3.3 Responses to be Submitted in Prescribed Format

The entire Response should be submitted in the following separate files:

1) One electronic file for the completed **RESPONDENT IDENTIFICATION FORM (APPENDIX A)**, submitted as a Portable Document Format file (.pdf).

The file name for the PDF file should include "Appendix-A", an abbreviated version of the Respondent's company name, and RFQ #:

Example:
Appendix-A_SupplierCo_RFQ004-26.pdf

2) One electronic file for the completed **SELF-SERVICE KIOSK SOLUTION PRICING TABLE (APPENDIX B)**, submitted as a Portable Document Format file (.pdf).

The file name for the PDF file should include "Pricing-Kiosks", an abbreviated version of the Respondent's company name, and RFQ #:

Example:
Pricing-Kiosks_SupplierCo_RFQ004-26.pdf

3) One electronic file for the completed **TECHNICAL, FUNCTIONAL, AND SERVICE REQUIREMENTS RESPONSE (APPENDIX C)**, submitted as a Portable Document Format file (.pdf).

The Response should address the detail provided within SCHEDULE A—THE REQUIREMENTS *in the same order as presented* within APPENDIX C-- TECHNICAL, FUNCTIONAL, & SERVICE REQUIREMENTS RESPONSE, including hardware, operating system configuration, software, patient-system integration, implementation, testing, training, support, hosting, accessibility, cybersecurity, data protection and service-level requirements, security documentation, hosting documentation, data-processing/subprocessor information, service-level documentation, sample project plan, implementation methodology.

The file name for the PDF file should include "Appendix-C", an abbreviated version of the Respondent's company name, and RFQ #:

Example:
Appendix-C_SupplierCo_RFQ004-26.pdf

4) One electronic file containing any additional supporting product literature, references, and any other such information ***not*** included in the Technical, Functional, & Service Requirements Response, submitted as a Portable Document Format file (.pdf).

The file name for the PDF file should include “Appendix-D”, an abbreviated version of the Respondent’s company name, and RFQ #:

Example:
Appendix-D_SupplierCo_RFQ004-26.pdf

This file is optional and is not included in the Mandatory Submission Requirement confirmation detailed in Section 4.1.1.

3.4 Amendment of Responses Prior to Submission Deadline

Respondents may amend their Responses prior to the Submission Deadline by submitting the amendment prominently marked as an “Amendment” with the RFQ title and number and the full legal name and return address by electronic transmission in accordance with Sections 3.1 and 3.3.

The electronic file name should include “Amendment”, the relevant response component being amended, an abbreviated version of the Respondent’s company name, and RFQ #:

Example:
AMENDMENT_Appendix-C_SupplierCo_RFQ004-26.pdf
AMENDMENT_Pricing-Kiosks_SupplierCo_RFQ004-26.pdf

Any amendment must clearly indicate which part of the Response the amendment is intended to amend or replace. Any amendments received after the Submission Deadline will not be accepted. Amendment must be signed by the person who signed the original submission or by a person authorized to sign on his or her behalf.

3.5 Withdrawal of Responses

At any time throughout the RFQ process—until the execution of a written agreement for provision of the Deliverables as detailed within SCHEDULE A—a Respondent may withdraw a submitted Response.

To withdraw a Response, a notice of withdrawal must be sent to **James Bradshaw** via email at **procurement@rveeh.ie** and must be signed by an authorized representative of the Respondent.

RVEEH is under no obligation to return withdrawn Responses

3.6 No Incorporation by Reference

The entire content of the Respondent’s Response should be submitted in a fixed form, and the content of websites or other external documents referred to in the Respondent’s Response but not attached will not be considered to form part of its Response.

Part 4: Evaluation of Responses

4.1 Stages of Evaluation

RVEEH will conduct the evaluation of Responses in the following four (4) stages:

Stage I: Mandatory Submission Requirements Confirmation

Stage II: Mandatory Technical, Functional, & Service Requirements Confirmation

Stage III: Rated Technical, Functional, & Service Requirements Evaluation

Stage IV: Pricing Evaluation

4.1.1 Stage I—Mandatory Submission Requirements Confirmation

Stage I will consist of a review to determine which Responses comply with all Mandatory Submission Requirements. If a Response fails to satisfy all mandatory submission requirements, RVEEH may issue the Respondent a Rectification Notice identifying the deficiencies and providing the Respondent an opportunity to rectify the deficiencies. If the Respondent fails to satisfy the Mandatory Submission Requirements within the Rectification Period, its Response will be excluded from further consideration. The Rectification Period will begin from the date RVEEH issues a Rectification Notice to the Respondent. The Mandatory Submission Requirements are as follows:

4.1.1.1: Respondent Identification Form (Appendix A)

Each Response **must** include a completed Respondent Identification Form (APPENDIX A) signed by an authorized representative of the Respondent.

4.1.1.2: Self-Service Kiosk Solution Pricing Table (Appendix B)

Each Response **must** include a completed Self-Service Kiosk Solution Pricing Table (APPENDIX B) completed in accordance with the instructions detailed within the form.

4.1.1.3: Technical, Functional, & Service Requirements Response (Appendix C)

Each Response **must** include a completed Technical, Functional, & Service Requirements Response (APPENDIX C) detailing how the Respondent's solution fulfils the requirements detailed within SCHEDULE A.

Mandatory Submission Requirement	Included (Pass)	Excluded (Fail)
Respondent Identification Form (Appendix A)	☐	☐
Self-Service Kiosk Solution Pricing Table (Appendix B)	☐	☐
Technical, Functional, & Service Requirements Response (Appendix C)	☐	☐

4.1.2 Stage II—Mandatory Technical, Functional, & Service Requirements Confirmation

RVEEH will evaluate APPENDIX C Responses to determine whether the Mandatory Technical, Functional, & Service Requirements as described below have been met. Questions or queries on the part of RVEEH as to whether a Response has met the Mandatory Technical Requirements may be subject to the verification and clarification process set out in SECTION 4.6.

	Mandatory Technical, Functional, & Service Requirement	Pass	Fail
4.1.2.1:	Complete End-to-End Hardware & Software Solution	☐	☐
4.1.2.2:	HSE or Similar Experience in Bi-Directional iPMS Integration	☐	☐
4.1.2.3:	Compliant to GDPR & other applicable Data Protection Laws	☐	☐
4.1.2.4:	Privacy, Accessibility, Multi-Language, & Inclusive Usability	☐	☐

4.1.2.1: Complete End-to-End Hardware & Software Solution

The Respondent must provide a complete, fully operational solution comprising **four (4)** self-service kiosks, kiosk operating environment, patient check-in application, server or hosted application components, software licences, integration interfaces, implementation, configuration, testing, training, go-live support, warranty, maintenance, and ongoing technical support.

The Respondent must accept end-to-end responsibility for the operation of the proposed solution, including any components supplied by subcontractors, hosting providers or third-party software providers.

4.1.2.2: HSE or Similar Experience in Bi-Directional iPMS Integration

The solution must support secure, bi-directional integration with RVEEH's patient administration, scheduling and/or patient management environment using HL7 v2.x messages, APIs, or another interface method expressly approved by RVEEH.

The integration must be deployed in a current HSE or similar level hospital environment and support, at a minimum:

a) retrieval or validation of patient appointment information;
b) validation of patient identity against approved identifiers;
c) transmission of patient's check-in or arrival status;
d) receipt and processing of acknowledgements;
e) prevention of duplicate patient-arrival transactions; and
f) reconciliation of unsuccessful or delayed transactions.

The solution must not allow unapproved direct write access to an RVEEH database.

4.1.2.3: Compliant to GDPR & other applicable Data Protection Laws

The solution must comply with applicable Data Protection Laws, including the GDPR, and must operate according to the principles of data protection by design.

The solution must:

a) identify all personal data processed by the solution;
b) identify all locations in which RVEEH data will be stored, processed, backed up or remotely accessed;
c) disclose all proposed subprocessors;
d) describe applicable retention and deletion arrangements;
e) ensure that only information necessary to complete the patient check-in transaction is displayed or retained;
f) enter into an appropriate Data Processing Agreement where required; and
g) not transfer RVEEH personal data outside the EEA without RVEEH's prior written approval and an approved legal transfer mechanism.

4.1.2.4: Privacy, Accessibility, Multi-Language, & Inclusive Usability

The complete kiosk solution, including the physical kiosk and patient-facing software, must comply with the applicable requirements of EN 301 549 and must meet WCAG 2.2 Level AA for all applicable patient-facing digital content and interactions.

The kiosk must be capable of being used by patients with a range of visual, physical, dexterity, hearing and cognitive needs. This must include:

a) operation from both seated and standing positions;
b) accessible reach and clear floor space;
c) appropriate screen position and visibility;
d) adequate contrast and text sizing;
e) sufficiently large touch targets;
f) no reliance on colour alone;
g) clear, plain-language instructions;
h) adjustable transaction timeouts or an accessible means of extending time; and
i) an identifiable staff-assisted alternative where independent completion is not possible.

If the Respondent fails to satisfy any of the Mandatory Technical, Functional, & Service Requirements, its Response will not proceed further.

4.1.3 Stage III—Rated Technical, Functional, & Service Criteria Evaluation

RVEEH will evaluate APPENDIX C Responses meeting all of the Mandatory Technical, Functional, & Service Requirements (a "Qualified Response") on the basis of the rated criteria as described below.

The following is an overview of the categories and weighting for the Rated Criteria of the RFQ. Respondents who do not meet a minimum threshold score for a category will not proceed further in the evaluation process.

Rated Criteria Category	Weighting (Points)	Minimum Threshold (Points)
4.1.3.1: Pricing Model Fixed Throughout Contract Term	60	—
4.1.3.2: Scalability, Openness, & Future Supportability	40	28
4.1.3.3. Patient Check-In Workflow & Exception Handling	40	28
4.1.3.4: Patient Journey, Inclusive Usability, & Accessibility	40	28
4.1.3.5: Implementation & Go-Live Approach	30	21
4.1.3.6: User Acceptance Testing, User Training, & Training Materials	15	10.5
TOTAL	225	

4.1.3.1: Pricing Model Fixed Throughout Contract Term **(60 POINTS)**

Respondents will receive **0 points** if the Response indicates that the solution price may increase year-over-year on the anniversary of the Contract commencement date, and during any Option Period(s) exercised, *without any CPI cap*.

Respondents will receive **15 points** if the Response confirms that the solution price may increase year-over-year on the anniversary of the Contract commencement date, and during any Option Period(s) exercised, but any such increase *will not exceed the most recently published Consumer Price Index (CPI)*.

Respondents will receive **35 points** if the Response confirms that:

a) the solution price will remain fixed for the initial three (3) year Contract Period; and
b) for any Option Period(s) exercised, any proposed increase will not exceed the most recently published CPI rate as calculated from the Contract commencement date year-over-year.

Respondents will receive the **maximum 60 points** if the Response confirms that:

a) the solution price will remain fixed for the initial three (3) year Contract Period; and
b) for any Option Period(s) exercised, the solution price will remain unchanged.

4.1.3.2: Scalability, Openness, & Future Supportability **(40 POINTS)**

Factors to be evaluated include:

a) ease of adding additional kiosks;
b) licence implications of expansion;
c) support for additional workflows;
d) ability to add scanners, printing devices, or other peripherals;
e) documented APIs and data exports;
f) avoidance of proprietary lock-in;

4.1.3.3: Patient Check-In Workflow & Exception Handling **(40 POINTS)**

Factors to be evaluated include:

a) one patient / one appointment;
b) one patient / multiple appointments, same day;
c) one patient / multiple appointments, different day
d) patient arriving too early;
e) patient arriving late;
f) appointment cancelled or rescheduled;
g) patient whose details cannot be matched;
h) incomplete or ambiguous identifiers;
i) a duplicate check-in attempt;
j) an interface or network failure;
k) patient abandoning a transaction;
l) referrals to staff for assistance; and
m) system recovery when the underlying system becomes available again.

4.1.3.4: Patient Journey, Inclusive Usability, & Accessibility **(40 points)**

Factors to be evaluated include:

a) number and clarity of steps;
b) readability;
c) ease of identifying the correct appointment;
d) clarity of confirmation and instructions;
e) accessible use while seated and standing;
f) use by patients with low vision and/or reduced dexterity;
g) plain language;
h) multilingual capability;
i) timeout handling;
j) ability to correct a User input error;
k) patient privacy;
l) ease of obtaining staff assistance;

4.1.3.5: Implementation and Go-Live Approach **(30 POINTS)**

Factors to be evaluated include:

a) previous experience implementing solution in a live hospital environment;
b) proposed implementation timetable, including a go-live date of no-later-than 31 December 2026;
c) proposed implementation methodology;
d) project governance and named implementation roles;
e) Respondent resource availability;
f) assumptions and dependencies upon RVEEH ICT staff;
g) risk register;
h) User Acceptance Testing support;
i) go-live support;
j) post-implementation period support;

4.1.3.6: User Acceptance Testing, User Training, & Training Materials **(15 POINTS)**

Factors to be evaluated include:

a) training for System Administrators;
b) training for ICT support;
c) training for Patient-Services staff;
d) Train-the-Trainer materials;
e) recorded or reusable training;
f) quick-reference guides (printed or soft-copy versions);
g) refresher training;
h) training for new functionality;
i) knowledge transfer sufficient to reduce dependence on the Supplier.

4.1.3.7—Evaluation Methodology

The following methodology shall be used when evaluating the above criteria:

Score	Interpretation
0	Wholly inadequate response; Requirement barely addressed; Very high risk
1	Very poor response; Substantial omissions and/or unsupported claims
3	Weak response; Major weaknesses and limited evidence
5	Average response that moderately addresses the stated requirement
7	Very good response; Clear strengths and low-to-moderate risk
9	Excellent response; Comprehensive, proven and very low risk
10	Exceptional response; Substantially exceeds the requirement in all material respects and is fully evidenced

Note: Intermediate scores of 2, 4, 6, and 8 may be used during the Consensus Scoring process.

4.1.3.8—Scoring Example—Rated Criteria

	Score Criteria 4.1.3.1	Score Criteria 4.1.3.2	Score Criteria 4.1.3.3	Score Criteria 4.1.3.4	Score Criteria 4.1.3.5	Score Criteria 4.1.3.6	Calculated Criteria Score
RESPONDENT A	**35**	28	28	36	21	13.5	161.5
RESPONDENT B	**15**	36	36	28	27	10.5	152.5
RESPONDENT C	**60**	28	28	28	27	10.5	181.5

If the Respondent fails to achieve the Minimum Threshold (points) for any of the Rated Technical, Functional, & Service Criteria, its Response will not proceed further.

4.1.4 Stage IV—Pricing Evaluation

Stage IV will consist of an evaluation of pricing of Qualified Responses in accordance with the method set out below.

The Pricing Score will be based on the evaluated Total Cost of Ownership ("TCO") for the required core solution over the evaluation period specified in APPENDIX B.

As detailed within APPENDIX B, the evaluated TCO shall include:

Criteria	One-Time Cost	Recurring Costs
Kiosk Hardware		
Backend Software/Application Licences		
Frontend/Kiosk Client Software/OS Licences		
Integration, Configuration, & Implementation		
End-User Training		
Go-Live Support		
Annual Support & Maintenance		
Hosting/Cloud Charges *(as the case may be)*		
Other Costs Required to Operate the Solution *(as the case may be)*		

The following 2-Step calculation shall be used to determine the Respondent's Pricing Score:

Step 1:

$$\sum \text{One-Time Setup Costs} + \left(\sum \text{Annual Recurring Costs x 3} \right) = \text{Respondent's TCO}$$

Step 2:

$$\frac{\text{Lowest Qualified Response TCO}}{\text{Respondent's Calculated TCO}} \text{ x } 100 = \text{Respondent's Calculated Pricing Score}$$

4.2 Cumulative Scoring

Respondent's Cumulative Score will be calculated as follows:

	Calculated Criteria Score (see 4.1.3.8 above)	Calculated Pricing Score (see 4.1.4. above)	Total RFQ Score (Criteria Score + Pricing Score)
RESPONDENT A	161.5	96.4	257.9
RESPONDENT B	152.5	100.0	252.5
RESPONDENT C	**181.5**	**92.0**	**273.5**

4.3 Optional Modules and/or Components

SCHEDULE A Section 13 provides details regarding an optional modules/components, namely patient-call/display functionality, waiting room display screens, media players, additional server/application licences, additional training, additional implementation days, hosting options, and extended support.

Respondents are invited to provide pricing information on one, multiple, or all of the aforementioned optional modules and/or components. Respondents may also provide pricing for other modules and/or components not listed within SCHEDULE A.

Any pricing for optional modules and/or components shall not be evaluated as part of the Respondent's TCO or Calculated Pricing Score. RVEEH may contemplate the pricing for optional modules and/or components in consideration for contract administration, future drawdown, or value-for-money assessment.

Respondents may insert descriptions and pricing for optional modules and/or components on Page 2 of APPENDIX B— Self-Service Kiosk Solution Pricing Table.

4.4 Tie-Breaking

In the event of a tie score, RVEEH may apply the following tie-breakers, in the following order:

1. the Respondent with the highest RATED TECHNICAL, FUNCTIONAL AND SERVICE CRITERIA EVALUATION Score; then
2. the Respondent with the highest PRICING Score; then
3. any such further lawful and transparent clarification or best-and-final process as RVEEH considers appropriate.

4.5 References and Past Performance

In the evaluation process, RVEEH may include information provided by the Respondent's references and may also consider the Respondent's past performance or conduct on previous contracts with RVEEH and other HSE Hospitals.

4.6 Verification and Clarification

During the evaluation process, RVEEH may request further information from the Respondent or third parties in order to verify or clarify the information provided in the Respondent's Response, including but not limited to clarification with respect to whether a Response meets the Mandatory Technical, Functional and Service Requirements set out in The Requirements (SCHEDULE A) of the RFQ.

RVEEH may revisit and re-evaluate the Respondent's Response or ranking on the basis of any such information.

Part 5: Contract Award

5.1 Award Strategy

RVEEH reserves the right, at its sole discretion, to award the outcome of this RFQ to the Respondent whose Response is determined to be compliant and most economically advantageous in accordance with the evaluation process set out in Part 4.

RVEEH may award the core requirement and may, at its discretion, include or exclude optional modules, optional hosting models, optional hardware, optional services, optional support extensions, additional kiosks, additional licences or other optional elements identified in the RFQ or in a Respondent's Response.

5.2 Basis of Award

The basis of award shall be the outcome of the evaluation process described in Part 4, including:

1. compliance with Mandatory Submission Requirements (Stage I);
2. compliance with Mandatory Technical, Functional, & Service Requirements (Stage II);
3. satisfaction of Rated Technical, Functional and Service Criteria Evaluation (Stage III); and
4. evaluation of Pricing/TCO (Stage IV).

RVEEH may accept a Response in whole or in part and may award in respect of all, some, or none of the core and optional components proposed by a Respondent, subject to procurement-law compliance and the final form of Contract.

5.3 Scope of Award

Any award made pursuant to this RFQ shall apply to:

1. Kiosk Hardware;
2. Backend Software/Application Licences;
3. Frontend/Kiosk Client/OS Licences;
4. Integration, Configuration, & Implementation;
5. End-User Training and Go-Live Support;
6. Annual Support & Maintenance;
7. Hosting/Cloud Charges (as the case may be);
8. Patient-Call/Display Module Pricing (as the case may be); and
9. Any Other Costs Required to Operate the Solution (as the case may be)

The inclusion of any component in an awarded arrangement shall not oblige RVEEH to purchase all optional components or to expand the system beyond the scope detailed within SCHEDULE A.

Nothing in this RFQ shall be construed as a guarantee of volume, usage, expansion, transaction throughput or expenditure.

5.4 Form of Contract

Any award arising from this RFQ shall be subject to the execution of a formal written agreement, which will take the form of the Goods and Services Contract included at SCHEDULE B, amended as necessary to reflect hardware, software licensing, implementation, integration, support, hosting and service-level obligations, and any Purchase Orders drawing from the Contract as determined by RVEEH.

This RFQ and any Response submitted by a Respondent do not constitute a Contract.

No contractual relationship shall exist unless and until such written agreement has been duly executed by RVEEH and the successful Respondent.

5.5 Contract Term

The intent of this RFQ is to establish an Agreement for the supply, delivery, implementation, licensing, support, and maintenance of the kiosk solution for an initial **three (3) year Term**, with the availability of **three (3) three-year Option Periods**, to be exercised based upon agreement of the Parties and RVEEH's continuing need and governance requirements.

Any Contract awarded pursuant to this RFQ shall be for the initial term to be specified. RVEEH may, at its discretion, provide for extension options, subject to satisfactory performance, continued need, availability of funding, continued software/support availability, security compliance, and compliance with applicable procurement and governance requirements.

5.6 Implementation and Service Transition Following Award

Where a Respondent is awarded a Goods and Services Contract under this RFQ, the solution shall be implemented in accordance with the agreed implementation plan, project governance arrangements, interface plan, testing plan, training plan, go-live plan and service-transition arrangements.

Without prejudice to the generality of the foregoing:

1. implementation shall not proceed to go-live until RVEEH has accepted the relevant testing and readiness evidence;
2. any integration with RVEEH systems shall be subject to RVEEH ICT approval and agreed testing/sign-off;
3. any hosting or cloud service shall be subject to RVEEH data-protection, security and governance approval;
4. annual support and maintenance shall commence only as specified in the executed contract or purchase order; and
5. the Supplier shall not materially change hosting, sub-processors, support access arrangements, software architecture or interface arrangements without prior written approval from RVEEH.

5.7 Pricing and Commercial Applicability

Only pricing approved pursuant to this RFQ and incorporated into the applicable contract shall apply post-award.

RVEEH reserves the right to:

1. apply pricing by core requirement and optional module;
2. draw down additional kiosks, licences, services or support only where expressly permitted by the contract;
3. review pricing in accordance with contractual mechanisms; and
4. reject or defer optional components where not required, not funded, not approved, or not operationally suitable.

No minimum purchase obligation or exclusivity shall apply unless expressly stated in the executed contract.

5.8 Conditions Precedent to Award

Any award shall be conditional upon:

1. completion of any due diligence required by RVEEH;
2. agreement of final contractual terms;
3. completion of all internal governance and approval processes;
4. confirmation of insurance, tax, legal and procurement compliance requirements;
5. completion of any required security, ICT, data-protection, hosting or sub-processor review;
6. completion of any required Data Processing Agreement, confidentiality agreement, DPIA support, or equivalent data-governance documentation;
7. confirmation that the proposed solution can meet RVEEH technical, operational and service requirements; and
8. agreement of implementation, testing, training, go-live and support arrangements.

Failure to satisfy any condition precedent may result in withdrawal of an intended award.

5.9 Notification of Award

RVEEH will notify Respondents of the outcome of the RFQ in writing.

Unsuccessful Respondents may be notified that no award has been made in their favour.

5.10 No Obligation to Award

RVEEH reserves the right, at any time and without liability, to:

a) not award any contract pursuant to this RFQ;
b) cancel, suspend, or amend the RFQ process; or
c) reissue the RFQ in whole or in part.

Respondents shall have no claim for compensation, costs, or damages arising from any such decision.

5.11 Contract Formation

No act, omission, correspondence, notification, or inclusion of a Respondent on any list or arrangement shall give rise to a binding contract.

A binding contract shall arise only upon execution of a written agreement by RVEEH and the successful Respondent.

5.12 Governing Law and Jurisdiction

This RFQ and any dispute arising in connection with it shall be governed by and construed in accordance with the laws of Ireland.

The Courts of Ireland shall have exclusive jurisdiction.

—END—