

# Ireland: Translation services

## Multi Language Translation and Interpretation Services

Contract or concession notice – standard regime

### 1 Buyer

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#### 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

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#### 2.1 Procedure

*Title:* Multi Language Translation 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:* 736a6c37-3c3f-4d08-8a66-b3bf31f5a7f0

*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

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### **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:* 01/10/2025

*Duration end date:* 01/10/2029

#### **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

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5969453>

#### **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=5969453>

*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:* 30/07/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 180 Day

*Information about public opening:*

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

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCftWS.do?resourceId=5969453>

*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, with 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 subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Additional information:*

#### **5.1.3 Estimated duration**

*Start date:* 01/10/2025

*Duration end date:* 01/10/2029

#### **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

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5969453>

#### **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=5969453>

*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:* 30/07/2025 12:00 +01:00

*Deadline until which the tender must remain valid: 180 Day*

*Information about public opening:*

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

*Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=5969453>*

*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, with 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: 01/10/2025*

*Duration end date: 01/10/2029*

### **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

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5969453>

### **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=5969453>

*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:* 30/07/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 180 Day

*Information about public opening:*

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

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=5969453>

*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, with 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

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### 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](mailto: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](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

*Postcode:* 15125

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

*Country:* Greece

*Email:* [eproc-esender@eurodyn.com](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

*Roles of this organisation:*

*TED eSender*

*Notice information*

*Notice identifier/version:* 97917e4b-c28a-4209-8df4-b846f9178dbe - 01

*Form type:* Competition

*Notice type:* Contract or concession notice – standard regime

*Notice dispatch date:* 24/06/2025 12:36 +01:00

*Languages in which this notice is officially available:* English