

236532-2026 - Competition

Ireland – Health services – HSE 28460 Private Health Insurance Claim Resolution Services within the Voluntary and Statutory Acute Public Hospital Sector,
OJ S 68/2026 08/04/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Health Service Executive (HSE)

Email: procurement.helpdesk@hse.ie

Legal type of the buyer: Central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: HSE 28460 Private Health Insurance Claim Resolution Services within the Voluntary and Statutory Acute Public Hospital Sector,

Description: The HSE invites responses from suitably qualified organisations for appointment to a framework agreement in relation to Private Health Insurance claim resolution services with the Voluntary and Statutory Acute Public Hospital Sector.

Procedure identifier: ceefc80b-0cc0-4d02-aca1-66ae7646c937

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85100000 Health services

Additional classification (cpv): 66512220 Medical insurance services, 66512000 Accident and health insurance services, 66512200 Health insurance services, 66512210 Voluntary health insurance services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 8 000 000,00 EUR

Maximum value of the framework agreement: 8 000 000,00 EUR

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 28460 Private Health Insurance Claim Resolution Services within the Voluntary and Statutory Acute Public Hospital Sector,

Description: The HSE invites responses from suitably qualified organisations for appointment to a framework agreement in relation to Private Health Insurance claim resolution services with the Voluntary and Statutory Acute Public Hospital Sector.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85100000 Health services

Additional classification (cpv): 66512220 Medical insurance services, 66512000 Accident and health insurance services, 66512200 Health insurance services, 66512210 Voluntary health insurance services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 8 000 000,00 EUR

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: 05/05/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7837214>

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=7837214>

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: 11/05/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

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: 1

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: 0007497W

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: 016352000

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: 7f868706-6dd6-4d92-98ab-65b85e1c5f0b - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 07/04/2026 13:54:39 (UTC+01:00) Central European Time, Western European Summer Time
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Notice publication number: 236532-2026
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