



HSE Board Briefing Template

Subject: Contract Approval Request (CAR) HSE 11790 for a Secure email and identity service for community-based services for the Irish Health Service (Healthmail) (HSE 11790)

Term of 3 years + the option to extend for 2 x 1 year – Total Estimated Value [REDACTED]
(value based on 5 years)

Submitted for meeting on: 29th May 2024

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Why is this information being brought to the Boards attention?

Board approval is required for the award of a contract for a secure email and identity service for community-based services for the Irish Health Service (Healthmail) used by in excess of 8,500 health care professionals. The service is to be implemented as a dedicated, secure and bounded Microsoft Office365 service hosted in a cloud environment and delivered to the HSE as a fully managed service.

The award of a contract to provide a Secure email and identity service for community-based services for the Irish Health Service (Healthmail). The estimated value of the contract is [REDACTED] (5 years; i.e. initial 3 years term + the option to extend for 2 x 1 year)

Is there an action by the Board required, if so please provide detail?

Board Approval is sought for the award of this to replace the previous contract HSE 2744 which has been extended to ensure continuity of service.

Please indicate which of the Board's objectives this relates to;

- The development and implementing of an effective Corporate Governance Framework, incorporating clinical governance and a performance management and accountability system; ☐
- Developing a plan for building public trust and confidence in the HSE and the wider health service; ☐
- Ensuring the HSE's full support for and implementation of the Government's programme of health reform as set out in the Sláintecare Implementation Strategy; ☐
- Exercising effective budgetary management, including improving the value achieved with existing resources and securing target saving, with the objective of delivering the National Service Plan within Budget. ☒

Brief summary of link to Board objectives.

The HSE is required to comply with the Procurement Regulations and Guidelines. The Award of the Contract will ensure the HSE complies with its obligations.

What actions are required by the Board?

Approval of the award of a contract for a Secure email and identity service for community-based services for the Irish Health Service (Healthmail).

Background - provide context in order to ensure that the Board fully understand the issue.

- 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;
- Healthmail is to be implemented as a dedicated, secure and bounded Microsoft Office365 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, southdoc.ie). Healthmail identities are also used for access to specific clinical applications delivered by the HSE. Users can avail of Full Service accounts which 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. Authorisation of Contract Extension Approval Requests (CEARs) allowed reworking of the tender documentation to reflect the changing IT environment following the Cyber Attack, and has ensured the continuity of the current contract 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;
- The value of the contract is estimated as [REDACTED] over 5 years (initial 3 year contract + 2 x 1 year extension option);
- The current contract annual cost is [REDACTED], which is above the tendered contract value of [REDACTED]. This equates to a cost reduction of [REDACTED] per annum, a reduction of 5.6%, equating to an estimated reduction in cost of [REDACTED] over a full 5-year contract duration.

Highlight any implications that the Board should be made aware of in its consideration such as:

- Current status
The previous contract expired in July 2019 and had subsequently been extended on a number of occasions pending a new tender competition. It is essential that a replacement and compliant contract are put in place with a suitably qualified service provider.
- Budget
The budget for a secure email and identity service for community-based services is managed by Access to Information and Health Identifiers (A2IHIDs), eHealth, whose responsibility it will be to manage the contract effectively.

- Impact to delivery of services

The objective is provision of a fully resilient cloud hosted secure solution that:

- Maintains and enhances the current Healthmail service to support the growing use cases for secure clinical email and access to other clinical applications;
- Prepares for the addition of further communications and collaboration services to the Healthmail user community;
- Maintains and enhances the security of clinical email, access and collaboration for clinicians;
- Healthmail provides an easy to use, encrypted communication system to enable secure transfer of personal data therefore assists health care professionals comply with GDPR;
- Provides for continuity of service, which is vital in a clinical setting, as no migration to a new platform is required.

- Corporate Plan

- The implementation of a contract will deliver an element of the target Sum Under Management for Procurement;
- Caters for the HSE increasing transition to cloud based services in support of the myriad of functions it manages, in line with the cloud-first ICT Strategic Policy of the Government of Ireland.

Conclusion:

The implementation of the contract is essential for the HSE to move into compliance with its obligations under the Procurement Regulations and to allow the HSE Access to Information and Health Identifiers (A2IHIDs), eHealth to meet its service commitments.

Recommendation:

The award of the contract is recommended for approval.