



HSE 29617

**AUTHORISATION SCHEME FOR
THE PROVISION OF HOME SUPPORT SERVICES – ROUND 4
Tender Question & Response Document**

Tender Questions received as of: **16th September, 2026 at 15:00**

No	Date Query Received	Date Response Issued	Details
1	08.09.2026	11.09.2026	Question: Received via Message Portal - Message ref: 780408 Looking for clarification, we submitted and were successful for round 3. Do we need to resubmit full application or what do we need to submit? Response: All Applicants who were notified that their application had been assessed as provisionally successful in Round 3 fall within Category D Applicants for Round 4. Therefore, as specified in the HSE 29617 Invitation to Participate (ITP) Round 4, Category D Applicants are only required to complete and submit the Declaration at Appendix 10 of Attachment 2a. Please note: For Categories D & E Applicants, where you are required to complete and submit Attachment 2a – Appendix 10, please upload this completed document under the Eligibility Criteria section on eTenders. Under the Technical Criteria and Financial Criteria folders, please upload a Word document stating: “This section is not applicable to the requirements for Categories D & E.” This should allow you to proceed with uploading and submitting your response on eTenders.
2	09.09.2026	11.09.2026	Question: Received via Message Portal - Message ref: 782394 Is there an intention to reopen the tender in 2027 along the time frames from the submission earlier in 2026 where it was indicated that care providers would have the opportunity to resubmit 12 months later i.e. March 2027? Response: The HSE intends to publish a contract notice on eTenders and in the Official Journal of the European Union each calendar year inviting additional parties not already authorised to apply to join the Authorisation Scheme. Given the fourth reopening is currently ongoing, it is not realistic to consider a fifth reopening in March 2027.
3	10.09.2026	11.09.2026	Question: Received via Message Portal - Message ref: 783551 We are applying for X lots, however, do we need to submit the same



**AUTHORISATION SCHEME FOR
THE PROVISION OF HOME SUPPORT SERVICES – ROUND 4
Tender Question & Response Document**

			documents under each different lot or what do we need to create a separate document for each lot? However, I believe it will be the same information
			Response: Where an Applicant is applying for multiple Lots, only one set of submission documentation is required, provided that Appendix 2 - Confirmation of Geographic Service Provision Intent is completed. The full submission documentation may be uploaded under the first Lot applied for. For each additional Lot, Applicants should upload a Word document stating: <i>"Response submitted under Lot X."</i> where Lot X is the Lot under which the full submission has been provided, if required by the eTenders system. Should Applicants experience any difficulties uploading documents or submitting responses through eTenders, they should contact the eTenders Helpdesk directly at irish-eproc-helpdesk@eurodyn.com.
4	10.09.2026	11.09.2026	Question: Received via Message Portal - Message ref: 783916 Does an existing approved provider need to submit a tender response in this Round 4 if they wish to remain on the lots for which they have been appointed to on previous round 1 or round 2?
			Response: Existing Providers are not required to submit a new application under Round 4 solely to maintain their current status on the Authorisation Scheme. A further application under Round 4 is only required where an existing Provider is seeking to expand their service coverage by applying for additional Lot(s).
5	11.09.2026	11.09.2026	Question: Received via Message Portal - Message ref: 784024 Could you please confirm whether an existing provider, must submit a new application under Round 4, or whether our current authorisation



**AUTHORISATION SCHEME FOR
THE PROVISION OF HOME SUPPORT SERVICES – ROUND 4
Tender Question & Response Document**

			remains valid and no further application is required at this stage?
			Response: Please refer to the response provided to Query 4 above.
6	14.09.2026	16.09.2026	Question: Received via Message Portal - Message ref: 785143 What are the major differences between Round 3 and Round 4? As in, what has changed?
			Response: There is no fundamental difference between round three and round four. Round three had to be cancelled. Round four has been streamlined to simplify the application process, but the requirements remain the same. All further information can be found in the round four documentation.
7	14.09.2026	16.09.2026	Question: Received via Message Portal - Message ref: 785854 I wish to query if Attachments 6, 7 and 8- which are part of the Tender Pack, need to be signed and uploaded prior to submission?
			Response: Applicants are not required to submit signed copies of Attachments 6, 7 and 8 (HSE Service Provider Data Processing Agreement, HSE Service Provider Confidentiality Agreement, S39 Part 1 Service Arrangement 2025) as part of their application response. These documents will only need to be completed by successful providers following appointment to the Authorisation Scheme.
8	15.09.2026	16.09.2026	Question: Received via Message Portal - Message ref: 786670 Specification 18.7 states that contingency arrangements in the event that a worker does not attend a Service User's home should be agreed and documented in each Service User's Home Support Care Plan, to include the Service User priority rating and Service Provider emergency contact details.



**AUTHORISATION SCHEME FOR
THE PROVISION OF HOME SUPPORT SERVICES – ROUND 4
Tender Question & Response Document**

			We understand that the Home Support Care Plan referred to in this requirement may be prepared and/or provided by the HSE/PHN, rather than being a document created or controlled by the Service Provider. Where the Service Provider documents and provides its contingency arrangements and emergency contact details to each Service User through its own Service User Guide and/or associated Service Provider documentation at commencement of service, and maintains appropriate internal arrangements for managing missed or late visits, would this satisfy the requirement of Specification 18.7? If not, can the HSE please clarify what documentation an Applicant is expected to provide to demonstrate compliance with Specification 18.7 where the Home Support Care Plan is an HSE-controlled document? Please also clarify whether the Service User priority rating referred to in Specification 18.7 is expected to be assigned by the HSE and communicated to the Service Provider, or whether the Service Provider is required to establish and maintain its own priority rating.
			Response: Specification 18.7 requires that contingency arrangements should be agreed and documented in each Service Users' Home Support Care Plan. It is expected that Providers co-operate with the HSE in meeting this requirement and, in the best interests of the Service User, provide the detail as required for inclusion in the Home Support Care Plan. In the first instance the priority rating assigned to a Service User is determined by the HSE based on the assessed needs of the Service User. In line with Specification 7.4, in the event that the circumstances/needs of the Service User change, the Service Provider will report the details to the appropriate HSE health professional who will arrange a review as per the Home Support Services Guidelines.
9	15.09.2026	16.09.2026	Question: Received via Message Portal - Message ref: 786829 Specification 22.6 requires a copy of the Home Support Care Plan to be maintained at the Service User's home, updated as required, and made available, subject to informed consent, to healthcare professionals involved in the Service User's care and to the HSE. Could the HSE please clarify whether the responsibility for placing and maintaining the copy of the Home Support Care Plan in the Service User's home rests with the HSE/PHN that prepares/provides the Home



**AUTHORISATION SCHEME FOR
THE PROVISION OF HOME SUPPORT SERVICES – ROUND 4
Tender Question & Response Document**

			Support Care Plan, or with the Approved Service Provider? Where the Service Provider is responsible, could the HSE please clarify the expected arrangements for maintaining the confidentiality and security of personal health information contained in a physical Home Support Care Plan retained in the Service User's home, particularly where access to the document by persons within the home may be outside the Service Provider's direct control? Please also confirm whether an appropriately secured electronic/digital copy accessible as required would satisfy Specification 22.6, or whether a physical copy must be maintained in the Service User's home.
			Response: Specification 7.1 states that the Home Support Care Plan and Schedule of Services will be developed by the HSE in consultation with the Service User and, where appropriate, with the Family/Representative. It further outlines that a copy of the Home Support Care Plan and Schedule of Services are provided to the Service User and Service Provider, and a copy is accessible in the Service Users' home. Engagement will take place with the Service User as to the appropriate place for the Home Support Care Plan to be stored in the home being mindful of the confidential nature of the document and also the requirement for it to be accessible to health care professionals involved in the Service Users' care. Specification 22.6 requires that a copy of the Home Support Care Plan is maintained in the Service Users Home and is accessible to all health care professionals involved in the Service User's care and to the HSE. Access to the Home Support Care Plan is a fundamental requirement for the safe and effective delivery of care. The Service Provider must ensure that there are no barriers that would prevent authorised personnel from accessing this document. This includes healthcare professionals involved in the Service User's care, HSE representatives, and any other individuals who require access as part of their role in supporting and overseeing the delivery of care.