

97723-2026 - Result

Ireland – Software package and information systems – Specialised Care Services Clinical Management System ‘Community Connect’

OJ S 29/2026 11/02/2026

Contract or concession award notice – standard regime

Supplies - 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: Specialised Care Services Clinical Management System ‘Community Connect’

Description: A Request for Tender was conducted under a HSE Single Supplier Framework Agreement for a Clinical Management Systems for Specialised Care Services, Ref. HSE 7802. The Specialised Care Services Clinical Management System 'Community Connect' is required to deliver a single integrated solution for patient administration and select clinical functionality (Service Management) across Ireland's Community Services, including advanced clinical functionality for Child and Adolescent Mental Health Services (CAMHS) and Specialist Palliative Care (SPC) Services.

Procedure identifier: c3120a94-3731-40c8-9755-0461f1e0db21

Internal identifier: HSE 26859

Type of procedure: Other single stage procedure

Main features of the procedure: Request for Tender under a Single Supplier Framework Agreement for Specialised Care Services Clinical Management System

2.1.1. Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

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

Additional classification (cpv): 48180000 Medical software package, 48814000 Medical information systems, 48814200 Patient-administration system, 48814400 Clinical information system

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 65 010 160,00 EUR

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: Specialised Care Services Clinical Management System 'Community Connect'

Description: A Request for Tender was conducted under a HSE Single Supplier Framework Agreement for a Clinical Management Systems for Specialised Care Services, Ref. HSE 7802. The Specialised Care Services Clinical Management System 'Community Connect' is required to deliver a single integrated solution for patient administration and select clinical functionality (Service Management) across Ireland's Community Services, including advanced clinical functionality for Child and Adolescent Mental Health Services (CAMHS) and Specialist Palliative Care (SPC) Services.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

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

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 66 Months

5.1.5. Value

Estimated value excluding VAT: 65 010 160,00 EUR

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Approach & Methodology

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Category of award fixed criterion: Fixed value (total)

Award criterion number: 10

Category of award threshold criterion: Minimum score

Award criterion number: 6

Criterion:

Type: Quality

Description: Quality & Technical Merit

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 38

Category of award fixed criterion: Fixed value (total)

Award criterion number: 38

Category of award threshold criterion: Minimum score

Award criterion number: 22,8

Criterion:

Type: Quality

Description: Post Implementation

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 12

Category of award fixed criterion: Fixed value (total)

Award criterion number: 12

Category of award threshold criterion: Minimum score

Award criterion number: 7,2

Criterion:

Type: Cost

Description: Overall Cost

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

Category of award fixed criterion: Fixed value (total)

Award criterion number: 40

Category of award threshold criterion: Minimum score

Award criterion number: 0

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

Organisation signing the contract: Health Service Executive (HSE)

6. Results

Value of all contracts awarded in this notice: 65 010 160,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: InterSystems B.V.

Tender:

Tender identifier: Tender of InterSystems B.V.

Identifier of lot or group of lots: LOT-0001

Value of the tender: 65 010 160,00 EUR

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: HSE 26859
Date of the conclusion of the contract: 24/12/2025
Organisation signing the contract: Health Service Executive (HSE)

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Health Service Executive (HSE)

Registration number: 1448

Postal address: Oak House, Millennium Park

Town: Naas, Co. Kildare

Postcode: W91 KDC2

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: HSE Procurement Helpdesk

Email: procurement.helpdesk@hse.ie

Telephone: +353 1 5119700

Internet address: <https://www.hse.ie>

Buyer profile: <https://www.hse.ie>

Roles of this organisation:

Buyer

Organisation signing the contract

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

8.1. ORG-0004

Official name: InterSystems B.V.

Size of the economic operator: Large

Registration number: 34127566

Town: 18 Westland Square Pearse Street, Dublin

Postcode: D02 F751

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: www.InterSystems.com

Email: bidteam@intersystems.com

Telephone: +44 1753 829600

Internet address: www.InterSystems.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 570a91e4-8da7-4c90-9034-2e2f33f525e8 - 01

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