

Ireland – Data services – National Dental Records and Information System HSE 21175**OJ S 31/2025 13/02/2025****Contract or concession award 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: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: National Dental Records and Information System HSE 21175

Description: The National Dental Records and Information System project aims to replace the existing National Dental System, which is due to move to end of support status, with a National Dental Record and Information System that supports the provision of dental services and public health obligations of the HSE Community Dental Service. The scope of this tender is the delivery of required ICT solution to enable the successful establishment and management of the National Dental Record and Information System. The successful solution must include an ICT System Solution that is fully vendor managed and hosted SaaS solution including but not limited to: project management, licences, implementation, pre and post testing, training, ongoing support and maintenance, configuration, data migration, current and future integrations. The successful tenderer will deliver a system which will enable the provision of integrated Dental care nationally across the primary care settings. The system will manage and record the paediatric and adult patient journey within dental pathways and facilitate a high-quality service by enabling the implementation of the National Dental Records System. The requirement is that the dental record information system offered, currently exists and is demonstrable, in addition to being configurable, user friendly and intuitive, with the configuration and setup resulting from collaborations between the successful tenderer and the organisations. It is also expected that this collaboration will be sought to ensure that informed choices for configurations are based on available evidence-based practice and organisationally defined standards, policies and processes. It is expected that the procured solution will be highly interoperable and therefore capable of interfacing with National solutions such as the Individual Health Identifier, NIMIS, MedLIS, existing EHR's as well as future solutions. The purpose of the National Dental Records and Information System is to: provide a single national database of dental service information across all Regional Health Authorities; provide secure and appropriate access to patient records for both clinicians and administrative staff in the provision of service to patients; To provide continuity of care through a single patient dental record enable key datasets across the Regional Health Authorities dental services. The key objectives are to maintain continuity of care for patients by ensuring the provision for: Electronic patient record; Migrating the existing patient records into the new system; Streamlining and digitising processes e.g. appointment management; Support the production of reports as required for dental public health services nationally.

Procedure identifier: 9cdb4402-7879-4f75-b5bd-62f26f3f380b

Type of procedure: Open
The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72300000 Data services
Additional classification (cpv): 48612000 Database-management system, 72320000 Database services, 72321000 Added-value database services, 72260000 Software-related services, 72261000 Software support services, 72267100 Maintenance of information technology software, 72250000 System and support services, 72212600 Database and operating software development services, 48610000 Database systems, 48611000 Database software package

2.1.2. Place of performance

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

2.1.3. Value

Estimated value excluding VAT: 5 000 000,00 EUR

2.1.4. General information

Legal basis:
Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: National Dental Records and Information System HSE 21175

Description: The National Dental Records and Information System project aims to replace the existing National Dental System, which is due to move to end of support status, with a National Dental Record and Information System that supports the provision of dental services and public health obligations of the HSE Community Dental Service. The scope of this tender is the delivery of required ICT solution to enable the successful establishment and management of the National Dental Record and Information System. The successful solution must include an ICT System Solution that is fully vendor managed and hosted SaaS solution including but not limited to: project management, licences, implementation, pre and post testing, training, ongoing support and maintenance, configuration, data migration, current and future integrations. The successful tenderer will deliver a system which will enable the provision of integrated Dental care nationally across the primary care settings. The system will manage and record the paediatric and adult patient journey within dental pathways and facilitate a high-quality service by enabling the implementation of the National Dental Records System. The requirement is that the dental record information system offered, currently exists and is demonstrable, in addition to being configurable, user friendly and intuitive, with the configuration and setup resulting from collaborations between the successful tenderer and the organisations. It is also expected that this collaboration will be sought to ensure that informed choices for configurations are based on available evidence-based practice and organisationally defined standards, policies and processes. It is expected that the procured solution will be highly interoperable and therefore capable of interfacing with National solutions such as the Individual Health Identifier, NIMIS, MedLIS, existing EHR's as well as future solutions. The purpose of the National Dental Records and Information System is to: provide a

single national database of dental service information across all Regional Health Authorities; provide secure and appropriate access to patient records for both clinicians and administrative staff in the provision of service to patients; To provide continuity of care through a single patient dental record enable key datasets across the Regional Health Authorities dental services. The key objectives are to maintain continuity of care for patients by ensuring the provision for: Electronic patient record; Migrating the existing patient records into the new system; Streamlining and digitising processes e.g. appointment management; Support the production of reports as required for dental public health services nationally.
Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72300000 Data services

Additional classification (cpv): 48612000 Database-management system, 72320000

Database services, 72321000 Added-value database services, 72260000

Software-related services, 72261000 Software support services, 72267100

Maintenance of information technology software, 72250000 System and support services,

72212600 Database and operating software development services, 48610000

Database systems, 48611000 Database software package

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 5 000 000,00 EUR

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Most Economically Advantageous Tender (MEAT)

Description of the method to be used if weighting cannot be expressed by criteria: Most Economically Advantageous Tender (MEAT)

5.1.12. Terms of procurement

Information about review deadlines: Tender has been cancelled as of 12:20, Wednesday 12.02.25

5.1.15. Techniques

Framework agreement: No framework agreement

Information about the dynamic purchasing system: No dynamic purchase system

Electronic auction: no

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)

TED eSender: European Dynamics S.A.

6. Results

6.1. Result lot Identifier: LOT-0001

Winner selection status: No winner was chosen and the competition is closed.

The reason why a winner was not chosen: Decision of a review body or another judicial body

6.1.4. Statistical information:

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Health Service Executive (HSE)

Registration number: 000000

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: 00000000

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

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

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 (Voreios Tomeas Athinon) (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

11. Notice information

11.1. Notice information

Notice identifier/version: 5ad1e8da-b4ce-44de-971d-2edb1cb80abe - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 12/02/2025 12:43:14 (UTC)

Languages in which this notice is officially available: English

11.2. Publication information

Notice publication number: 97329-2025

OJ S issue number: 31/2025

Publication date: 13/02/2025