



Board CAR Summary

29th MAY 2024

Subject/Title	Contract Approval Requests (CAR) for The Board
Board Lead	Stephen Mulvany CFO
Prepared by	John Swords, National Director Procurement
Purpose	Decision

1. Recommendation to Board

That it is in order to approve the four CARs submitted for consideration at Board meeting of 29th May 2024 as part of the reserved functions of the Board.

2. Executive summary

The Board are required to approve all contract arrangements that are greater than €10m as part of their reserved functions.

There are four CARS that are being brought to the Board today. These are summarised in the table below:

Car No.	Contract name	Annual value	Total value	Contract durations (yrs)	Extensions(yrs)	Preferred Vendor	HSE AREA
21309	Provision of National Universal Newborn Hearing Screening Service			4yrs	2 x 1yrs	NEC Software Solutions	National
22185	Multi Supplier Panel For the Provision of Dental Extractions for Children Under General Anaesthesia			2yrs	2 x 1yrs	UPMC Kildare (lots 1 & 2)	CHO 6,7,9
18331	National Drawdown Framework Agreement for the Provision of Medical Hygiene Products			2yrs	2 x 1yrs	<ul style="list-style-type: none">• Brennan & Co• Bunzl Ireland Ltd• Diversey Hygiene Sales Ltd T/A Diversey Ireland• Fannin Ireland• H & H Products• Humancare• Lynch Medical Supplies Ltd• Mediteq Healthcare Solutions Ltd.• Western Hygiene Supplies Ltd	National
11790	A Secure email and Identity service for community-based services for the Irish Health Service ("Healthmail")			3yrs	2 x 1yrs	Three Ireland (Hutchison) Limited	National

The total overall annual value of these four CARS equates to (per annum) ranging from . Additional information is provided in the attached briefing notes but is also summarised under section 3.

A significant key performance indicator (KPI) for Procurement relates to Spend Under Management (SUM). Essentially, the more spend that the HSE has under management or under contract improves our compliance with procurement regulations and rules.



3. Background and Other Key Information for Board

HSE 21309 Provision of National Universal New-born Hearing Screening Service

- This service offers a hearing screen to the approx. 55,000 eligible new-born babies born in acute maternity units, those born outside of the maternity unit setting, and babies who spent more than 48 hours in Special Care Baby Units and/or Neonatal Intensive Care Unit by 44 weeks gestational age using agreed national protocols for screening.
- The programme, developed by the HSE, was rolled out in April 2011 and became a National programme in November 2013.
- **Initial term of contract is 48 months with 2 x 12 extensions with total value of [REDACTED] Annual value of [REDACTED]**

One tender response from NEC Software Solutions was received and evaluated and the tendered cost per screen was [REDACTED]

- The previous contract dating from November 2016 (HSE 6807 Contract for the Provision of Universal Newborn Hearing Screening Service) had a tendered cost per screen of [REDACTED]
- **This is an increase of [REDACTED]**
- A change control notice on the previous contract was signed off on 01.02.22.
- This increased the screening cost from [REDACTED] Inflation over this period to December 2023 was 21% (see CSO graph below).
- **The increase to [REDACTED] is in line with inflation and represents value for money given the highly specialist nature of the service and the limited market.**
- The programme is informed by international best practice and evidence with particular input from the UK NHSP model.
- It involves screening all newborn infants. This results in the early identification of congenital Permanent Childhood Hearing Loss (PCHL) leading to early intervention and much improved outcomes for children.
- Currently there is an estimated incidence of hearing loss of approximately 1-2/1000 or 60-120 children diagnosed with a hearing impairment per year as a result of introducing the programme.
- Furthermore, screening can also help in the early detection of unilateral or bilateral moderate to profound permanent childhood hearing impairment.
- The aim of the screening programme is to reduce the age of identification of such hearing loss to not more than three months and to undertake/commence amplification, fitting and enrolment in early intervention programmes by age six months.



- The service provider will be expected to offer and provide new-born hearing screening in accordance with HSE Care Pathways, Protocols and Appendices to all eligible newborn babies in the relevant hospitals, between the hours of 9am to 6pm, 7 days per week.

HSE 22185: Multi Supplier Panel For the Provision of Dental Extractions for Children Under General Anaesthesia

- The total yearly requirement for dental extractions under general anaesthesia for children aged 2-16 years is approx. [REDACTED] per year in the four CHO areas.
- **The estimated total value of the contract over a 4 year term is [REDACTED] or [REDACTED] per year and the project [REDACTED]**
- There were various non-compliant local arrangements with private providers in the CHOs in recent years as demand for these dental services in the public system increased. This document seeks approval for the outcome of the formal tender process for these requirements, which are expected to grow in the coming years.
- There are capacity restraints both in terms of access to theatre sessions in the private hospitals and of the limited number of qualified dentists and oral surgeons available for private work. In addition, some of the patients in the 2-16 year age category have special needs and some private providers cannot accommodate such patients.
- An open tender competition was published and the deadline was extended when it was noticed that the tender offering attracted little interest from private providers. The tender deadline was extended allowing over two months in total from the time of publication. Known providers in the four CHO regions were contacted and alerted to the tender opportunity. However, just one tender was received – which was from UPMC Kildare. Following evaluation, the tender was approved.
- The estimated total value of the contract over a 4 year term is [REDACTED] per year and [REDACTED]

HSE 18331 National Drawdown Framework Agreement For the provision of Medical Hygiene Products

- The proposed contract refers to the renewal of an existing contract following a procurement process. The envisaged contract duration will be two (2) years with possible extension of two (2 x 12 Month), totalling four year's maximum.
- **Total Value of contract is [REDACTED] over a maximum potential contract lifetime of four (4) years.**



- The current contract and extensions will expire on 31st May 2024.
- Value For Money- The preliminary market research showed this market to be competitive with a number of active responses to our Invitation to Tender request, 12 responses were received. The Value for money was benchmarked by comparing the previous 12 month spend and usage figures for all Suppliers and comparing them to the prices tendered by the number 1 ranked company per lot. This presents an overall **savings of [REDACTED] for the total term of the contract if 1st ranked Supplier is utilised, equating to a [REDACTED] over the term of the agreement.**
- This contract offers product quality and choice and is supported by robust training and education programmes/toolkits, approved specifications, to the demanding standards of the World Healthcare Organisation (WHO), and HSE national guidelines.
- The following service related benefits apply;
 - Development of robust specifications by clinical experts in medical hygiene products will greatly assist in the delivery of future competitions for this product range.
 - A national approach will ensure consistency of service support, contract performance and management reporting.
 - Standardisation of quality, service and pricing across the HSE Sector.
 - Offers increased service user choice due to multiple vendors appointed at sub lot / product level.
 - Increased contract compliance for HSE.

HSE 11790 Secure email and identity service for community-based services for the Irish Health Service (Healthmail)

- The total requirement is for the development, implementation, hosting, deployment and support of a secure email & identity service for community-based services throughout the Irish Health Service, known as 'Healthmail'.
- Healthmail is used by in excess of 8,500 health care professionals in Ireland and is in operation since 2014.
- **The value of the contract is estimated as [REDACTED] over 5 years (initial 3 years + 2 x 1 year extensions).**
- The current contract annual cost is [REDACTED] which is above the tendered contract value of [REDACTED]. This equates to [REDACTED]
[REDACTED]
- Healthmail is to be implemented as a dedicated, secure and bounded Microsoft Office 365 service hosted in a cloud environment and delivered to the HSE as a fully managed service.



- Access to Healthmail is limited to authorised and validated healthcare professionals from specified healthcare groups, for the exchange of data via email within the Healthmail service, and with the HSE and specific connected, whitelisted healthcare agency domains, (i.e. those with permission to communicate with Healthmail, e.g. hse.ie, mater.ie, materprivate.ie, and southdoc.ie). Healthmail identities are also used for access to specific clinical applications delivered by the HSE. Users can avail of full service accounts that consists of an identity plus a mailbox or identity only accounts, with a different licence cost applicable to each.
- The requirement to undertake a procurement process for this service was identified originally in March 2020. As a result of Covid-19 and the subsequent cyber-attack on the HSE IT Systems, it did not proceed at that time. Approval of Contract Extension Approval Requests (CEARs) allowed reworking of the tender documentation to reflect the changing IT environment following the cyber-attack and to allow the tender competition to be completed. The current extension is in place until 31.08.2024.
- The HSE utilised an Open tender procedure published on eTenders and the OJEU 09.05.2023; three tenders were received by the closing date of 21.06.2023.
- The successful tenderer, Three Ireland (Hutchison) Ltd. is the current service provider of the Healthmail service.
- As the successful tenderer is the current service provider, development and implementation of a new service is not required. From a user's perspective, having no interruption to service is vital in a clinical setting. The risks involved with migrating to a new platform would be considerable; the award of a contract to the incumbent provider avoids this. Established relationships with the existing service provider may also lead to better support and quicker issue resolution, as the service provider is already acquainted with the user's needs.
- Access to Information and Health Identifiers (A2IHIDs), eHealth will manage the contract on behalf of all HSE.
- The Award of the Contract will ensure the HSE complies with its obligations under Public Procurement Regulations and Guidelines.