

Ireland: Translation services

Multi Language Translations and Interpretation Services

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

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Multi Language Translations and Interpretation Services

Description: The HSE wishes to invite tenders for the establishment of a Framework Agreement (the Framework) for the provision of Multi Language Translation Services (including Irish language translations) and Interpretation Services (including Irish Sign Language) (the Service). The objective of this procurement is to establish a qualified list of suitable Service Providers to the Framework (the Framework Members), by Lot, for participation in subsequent Mini Competitions. A significant priority will be the expansion of Irish language content across HSE.ie, including translating health advice, services information, and detailed medical guidance to ensure accessibility for Irish-speaking citizens. The Framework will also encompass the translation of dynamic and time-sensitive content, such as social media posts, and video subtitles, ensuring consistent messaging across all platforms. The Framework will assist in facilitating compliance with the HSE's statutory obligations under the Irish Official Languages Act and enable the HSE to meet the diverse language needs of Ireland's increasingly multicultural population.

Procedure identifier: 8b90f901-ae6b-44b2-b355-3aaba3e8c536

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): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 800 000 Euro

Maximum value of the framework agreement: 800 000 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

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 3

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Lot 1 Multi Language Translation Service including Irish Language

Description: The HSE wishes to invite tenders for the establishment of a Framework Agreement (the Framework) for the provision of Multi Language Translation Services (including Irish language translations) and Interpretation Services (including Irish Sign Language) (the Service). The objective of this procurement is to establish a qualified list of suitable Service Providers to the Framework (the Framework Members), by Lot, for participation in subsequent Mini Competitions. A significant priority will be the expansion of Irish language content across HSE.ie, including translating health advice, services information, and detailed medical guidance to ensure accessibility for Irish-speaking citizens. The Framework will also encompass the translation of dynamic and time-sensitive content, such as social media posts, and video subtitles, ensuring consistent messaging across all platforms. The Framework will assist in facilitating compliance with the HSE's statutory obligations under the Irish Official Languages Act and enable the HSE to meet the diverse language needs of Ireland's increasingly multicultural population.

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Start date: 01/09/2025

Duration end date: 01/09/2027

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

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: QUALITY @ 100%

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 100

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

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: 08/07/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5963566>

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=5963566>

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: 29/07/2025 12:00 +01:00

Deadline until which the tender must remain valid: 365 Day

Information about public opening:

Opening date: 29/07/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=5963566>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 25

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland -

Information about review deadlines: N/A

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) -

5.1 Lot technical ID: LOT-0002

Title: Lot 2 Interpretation Service Including Irish Sign Language

Description: The HSE wishes to invite tenders for the establishment of a Framework Agreement (the Framework) for the provision of Multi Language Translation Services (including Irish language translations) and Interpretation Services (including Irish Sign Language) (the Service). The objective of this procurement is to establish a qualified list of suitable Service Providers to the Framework (the Framework Members), by Lot, for participation in subsequent Mini Competitions. A significant priority will be the expansion of Irish language content across HSE.ie, including translating

health advice, services information, and detailed medical guidance to ensure accessibility for Irish-speaking citizens. The Framework will also encompass the translation of dynamic and time-sensitive content, such as social media posts, and video subtitles, ensuring consistent messaging across all platforms. The Framework will assist in facilitating compliance with the HSE's statutory obligations under the Irish Official Languages Act and enable the HSE to meet the diverse language needs of Ireland's increasingly multicultural population.

Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Start date: 01/09/2025

Duration end date: 01/09/2027

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

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: QUALITY @ 100%

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 100

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

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: 08/07/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5963566>

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=5963566>

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: 29/07/2025 12:00 +01:00
Deadline until which the tender must remain valid: 365 Day

Information about public opening:

Opening date: 29/07/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=5963566>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 25

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland -

Information about review deadlines: N/A

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) -

5.1 Lot technical ID: LOT-0003

Title: Lot 3 Audio Visual

Description: The HSE wishes to invite tenders for the establishment of a Framework Agreement (the Framework) for the provision of Multi Language Translation Services (including Irish language translations) and Interpretation Services (including Irish Sign Language) (the Service). The objective of this procurement is to establish a qualified list of suitable Service Providers to the Framework (the Framework Members), by Lot, for participation in subsequent Mini Competitions. A significant priority will be the expansion of Irish language content across HSE.ie, including translating health advice, services information, and detailed medical guidance to ensure accessibility for Irish-speaking citizens. The Framework will also encompass the translation of dynamic and time-sensitive content, such as social media posts, and video subtitles, ensuring consistent messaging across all platforms. The Framework will assist in facilitating compliance with the HSE's statutory obligations under the Irish Official Languages Act and enable the HSE to meet the diverse language needs of Ireland's increasingly multicultural population.

Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79530000 Translation services

Additional classification (cpv): 79540000 Interpretation services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Start date: 01/09/2025

Duration end date: 01/09/2027

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

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: QUALITY @ 100%

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 100

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

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: 08/07/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5963566>

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=5963566>

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: 29/07/2025 12:00 +01:00

Deadline until which the tender must remain valid: 365 Day

Information about public opening:

Opening date: 29/07/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=5963566>

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: no

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 25

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland -

Information about review deadlines: N/A

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) -

8 Organisations

8.1 ORG-0001

Official name: Health Service Executive (HSE)

Registration number: 20059064

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

Town: Kildare

Postcode: RE

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement.helpdesk@hse.ie

Telephone: 01 5119698

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 subdivision (NUTS): Dublin (IE061)

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

Postcode: 15125

Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 32815ec3-80ec-4b7d-a35f-14a0cac12d08 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 23/06/2025 16:04 +01:00

Languages in which this notice is officially available: English