

## **Ireland: Custom software development services**

# **The design and supply of an immersive technology and artificial intelligence (AI) based training system to enable non-medical healthcare workers to practice essential soft skills in a safe environment**

Contract or concession notice – standard regime - Change

## **1 Buyer**

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### **1.1 Buyer**

*Official name:* Dublin and Dun Laoghaire Education and Training Board

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* Education

## **2 Procedure**

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### **2.1 Procedure**

*Title:* The design and supply of an immersive technology and artificial intelligence (AI) based training system to enable non-medical healthcare workers to practice essential soft skills in a safe environment

*Description:* This project involves the design and delivery of a cutting-edge training system that combines Immersive technology with artificial intelligence (AI) to enable non-medical healthcare workers to develop and refine essential soft skills in a safe and controlled environment. The key goals are to enhance career development opportunities for learners, improve staff retention rates, and elevate patient care quality. The training will emphasize critical skills such as empathy, cultural awareness, resilience, and effective communication, all crucial for delivering compassionate and effective healthcare services. The Services shall be supplied to the Contracting Authority as part of a single-party Framework Agreement. See Appendix 1 of this document for a detailed description of the requirements.

*Procedure identifier:* f95a808d-8ad1-4a94-b4c9-8994a08601c4

*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):* 72230000 Custom software development services

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

*Additional classification (cpv):* 48930000 Training and entertainment software package

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

#### **2.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

#### **2.1.3 Value**

*Maximum value of the framework agreement:* 150 000 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:* 0

### **2.1.6 Grounds for exclusion**

Purely national exclusion grounds:

5 Lot

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## **5.1 Lot technical ID: LOT-0001**

*Title:* The design and supply of an immersive technology and artificial intelligence (AI) based training system to enable non-medical healthcare workers to practice essential soft skills in a safe environment

*Description:* This project involves the design and delivery of a cutting-edge training system that combines Immersive technology with artificial intelligence (AI) to enable non-medical healthcare workers to develop and refine essential soft skills in a safe and controlled environment. The key goals are to enhance career development opportunities for learners, improve staff retention rates, and elevate patient care quality. The training will emphasize critical skills such as empathy, cultural awareness, resilience, and effective communication, all crucial for delivering compassionate and effective healthcare services. The Services shall be supplied to the Contracting Authority as part of a single-party Framework Agreement. See Appendix 1 of this document for a detailed description of the requirements.

*Internal identifier:* 0

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72230000 Custom software development services

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

*Additional classification (cpv):* 48930000 Training and entertainment software package

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

### **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:* 150 000 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:* Economic and financial standing

### 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

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=4419310>

### 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=4419310>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 25/10/2024 17:00 +01:00

Information about public opening:

Opening date: 25/10/2024 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=4419310>

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: no

Electronic payment will be used: yes

### 5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

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: Dublin and Dun Laoghaire Education and Training Board

Organisation receiving requests to participate: Dublin and Dun Laoghaire Education and Training Board

Organisation processing tenders: Dublin and Dun Laoghaire Education and Training Board

TED eSender: European Dynamics S.A.

## 8 Organisations

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### 8.1 ORG-0001

Official name: Dublin and Dun Laoghaire Education and Training Board

Registration number: CHY20947

Postal address: 1 Tuansgate

Town: Tallaght

Postcode: D24X62W

Country: Ireland

Email: [jennieclinton@ddletb.ie](mailto:jennieclinton@ddletb.ie)

Telephone: +353 (01) 4245578

Internet address: <https://www.ddletb.ie>

Buyer profile: <https://www.ddletb.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](mailto: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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

## 10 Change

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Version of the previous notice to be changed: d323fc8c-0938-4e93-ae27-ba79178df41f-01

Main reason for change: Information updated

### 10.1 Change

Description of changes: The tender submission has been extended to 17.00 on 25 October 2024

## 11 Notice information

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### 11.1 Notice information

Notice identifier/version: 82d9dd86-4745-42a9-8215-a7c6af98685d - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 17/10/2024 17:43 +01:00

Languages in which this notice is officially available: English

## 11.2 *Publication information*