

Finland-Helsinki: IT services: consulting, software development, Internet and support
OJ S 86/2022 03/05/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Finnish Mutual Patient Insurance Company

National registration number: 3146137-9

Town: Helsinki

NUTS code: FI1B Helsinki-Uusimaa

Country: Finland

Contact person: Mari Jääskeläinen / Sansia Oy

E-mail: mari.jaaskelainen@sansia.fi

Telephone: +358 447182933

Internet address(es):

Main address: <https://www.sansia.fi>

I.4. Type of the contracting authority

Other type: Patient Insurance Company

I.5. Main activity

Other activity: Non-life insurance

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Insurance platform

Reference number: 360371

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Finnish Mutual Patient Insurance Company (FMPIC) is seeking to procure an insurance platform that is a SaaS solution and accessible from a web browser. The platform will initially be used mainly for policy administration. Since FMPIC's current operations only involve one single line of business, statutory patient insurance, without claims handling, the company expects that the insurance platform can be implemented in a limited scope. Accordingly, FMPIC expects both easy, fast and cost-efficient deployment and low and predictable cost of ownership/usage. Nevertheless, with regard to possible future needs, the platform must be scalable and highly configurable without hard-coding, to support all common P&C insurance

types and corresponding claims as well as the operations covering the full insurance value chain. Capability to build Interfaces smoothly and efficiently with internal and external systems is also necessary.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 356 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services, 72260000 Software-related services

II.2.3. Place of performance

NUTS code: FI1B Helsinki-Uusimaa

II.2.4. Description of the procurement

Finnish Mutual Patient Insurance Company (FMPIC) is seeking to procure an insurance platform that is a SaaS solution and accessible from a web browser. The users of the insurance platform are mainly FMPIC's insurance professionals and outsourced consultants (approximately 10 users). The insurance platform will initially be used mainly for policy administration. Since FMPIC's current operations only involve one single line of business, statutory patient insurance, without claims handling, the company expects that the insurance platform can be implemented in a limited scope. Even though FMPIC's current operations do not include claims handling, the scope of the procurement includes a configurable claims management module for all common insurance claims types and claims management processes, so that future development of FMPIC's business models is enabled with- adequate flexibility. Accordingly, FMPIC expects both easy, fast and cost-efficient deployment and low and predictable cost of ownership/usage. Nevertheless, with regard to possible future needs, the platform must be scalable and highly configurable without hardcoding, to support all common P&C insurance types and corresponding claims as well as the operations covering the full insurance value chain. Capability to build interfaces smoothly and efficiently with internal and external systems is also necessary.

FMPIC expects to have the new insurance platform implemented and in use approximately by the end of September 2022. The platform is meant to be a long-term solution, which, accordingly, will be reflected in the procurement contract.

The delivery of the insurance platform includes planning and implementation of the deployment project, testing, training in the use of the system, the production use of the system as a SaaS service, and support and maintenance services. Patient regulation may also require some customization during the deployment project. The delivery may also include additional consultation or minor development work related to the offered solution.

II.2.5. Award criteria

Quality criterion - Name: Quality-based criterion / Weighting: 40

Price - Weighting: 60

II.2.11. Information about options

Options: yes

Description of options:

In addition to the mandatory scope of the procurement, the procurement consists of options which tenderers will be obligated to include and price in their final tenders. Not including the option in the final tender may lead to disqualification of the tender. All options will be exercised upon FMPIC's sole discretion during the initial agreement period. The tenderer may not refuse delivery of options once they have been included in the final tender. The procurement includes the following option projects:

1) Integration to at least the following internal or external sources/systems:

- financial system (e.g. Visma Fivaldi),

- external CRM system,

- external sources (such as Tax Administration, credit rating services, recurring payment services, Finnish national common claims register (Yhteinen Vakuutusrekisteri, YVR))

2) Development of front-end web services (e.g. insurance information, policy overview, claims registering, submitting claims information, claims status follow-up)

3) Development of analytics functions (e.g. claims analytics & predictions, potential fraud cases (combined with common claims register), customer views, business performance, dashboards)

The tenderers are required to provide hourly pricing for key roles participating in the option projects on Annex D (Pricing). Estimates for the amount of work required by each individual option project and related delivery timetable will be determined together by FMPIC and the tenderer at the time of deciding on the exercise of the option in question. The detailed scope of the option project shall be specified at the time of deciding on the exercise of the option.

Individual option projects may also be priced with a fixed price, which shall be based on the given hourly pricing and the agreed estimate of the amount of work. Option prices will not be taken into account when determining the reference price or in tender comparison.

Furthermore, the initial term of the agreement can be renewed by exercising an option so that the agreement period shall continue indefinitely with a 12-month notice period (termination for convenience). The renewal option of the contract period is described in more detail in Section II.2.7) of the invitation to participate (dated 10 September 2021).

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 179-466195](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Insurance platform

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/04/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: iFACTS AB

National registration number: SE556474647601

Postal address: Skeppsbron 3

Town: Malmö

NUTS code: SE Sverige

Postal code: 21120

Country: Sweden

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 356 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Markkinaoikeus

Postal address: Radanraketajantie 5

Town: Helsinki

Postal code: 00520

Country: Finland

E-mail: markkinaoikeus@oikeus.fi

Telephone: +358 295643300

Internet address: <http://www.oikeus.fi/markkinaoikeus>

VI.5.

Date of dispatch of this notice

28/04/2022