

IRELAND: IT SERVICES: CONSULTING, SOFTWARE DEVELOPMENT, INTERNET AND SUPPORT
HSE 24670 DYNAMIC PURCHASING SYSTEM QUALIFICATION; SALESFORCE LICENCES, IMPLEMENTATION SERVICES, DEVELOPMENT AND SUPPORT FOR NATIONAL IMMUNISATION INFORMATION SYSTEM.

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Health Service Executive (HSE)

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: HSE 24670 Dynamic Purchasing System Qualification; Salesforce Licences, Implementation Services, Development and Support For National Immunisation Information System.

Description: The HSE is issuing this Request to Participate (“RTP”) in a Dynamic Purchasing System (hereafter ‘the DPS’) for the provision of Salesforce Licences, Implementation Services, Development and Support. The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. In December 2020, based on the ongoing Covid-19 pandemic and escalation in case numbers, the National Immunisation Advisory Committee (NIAC) developed recommendations for the initiation of an urgent rollout of Covid-19 vaccinations. HSE Technology and Transformation facilitated this rollout through the implementation of the Covax Immunisation Information System based on the Salesforce platform. Covax, based on the Salesforce Health Cloud platform, is currently used to record Covid, Influenza (Flu), and Pneumococcal vaccinations. Covax also includes Salesforce Service Cloud (used by multiple HSE support teams), Salesforce Marketing Cloud (leveraging SMS and email channels), MuleSoft (enabling integration with other HSE systems, GPs, and pharmacies) and Tableau analytics. It is the intention of the HSE to expand Covax to become the National Immunisation Information System (NIIS) and bring future development activities into a more normalised design, implementation, and support cycle. The HSE are seeking suitably qualified suppliers for the provision of Salesforce SaaS licences along with comprehensive licencing support services for the following Salesforce products: Salesforce Health Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, MuleSoft, Tableau CRM. For full details please see the RTP documentation with the CfT notice published on the eTenders website, www.eTenders.gov

Procedure identifier: 004f957e-fca4-4e07-be6a-b0c6a4b9fc21

Internal identifier: HSE 24670

Type of procedure: Open

The procedure is accelerated: no

Justification for the accelerated procedure:

Main features of the procedure:

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48611000 Database software package

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48612000 Database-management system
Additional classification (cpv): 48613000 Electronic data management (EDM)
Additional classification (cpv): 48700000 Software package utilities
Additional classification (cpv): 48800000 Information systems and servers
Additional classification (cpv): 48814000 Medical information systems
Additional classification (cpv): 48814200 Patient-administration system
Additional classification (cpv): 48814400 Clinical information system
Additional classification (cpv): 48900000 Miscellaneous software package and computer systems
Additional classification (cpv): 72200000 Software programming and consultancy services
Additional classification (cpv): 72261000 Software support services
Additional classification (cpv): 72263000 Software implementation services
Additional classification (cpv): 72267000 Software maintenance and repair services
Additional classification (cpv): 72268000 Software supply services
Additional classification (cpv): 72500000 Computer-related services
Additional classification (cpv): 48000000 Software package and information systems
Additional classification (cpv): 48218000 License management software package
Additional classification (cpv): 48219300 Administration software package

2.1.2 Place of performance

Country: Ireland
Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 100 000 000 Euro
Maximum value of the framework agreement: 100 000 000 Euro

2.1.4 General information

Legal basis:
Directive 2014/24/EU

2.1.5 Terms of procurement

Terms of submission:
Maximum number of lots for which one tenderer can submit tenders: 3
The tenderer must submit tenders for all lots

2.1.6 Grounds for exclusion

Purely national exclusion grounds:

5 Lot

5.1 Lot technical ID: LOT-0001

Title: LOT A - Salesforce Licences

Description: The HSE is issuing this Request to Participate ("RTP") in a Dynamic Purchasing System (hereafter 'the DPS') for the provision of Salesforce Licences, Implementation Services, Development and Support. The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. In December 2020, based on the ongoing Covid-19 pandemic and escalation in case numbers, the National Immunisation Advisory Committee (NIAC) developed recommendations for the initiation of an urgent rollout of Covid-19 vaccinations. HSE Technology and Transformation facilitated this rollout through the implementation of the Covax Immunisation Information System based on the Salesforce platform. Covax, based on the Salesforce Health Cloud platform, is currently used to record Covid, Influenza (Flu), and Pneumococcal

vaccinations. Covax also includes Salesforce Service Cloud (used by multiple HSE support teams), Salesforce Marketing Cloud (leveraging SMS and email channels), MuleSoft (enabling integration with other HSE systems, GPs, and pharmacies) and Tableau analytics. It is the intention of the HSE to expand Covax to become the National Immunisation Information System (NIIS) and bring future development activities into a more normalised design, implementation, and support cycle. The HSE are seeking suitably qualified suppliers for the provision of Salesforce SaaS licences along with comprehensive licencing support services for the following Salesforce products: Salesforce Health Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, MuleSoft, Tableau CRM. For full details please see the RTP documentation with the CFT notice published on the eTenders website, www.eTenders.gov

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48611000 Database software package

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48612000 Database-management system

Additional classification (cpv): 48613000 Electronic data management (EDM)

Additional classification (cpv): 48700000 Software package utilities

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48814000 Medical information systems

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 48814400 Clinical information system

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48218000 License management software package

Additional classification (cpv): 48219300 Administration software package

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Other duration: Unknown

5.1.5 Value

Estimated value excluding VAT: 100 000 000 Euro

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

Description: Other
Approach to reducing environmental impacts: Other
Green Procurement Criteria: EU Green Public Procurement criteria

5.1.9 Selection criteria

Criterion:
Type: Other

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English
Languages in which the procurement documents (or their parts) are unofficially available: English
Deadline for requesting additional information: 11/09/2024 12:00 +01:00
Address of the procurement documents: <https://www.etenders.gov.ie/epps/dps/listDPSContractDocuments.do?resourceId=4085614>

5.1.12 Terms of procurement

Terms of submission:
Electronic submission: Required
Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=4085614>
Languages in which tenders or requests to participate may be submitted: English
Electronic catalogue: Not allowed
Tenderers may submit more than one tender: Not allowed
Deadline for receipt of tenders: 18/09/2024 12:00 +01:00
Information about public opening:
Place: <https://www.etenders.gov.ie/epps/dps/prepareViewCfTDPSWS.do?resourceId=4085614>
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Electronic invoicing: Required
Electronic ordering will be used: yes
Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:
No framework agreement
Information about the dynamic purchasing system:
Dynamic purchasing system, also usable by buyers not listed in this notice
Electronic auction: no

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland
Organisation providing offline access to the procurement documents: Health Service Executive (HSE)
Organisation receiving requests to participate: Health Service Executive (HSE)
Organisation processing tenders: Health Service Executive (HSE)
TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0002

Title: LOT B - Salesforce Implementation Services, Development and Support
Description: The HSE is issuing this Request to Participate ("RTP") in a Dynamic Purchasing System (hereafter 'the DPS') for the provision of Salesforce Licences, Implementation Services, Development and Support. The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. In December 2020, based on the ongoing Covid-19 pandemic and escalation in

case numbers, the National Immunisation Advisory Committee (NIAC) developed recommendations for the initiation of an urgent rollout of Covid-19 vaccinations. HSE Technology and Transformation facilitated this rollout through the implementation of the Covax Immunisation Information System based on the Salesforce platform. Covax, based on the Salesforce Health Cloud platform, is currently used to record Covid, Influenza (Flu), and Pneumococcal vaccinations. Covax also includes Salesforce Service Cloud (used by multiple HSE support teams), Salesforce Marketing Cloud (leveraging SMS and email channels), MuleSoft (enabling integration with other HSE systems, GPs, and pharmacies) and Tableau analytics. It is the intention of the HSE to expand Covax to become the National Immunisation Information System (NIIS) and bring future development activities into a more normalised design, implementation, and support cycle. The HSE are seeking suitably qualified suppliers for the provision of Salesforce SaaS licences along with comprehensive licencing support services for the following Salesforce products: Salesforce Health Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, MuleSoft, Tableau CRM. For full details please see the RTP documentation with the CfT notice published on the eTenders website, www.eTenders.gov
Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48611000 Database software package

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48612000 Database-management system

Additional classification (cpv): 48613000 Electronic data management (EDM)

Additional classification (cpv): 48700000 Software package utilities

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48814000 Medical information systems

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 48814400 Clinical information system

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48218000 License management software package

Additional classification (cpv): 48219300 Administration software package

5.1.2 Place of performance

Anywhere

Additional information:

5.1.3 Estimated duration

Other duration: Unknown

5.1.5 Value

Estimated value excluding VAT: 100 000 000 Euro

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9 Selection criteria

Criterion:

Type: Other

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 11/09/2024 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/dps/listDPSContractDocuments.do?resourceId=4085614>

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=4085614>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 18/09/2024 12:00 +01:00

Information about public opening:

Place: <https://www.etenders.gov.ie/epps/dps/prepareViewCfTDPSWS.do?resourceId=4085614>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

Dynamic purchasing system, also usable by buyers not listed in this notice

Electronic auction: no

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Health Service Executive (HSE)

Organisation receiving requests to participate: Health Service Executive (HSE)

Organisation processing tenders: Health Service Executive (HSE)

TED eSender: European Dynamics S.A.

5.1 Lot technical ID: LOT-0003

Title: LOT C - Salesforce Licences, Salesforce Implementation Services, Development and Support

Description: The HSE is issuing this Request to Participate ("RTP") in a Dynamic Purchasing System (hereafter 'the DPS') for the provision of Salesforce Licences, Implementation Services, Development and Support. The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. In December 2020, based on the ongoing Covid-19 pandemic and escalation in case numbers, the National Immunisation Advisory Committee (NIAC) developed recommendations for the initiation

of an urgent rollout of Covid-19 vaccinations. HSE Technology and Transformation facilitated this rollout through the implementation of the Covax Immunisation Information System based on the Salesforce platform. Covax, based on the Salesforce Health Cloud platform, is currently used to record Covid, Influenza (Flu), and Pneumococcal vaccinations. Covax also includes Salesforce Service Cloud (used by multiple HSE support teams), Salesforce Marketing Cloud (leveraging SMS and email channels), MuleSoft (enabling integration with other HSE systems, GPs, and pharmacies) and Tableau analytics. It is the intention of the HSE to expand Covax to become the National Immunisation Information System (NIIS) and bring future development activities into a more normalised design, implementation, and support cycle. The HSE are seeking suitably qualified suppliers for the provision of Salesforce SaaS licences along with comprehensive licencing support services for the following Salesforce products: Salesforce Health Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, MuleSoft, Tableau CRM. For full details please see the RTP documentation with the Cft notice published on the eTenders website, www.eTenders.gov
Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 48611000 Database software package

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48612000 Database-management system

Additional classification (cpv): 48613000 Electronic data management (EDM)

Additional classification (cpv): 48700000 Software package utilities

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48814000 Medical information systems

Additional classification (cpv): 48814200 Patient-administration system

Additional classification (cpv): 48814400 Clinical information system

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48218000 License management software package

Additional classification (cpv): 48219300 Administration software package

5.1.2 Place of performance

Anywhere

Additional information:

5.1.3 Estimated duration

Other duration: Unknown

5.1.5 Value

Estimated value excluding VAT: 100 000 000 Euro

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9 Selection criteria

Criterion:

Type: Other

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 11/09/2024 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/dps/listDPSContractDocuments.do?resourceId=4085614>

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=4085614>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 18/09/2024 12:00 +01:00

Information about public opening:

Place: <https://www.etenders.gov.ie/epps/dps/prepareViewCfTDPSWS.do?resourceId=4085614>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

Dynamic purchasing system, also usable by buyers not listed in this notice

Electronic auction: no

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Health Service Executive (HSE)

Organisation receiving requests to participate: Health Service Executive (HSE)

Organisation processing tenders: Health Service Executive (HSE)

TED eSender: European Dynamics S.A.

8 Organisations

8.1 ORG-0001

Official name: Health Service Executive (HSE)

Registration number: 1448

Postal address: Oak House, Millennium Park Naas Co. Kildare

Town: Kildare
Postcode: RE
Country: Ireland
Email: procurement.helpdesk@hse.ie
Telephone: 0000
Internet address: <https://www.hse.ie>
Buyer profile: <https://www.hse.ie>
Roles of this organisation:

Buyer
Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Organisation processing tenders

8.1 ORG-0002

Official name: The High Court of Ireland
Registration number: The High Court of Ireland
Department: The High Court of Ireland
Postal address: Four Courts, Inns Quay, Dublin 7
Town: Dublin
Postcode: D07 WDX8
Country: Ireland
Email: HighCourtCentralOffice@courts.ie
Telephone: +353 1 8886000
Roles of this organisation:
Review organisation

8.1 ORG-0003

Official name: European Dynamics S.A.
Registration number: 002024901000
Department: European Dynamics S.A.
Town: Athens
Country: Greece
Email: eproc-esender@eurodyn.com
Telephone: +30 2108094500
Roles of this organisation:
TED eSender

11 Notice information

11.1 Notice information

Notice identifier/version: 862677c1-800e-4c9e-b81d-190c86bd9dea - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 06/08/2024 13:44 +01:00
Languages in which this notice is officially available: English

11.2 Publication information