

Finland-Helsinki: IT services: consulting, software development, Internet and support

OJ S 179/2021 15/09/2021

Contract 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.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tarjouspalvelu.fi/sansia?id=360371&tpk=2b4e021b-cea0-480e-898c-ce4ca240acb4>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tarjouspalvelu.fi/sansia?id=360371&tpk=2b4e021b-cea0-480e-898c-ce4ca240acb4>

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

Request to participate: 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.

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 and minor development work related to the offered solution.

II.1.5. Estimated total value

Value excluding VAT: 400 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

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. 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 insurance types and the full insurance value chain. Capability to build Interfaces smoothly and efficiently with internal and external systems is also necessary.

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.

The final tenders must meet the mandatory requirements set out in Annex A (Requirements) in order to be acceptable. The requirements set out in the Annex cannot be subjected to negotiations during the negotiated procedure.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/04/2022 End: 31/03/2025

This contract is subject to renewal: yes

Description of renewals:

The initial fixed 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 is exercised upon FMPIC's sole discretion during the initial agreement period.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5 Objective criteria for choosing the limited number of candidates:

The number of candidates to be selected to the negotiations and tender phase is limited to a minimum of three (3) and a maximum of five (5), unless there are less candidates fulfilling the suitability requirements.

FMPIC is looking for a long-term ICT partner that is financially stable and continuously develops its operations and activities.

Procuring the insurance platform for the FMPIC requires careful planning and adjustments of existing solutions. Potential suppliers are expected to offer configurable software packages or functional policy administration system (PAS) components creating the targeted PAS system. The candidates may offer their own suitable solutions in their tender, the suitability of the offered solutions are to be assessed during the negotiations. In order to carry out the negotiations in an efficient manner and timetable, taking into account the limited resources of the contracting entity, requires limiting the number of candidates being accepted into the procedure. Therefore, the contracting entity reserves the right to limit the number of candidates so that the resources available to the procurement procedure are in proportion to the nature of the procedure. The contracting entity determines the final number of candidates to be selected to the negotiations based on the number of candidates fulfilling the suitability criteria and the amount needed to ensure adequate competition.

The criteria and process for the selection of candidates to the negotiations is set out in section "Grounds for decision".

By imposing suitability criteria on the candidates, the contracting entity aims to ensure that the candidates are capable of carrying out the procurement.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11.

Information about options

Options: yes

Description of options:

In addition to the mandatory scope of the procurement, the procurement may consist 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. The options listed below and their inclusion in the final call for tenders are to be determined in more detail based on the negotiations. 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 subject-matter and scope of the options will be determined in more detail during the negotiations.

Options to be included in the final tender:

- Integration to at least the following internal or external sources/systems: financial system, external CRM system, external sources (such as Tax Administration)
- Front-end web services
- Analytics

The renewal option of the contract period is described in Section II.2.7) above.

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.1.5. Information about negotiation

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 13/10/2021 Local time: 16:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Markkinaoikeus

Postal address: Radanrakentajantie 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

10/09/2021