

Ireland: Software package and information systems

HSE 24687 National Patient/Service User Online Feedback Platform for the HSE

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 24687 National Patient/Service User Online Feedback Platform for the HSE

Description: Description: The Health Service Executive (HSE) invites Tenders from suitably qualified companies / individuals for the supply, implementation and support of a National Patient/Service User Online Feedback Platform with an initial Award for the HSE South West region. Further Awards to the remaining HSE Health Regions may follow. The HSE encourages the marketplace to offer innovative, modern solutions to meet with the Specification of Requirements (as per the Tender Pack) - Service Providers can propose partnership /consortium bids to offer the best possible solution for the HSE. For full details please see Invitation to Tender documentation available with the Contract Notice published on the eTenders website.

Procedure identifier: baae9633-0aa4-4a62-8134-56794b875934

Internal identifier: HSE 24687

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

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

Additional classification (cpv): 48100000 Industry specific software package

Additional classification (cpv): 48611000 Database software package

Additional classification (cpv): 48219300 Administration software package

Additional classification (cpv): 48612000 Database-management system

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

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

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): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72500000 Computer-related services

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

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72268000 Software supply services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 1 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

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Internal identifier: HSE 24687

5.1.1 Purpose

Main nature of the contract: Supplies

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

Additional classification (cpv): 48100000 Industry specific software package

Additional classification (cpv): 48611000 Database software package

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 12 Year

5.1.5 Value

Estimated value excluding VAT: 1 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

5.1.11 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: 08/09/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6319820>

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=6319820>

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: 22/09/2025 15:00 +01:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 22/09/2025 15:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6319820>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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:

No dynamic purchase system

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 providing more information on the review procedures: The High Court of Ireland
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: 1448
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: 353 1 511 9700
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
 Organisation providing more information on the review procedures

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: d618ed3d-38da-40ef-a37e-1a6e45b3dbc5 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 15/08/2025 14:57 +01:00

Languages in which this notice is officially available: English