

707822-2025 - Direct award preannouncement

Ireland – Financial and insurance services – 24/014 Insurance Placement and Claims System

OJ S 206/2025 27/10/2025

Voluntary ex-ante transparency notice - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Uisce Éireann

Email: tenders@water.ie

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: 24/014 Insurance Placement and Claims System

Description: The Contracting Entity intends to use the negotiated procedure without prior call for competition for the award of support services for the ClearSight Platform software used in Uisce Éireann.

Procedure identifier: ce8b7db7-6093-4303-94a2-f6aa6a29a534

Type of procedure: Negotiated without prior call for competition

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 66000000 Financial and insurance services

Additional classification (cpv): 66510000 Insurance services, 66517300 Risk management insurance services, 66518300 Insurance claims adjustment services

2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: 24/014 Insurance Placement and Claims System

Description: The Contracting Entity intends to use the negotiated procedure without prior call for competition for the award of support services for the ClearSight Platform software used in Uisce Éireann.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 66000000 Financial and insurance services

5.1.2. Place of performance

Country: Ireland

Anywhere in the given country

5.1.6. General information

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

5.1.16. Further information, mediation and review

Review organisation: The High Court of Ireland

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

6. Results

Value of all contracts awarded in this notice: 570 000,00 EUR

Direct award

:

Justification for direct award: The contract can be provided only by a particular economic operator because of exclusive rights, including intellectual property rights

Other justification: Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below. The works, supplies or services can be provided only by a particular economic operator for the following reason: protection of economic rights, including intellectual property rights and in accordance with the strict conditions stated in the directive explanation Negotiated procedure without prior call for competition. The award of ClearSight Platform software which is a cloud based insurance claims and policy management information system providing storage, management and reporting services on insurance claims and policies to Uisce Éireann was awarded directly to Riskonnect ClearSight Ltd (the Supplier), due to the protection of exclusivity rights (Regulation 49(1)(c)(iii)). The contracting entity has been using ClearSight Platform software to provide storage, management and reporting services on insurance claims and policy management information system since 31 March 2016. The contracting entity has built its existing insurance and policy management applications and business processes upon the Supplier's technologies. The complexity of the contracting entity's environment and its dependency on the Supplier's technologies and products means that a support contract of this nature, aligned to the software producer can only be agreed with the software provider directly. The decision to award this contract to Riskonnect ClearSight Ltd is on grounds that the Supplier's products are proprietary and therefore this support service can only be provided by the Supplier who retains the Intellectual Property Rights (IPR) to their products source code. No other option exists due to the proprietary IPR for source code. Only Riskonnect ClearSight Ltd can provide this level of support on their products due to the proprietary IPR. The existing services provided by the Supplier need to be maintained in order to ensure the continuity of service required by the contracting entity and where a change of Supplier and transition to a new system would cause significant inconvenience and disruption to Uisce Éireann's operational requirements and substantial duplication of costs. It is not expected that any of the contract be subcontracted to third parties. Contract duration: 7 years.

8. Organisations

8.1. ORG-0001

Official name: Uisce Éireann
Town: Dublin
Postcode: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: tenders@water.ie
Telephone: 0214519000
Buyer profile: www.water.ie
Roles of this organisation:
Buyer

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

10. Change

Version of the previous notice to be changed
:
5c70808b-46c1-4478-a920-de24cd183fa5-01
Main reason for change
:
Information updated

Description

:

Riskconnect Clearsight Ltd awarded €570,000. Contract commenced 28/03/2025.

Notice information

Notice identifier/version: e54757c6-d56f-4c23-81bc-3636d54e5c8d - 02

Form type: Direct award preannouncement

Notice type: Voluntary ex-ante transparency notice

Notice subtype: 25

Notice dispatch date: 23/10/2025 14:21:12 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: English

Notice publication number: 707822-2025

OJ S issue number: 206/2025

Publication date: 27/10/2025