

Ireland: Business transaction and personal business software package

Self-Service Kiosk Terminals, Kiosk OS Integration, and Associated Software Licensing

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: The Royal Victoria Eye and Ear Hospital

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: Self-Service Kiosk Terminals, Kiosk OS Integration, and Associated Software Licensing

Description: RVEEH requires a patient self-service check-in kiosk solution for use in patient-facing areas of the Hospital. The requirement includes four (4) kiosk hardware, kiosk operating system configuration, check-in application/server functionality, kiosk client licensing, integration with RVEEH's patient administration application (iPMS), scheduling and/or patient management environment, implementation services, training, go-live support, ongoing software support and maintenance, and associated software licensing. The solution is intended to support patient check-in and related front-of-house workflow activities, reduce manual administrative burden, improve patient flow, and provide a secure, auditable and supportable platform suitable for use in a public healthcare environment. The solution must support integration with RVEEH systems using HL7 or equivalent agreed interface standards where required by RVEEH. The initial requirement may include multiple physical kiosks, software licences, server or hosted application components, integration services, testing, configuration, training, annual support and optional modules such as patient-call, waiting-room display or multimedia display capability. Respondents must price core and optional elements separately and must not assume any guaranteed transaction volume, expansion quantity, or future expenditure unless expressly stated by RVEEH.

Procedure identifier: 427b86bc-6e8b-4a2f-85d7-97fb63d2643a

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48400000 Business transaction and personal business software package

Additional classification (cpv): 48332000 Scheduling software package

Additional classification (cpv): 48180000 Medical software package

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

Additional classification (cpv): 48219000 Miscellaneous networking software package

Additional classification (cpv): 48219300 Administration software package

Additional classification (cpv): 48422000 Software package suites

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 750 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot: LOT-0001

Title: Self-Service Kiosk Terminals, Kiosk OS Integration, and Associated Software Licensing

Description: RVEEH requires a patient self-service check-in kiosk solution for use in patient-facing areas of the Hospital. The requirement includes four (4) kiosk hardware, kiosk operating system configuration, check-in application/server functionality, kiosk client licensing, integration with RVEEH's patient administration application (iPMS), scheduling and/or patient management environment, implementation services, training, go-live support, ongoing software support and maintenance, and associated software licensing. The solution is intended to support patient check-in and related front-of-house workflow activities, reduce manual administrative burden, improve patient flow, and provide a secure, auditable and supportable platform suitable for use in a public healthcare environment. The solution must support integration with RVEEH systems using HL7 or equivalent agreed interface standards where required by RVEEH. The initial requirement may include multiple physical kiosks, software licences, server or hosted application components, integration services, testing, configuration, training, annual support and optional modules such as patient-call, waiting-room display or multimedia display capability. Respondents must price core and optional elements separately and must not assume any guaranteed transaction volume, expansion quantity, or future expenditure unless expressly stated by RVEEH.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48400000 Business transaction and personal business software package

Additional classification (cpv): 48332000 Scheduling software package

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Additional classification (cpv): 48219300 Administration software package

Additional classification (cpv): 48422000 Software package suites

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 144 Month

5.1.5 Value

Estimated value excluding VAT: 750 000 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

Sources of selection criteria: Procurement Document

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: 07/08/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8752622>

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=8752622>

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: 26/08/2026 13:30 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 27/08/2026 00:00 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8752622>

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:

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: The Royal Victoria Eye and Ear Hospital

Organisation providing more information on the review procedures: The High Court of Ireland

Organisation receiving requests to participate: The Royal Victoria Eye and Ear Hospital

Organisation processing tenders: The Royal Victoria Eye and Ear Hospital

8 Organisations

8.1 ORG-0001

Official name: The Royal Victoria Eye and Ear Hospital

Registration number: ABC123
Registration number: ABC123
Postal address: Adelaide Road Dublin 2
Town: Dublin
Postcode: D02XK51
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Contact point: Procurement Manager
Email: james.bradshaw@rveeh.ie
Telephone: 0851112234
Internet address: <https://www.rveeh.ie>
Buyer profile: <https://www.rveeh.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: 9f575701-76f4-4dbd-8f71-4eff2399f6a2 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 29/07/2026 16:33 +01:00

Languages in which this notice is officially available: English