

Ireland: IT services: consulting, software development, Internet and support HSE 29425 Support Maintenance and Development Services For the existing HSE Track and Trace Software System

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: HSE 29425 Support Maintenance and Development Services For the existing HSE Track and Trace Software System

Description: The HSE is issuing this Request to Participate for the provision of Support Maintenance and Development Services for the existing HSE FingerPrint Track and Trace Software System . The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. The HSE National Track and Trace solution is designed to capture all events and processes related to the decontamination and sterilisation of RIMD theatre tray sets, and endoscopes used in operating theatres, procedure rooms, and treatment areas. The solution is used in Central Sterile Services Departments , Endoscopy Reprocessing Units operating theatres, endoscopy procedure rooms and other outpatient settings. To ensure that every device can be recorded to the patient on whom it is used, the GS1 coding system has been adopted by the HSE, and this coding standard allows for consistency across HSE hospitals. The Track and Trace application is centrally hosted on prem in HSE datacentres and runs using Citrix thin client technology on designated PCs in the relevant operational areas. There is a Citrix presented instance of the application for each site. The back end database construct features a suite of Microsoft SQL servers, with each individual hospital site having its own distinct set of SQL databases corresponding to each site s specific Citrix published application instance hosted on one centrally managed Citrix VDA suite. The MSSQL Database servers are hosted in three x 3 node High Availability Windows Server Failover Cluster environments, with site instances of the application spread across these three clusters for load balancing.

Procedure identifier: b803c7cc-a4a3-481a-aeb4-0153525e1133

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72224000 Project management consultancy services

Additional classification (cpv): 72224100 System implementation planning services

Additional classification (cpv): 72260000 Software-related services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72262000 Software development services

Additional classification (cpv): 72265000 Software configuration services

Additional classification (cpv): 72266000 Software consultancy services

Additional classification (cpv): 72267000 Software maintenance and repair services
Additional classification (cpv): 72267100 Maintenance of information technology software
Additional classification (cpv): 48180000 Medical software package
Additional classification (cpv): 48814000 Medical information systems
Additional classification (cpv): 48600000 Database and operating software package
Additional classification (cpv): 48000000 Software package and information systems

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 17 000 000 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: HSE 29425 Support Maintenance and Development Services For the existing HSE Track and Trace Software System

Description: The HSE is issuing this Request to Participate for the provision of Support Maintenance and Development Services for the existing HSE FingerPrint Track and Trace Software System . The HSE is the Contracting Authority for this public procurement competition on its own behalf and on behalf of all organisations funded by the HSE. The HSE National Track and Trace solution is designed to capture all events and processes related to the decontamination and sterilisation of RIMD theatre tray sets, and endoscopes used in operating theatres, procedure rooms, and treatment areas. The solution is used in Central Sterile Services Departments , Endoscopy Reprocessing Units operating theatres, endoscopy procedure rooms and other outpatient settings. To ensure that every device can be recorded to the patient on whom it is used, the GS1 coding system has been adopted by the HSE, and this coding standard allows for consistency across HSE hospitals. The Track and Trace application is centrally hosted on prem in HSE datacentres and runs using Citrix thin client technology on designated PCs in the relevant operational areas. There is a Citrix presented instance of the application for each site. The back end database construct features a suite of Microsoft SQL servers, with each individual hospital site having its own distinct set of SQL databases corresponding to each site s specific Citrix published application instance hosted on one centrally managed Citrix VDA suite. The MSSQL Database servers are hosted in three x 3 node High Availability Windows Server Failover Cluster environments, with site instances of the application spread across these three clusters for load balancing.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv): 72222300 Information technology services
Additional classification (cpv): 72224000 Project management consultancy services
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Additional classification (cpv): 48000000 Software package and information systems

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 Estimated duration

Duration: 10 Year

5.1.5 Value

Estimated value excluding VAT: 17 000 000 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
Information about the second stage of a two-stage procedure:
Minimum number of candidates to be invited for the second stage of the procedure: 5

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: 23/10/2026 12:00 +01:00
Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9266140>

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=9266140>
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 requests to participate: 17/11/2026 12:00 +01:00
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: 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): Mid-East (IE062)

Country: Ireland

Email: procurement.helpdesk@hse.ie

Telephone: 35315119700

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: 3f505595-e9ff-4d0a-9135-4031c9afd6b8 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 09/10/2026 18:29 +01:00

Languages in which this notice is officially available: English