

Norway-Tromsø: Systems and technical consultancy services
OJ S 178/2023 15/09/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: UiT Norges arktiske universitet

National registration number: 970 422 528

Postal address: Postboks 6050 Langnes

Town: Tromsø

NUTS code: NO074 Troms og Finnmark

Postal code: 9037

Country: Norway

Contact person: Frida Mokkelbost

E-mail: frida.a.mokkelbost@uit.no

Telephone: +47 77646947

Internet address(es):

Main address: <https://www.uit.no>

Address of the buyer profile: <https://kgv.doffin.no/ctm/Company/CompanyInformation/Index/2000>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Healthbook

Reference number: ANSK-0023-23

II.1.2. Main CPV code

72220000 Systems and technical consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

UiT Faculty of Health Sciences, c/o the Department of Public Health, runs several large population surveys with many participants from our region, with large amounts of clinical data and biological material. These population surveys regularly conduct new consent-based collections of data, where large numbers of participants are contacted and invited to

participate. We will now be conducting three new surveys and need to purchase a system to carry out these three health surveys.

The value of the agreement is somewhat uncertain and depends on how many SMS messages need to be sent. A higher number than planned has been taken into account.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 400 000,00 NOK

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 48100000 Industry specific software package, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72250000 System and support services, 79310000 Market research services, 79980000 Subscription services

II.2.3. Place of performance

NUTS code: NO074 Troms og Finnmark

Main site or place of performance: Tromsøe

II.2.4. Description of the procurement

UiT Faculty of Health Sciences, c/o the Department of Public Health, runs several large population surveys with many participants from our region, with large amounts of clinical data and biological material. These population surveys regularly conduct new consent-based collections of data, where large numbers of participants are contacted and invited to participate. We will now be conducting three new surveys and need to purchase a system to carry out these three health surveys.

The value of the agreement is somewhat uncertain and depends on how many SMS messages need to be sent. A higher number than planned has been taken into account.

II.2.5. Award criteria

Cost criterion - Name: price / Weighting: 100

II.2.11. Information about options

Options: no

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

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

ISM is in need of a tool to handle secure communication with research participants, with invitations and appointment notices for surveys, reminders for participants, functionality for electronic consent and possibly data capture using electronic questionnaires. Our population surveys handle and collect sensitive personal data (and particularly sensitive personal data) and the tool we will use must be ISO certified (ISO-27001) and the servers/networks must be secure enough to handle such data. The tool must comply with the "Norms" for information security and privacy in the health and care sector.

It is important to us that the system can offer secure authentication of participants and login to the tool via a well-known Norwegian bank ID system. The tool must also have a web interface for browsers and mobile devices.

We must be able to send invitations to a larger number of research participants, where they can log in to the secure system and read the information letter accompanying the survey. The tool must be able to manage appointments for the survey and set meeting times for each participant, and then to send reminders to the participant. There is also a need for functionality that allows participants to change their appointments.

It must also be possible for the participant to log in to the tool to sign an electronic consent form for participation in the survey, and it must be possible to collect self-reported data from participants.

After completing a health survey, there will also be necessary to hold a dialogue with the participant. We may need to send personalised feedback directly to the participant based on findings from the health survey.

We need the system to integrate with our own collection application to check the status of electronic consent forms and the status of data capture from participants.

It is extremely important that the tenderer already has experience with SMS-initiated health-related population dialogue and preferably already has the trust of the population that we would like to invite to participate in the survey. Healthbook is already used as a patient journal system at all of Tromsøe municipality's medical centres, and was used when all residents in the municipality were invited to receive Covid vaccination. The tool is therefore already well-known and trusted by the population.

Market research has been conducted. The findings indicate that there are no suppliers other than Healthbook that can offer the functionality we need, or that have the necessary trust of the population.

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

The procurement involves the establishment of a framework agreement

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: [2023/S 134-427845](#)

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

The contracting authority will not award any further contracts based on the above prior information notice

Section V: Award of contract

Contract No: 1

Title:

Healthbook

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/08/2023

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Helseapps AS

National registration number: 912540863

Postal address: Storgata 49

Town: Harstad

NUTS code: NO074 Troms og Finnmark

Postal code: 9406

Country: Norway

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 3 400 000,00 NOK

Total value of the contract/lot: 3 400 000,00 NOK

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: Nord-Troms Tingrett

Town: Tromsø

Country: Norway

VI.5. Date of dispatch of this notice

11/09/2023