

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, controlled by a central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: EU OPEN PROCESS For ICT Voice Solution on behalf of HSE National Distribution Centre (NDC) Service. (HSE 27500)

Description: The HSE is seeking to Upgrade or Replace existing hardware and the potential implementation of picking solution in the HSE National Distribution Centre (NDC). The requirement is to either upgrade or replace the current solution with software and hardware that facilitate continued voice directed picking. Any hardware device proposed must also enable the use of the native SAP Fiori app for handheld RF scanning which is accessing using a URL on existing handheld scanning devices. HSE Procurement has operated the current Voice Picking Solution in the NDC since 2012. The current solution consist of a voice picking GUI application (Vocalpoint) connected to mobile computing devices. HSE currently uses two version of the Honeywell Vocollect Talkmans the older A700 (blue) and the newer A700X (black). The headsets are Honeywell SRX3. The mobile device and headset are worn by the operatives whilst performing warehouse tasks. In July 2023, the Vocalpoint system was integrated into the HSE Integrated Financial Management System SAP EWM for picking tasks. The integration is by way of IDOC and BAPI using proprietary middleware. The current provider has advised the HSE that at the end of 2025, Honeywell will no longer support the A700 Talkman model. It has also advised that the Honeywell voice recognition system on the A700x models reaching end of life support the end of 2026. Therefore all mobile devices will be out of Honeywell support at the end of 2026. Depending on the hardware devices that are ultimately selected, an Enterprise Mobility Management solution is likely to be required to support the continued support\upgrading of any new devices. The NDC utilises SOTI to manage other RF devices in the warehouse. This procurement process is on behalf of the Health Service Executive (HSE) including all Regional Health Areas and organisations fully or partly funded by the HSE, in addition to other publicly funded agencies. The HSE is seeking to procure an effective and market proven end-to-end, fully vendor managed solution with a Single Supplier, which is ready for immediate deployment.

Procedure identifier: bcf16c3a-4b9b-4b26-9976-c1af2c2383b6

Type of procedure: Open

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): 48000000 Software package and information systems, 48100000 Industry specific software package, 48170000 Compliance software package, 48217000 Transaction-processing software package, 48310000 Document creation software package, 48311000 Document management software package, 48400000 Business transaction and personal business software package, 72250000 System and support services, 72200000 Software programming and consultancy services, 72260000 Software-related services, 72261000 Software support services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72268000 Software supply services, 48219300 Administration software package, 48600000 Database and operating software package, 48613000 Electronic data management (EDM), 48800000 Information systems and servers, 48900000 Miscellaneous software package and computer systems, 30210000 Data-processing machines (hardware)

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

- 2.1.3. Value
Estimated value excluding VAT: 610 000,00 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: EU OPEN PROCESS For ICT Voice Solution on behalf of HSE National Distribution Centre (NDC) Service. (HSE 27500)

Description: The HSE is seeking to Upgrade or Replace existing hardware and the potential implementation of picking solution in the HSE National Distribution Centre (NDC). The requirement is to either upgrade or replace the current solution with software and hardware that facilitate continued voice directed picking. Any hardware device proposed must also enable the use of the native SAP Fiori app for handheld RF scanning which is accessing using a URL on existing handheld scanning devices. HSE Procurement has operated the current Voice Picking Solution in the NDC since 2012. The current solution consist of a voice picking GUI application (Vocalpoint) connected to mobile computing devices. HSE currently uses two version of the Honeywell Vocollect Talkmans the older A700 (blue) and the newer A700X (black). The headsets are Honeywell SRX3. The mobile device and headset are worn by the operatives whilst performing warehouse tasks. In July 2023, the Vocalpoint system was integrated into the HSE Integrated Financial Management System SAP EWM for picking tasks. The integration is by way of IDOC and BAPI using proprietary middleware. The current provider has advised the HSE that at the end of 2025, Honeywell will no longer support the A700 Talkman model. It has also advised that the Honeywell voice recognition system on the A700x models reaching end of life support the end of 2026. Therefore all mobile devices will be out of Honeywell support at the end of 2026. Depending on the hardware devices that are ultimately selected, an Enterprise Mobility Management solution is likely to be required to support the continued support\upgrading of any new devices. The NDC utilises SOTI to manage other RF devices in the warehouse. This procurement process is on behalf of the Health Service Executive (HSE) including all Regional Health Areas and organisations fully or partly funded by the HSE, in addition to other publicly funded agencies. The HSE is seeking to procure an effective and market proven end-to-end, fully vendor managed solution with a Single Supplier, which is ready for immediate deployment.

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): 48000000 Software package and information systems, 48100000 Industry specific software package, 48170000 Compliance software package, 48217000 Transaction-processing software package, 48310000 Document creation software package, 48311000 Document management software package, 48400000 Business transaction and personal business software package, 72250000 System and support services, 72200000 Software programming and consultancy services, 72260000 Software-related services, 72261000 Software support services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72268000 Software supply services, 48219300 Administration software package, 48600000 Database and operating software package, 48613000 Electronic data management (EDM), 48800000 Information systems and servers, 48900000 Miscellaneous software package and computer systems, 30210000 Data-processing machines (hardware)
- 5.1.2. Place of performance
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

- 5.1.3. Estimated duration
Duration: 108 Months
- 5.1.5. Value
Estimated value excluding VAT: 610 000,00 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
- 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: 25/02/2026 12:00:00 (UTC+00:00) Western European Time, GMT
Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7374758>
- 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=7374758>
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 tenders: 18/03/2026 12:00:00 (UTC+00:00) Western European Time, GMT
Duration during which the tender must remain valid: 12 Months
Information about public opening:
Opening date: 18/03/2026 12:30:00 (UTC+00:00) Western European Time, GMT
Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7374758>
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:
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)

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: ORG-0001

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: 000000000

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