

82827-2026 - Result

Norway – Software supply services – Product and Web Analytics Tool - NHN

OJ S 25/2026 05/02/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Norsk Helsenett SF

Email: anskaffelser@nhn.no

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Product and Web Analytics Tool - NHN

Description: Helsenorge is the official website for information about and access to health services for residents of Norway. The information is provided by various operators in the health sector and The Norwegian health network is responsible for operating and developing the website. Helsenorge offers open access to quality-assured health information on a wide range of topics – and logged-in access to self-service solutions, where you can access various health-related online services. In order to effectively manage and analyse data for our complex website and app, the use of a product and web analytics tool is essential. The tool will enable the organisation to gain actionable insights into user behaviour, track key performance metrics and optimise the user experience. By supporting advanced functionality such as segmentation, filtering and calculated metrics, it will provide the flexibility needed for detailed analysis and dynamic reporting.

Procedure identifier: 92627d10-4b5f-4e21-bf8f-41d319ce3231

Previous notice: aa782d20-1895-4af7-8cfe-cf2b47929883-01

Internal identifier: 25/01978

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the procedure: Helsenorge is the official website for information about and access to health services for residents of Norway. The information is provided by various operators in the health sector and The Norwegian health network is responsible for operating and developing the website. Helsenorge offers open access to quality-assured health information on a wide range of topics – and logged-in access to self-service solutions, where you can access various health-related online services. In order to effectively manage and analyse data for our complex website and app, the use of a product and web analytics tool is essential. The tool will enable the organisation to gain actionable insights into user behaviour, track key performance metrics and optimise the user experience. By supporting advanced functionality such as segmentation, filtering and calculated metrics, it will provide the flexibility needed for detailed analysis and dynamic reporting.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72268000 Software supply services

Additional classification (cpv): 48219300 Administration software package, 48224000 Web page editing software package, 48460000 Analytical, scientific, mathematical or forecasting software package, 48783000 Content management software package, 72220000 Systems and technical consultancy services, 72263000 Software implementation services, 72316000 Data analysis services, 72600000 Computer support and consultancy services

2.1.2. Place of performance

Country: Norway

Anywhere in the given country

2.1.4. General information

Call for competition is terminated

Legal basis:

Directive 2014/24/EU

Anskaffelsesforskriften - The Norwegian Health Network SF is covered by the procurement regulations.

5. Lot

5.1. Lot: LOT-0000

Title: Product and Web Analytics Tool - NHN

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Options:

Description of the options: The contract will be valid for 3 (three) years calculated from the delivery day. The agreement will then be renewed automatically for 1 (one) year at a time, unless terminated.

5.1.2. Place of performance

Country: Norway

Anywhere in the given country

5.1.3. Estimated duration

Duration: 36 Months

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Quality

Description: Quality

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 70

Criterion:

Type: Price

Name: Price

Description: Price: The contracting authority considers the total cost in this procurement as a unit price. Unit prices will be seen as business secrets that cannot be disclosed. Due to this, rankings are only given between tenderers, whilst the evaluated total cost and the tenderer's individual points will not be provided.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Trøndelag Tingrett

Information about review deadlines: In accordance with the Procurement Regulations.

Organisation providing offline access to the procurement documents: Norsk Helsenett SF

6. Results

Value of all contracts awarded in this notice: 1,00 NOK

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: IIH Nordic A/S (Internet Intelligence House Nordic A/S)

Tender:

Tender identifier: Tilbud IIH Nordic AS

Identifier of lot or group of lots: LOT-0000

Value of the tender: 1,00 NOK

Subcontracting: Not yet known

Contract information:

Identifier of the contract: Kontrakt IIH Nordic AS

Date of the conclusion of the contract: 02/02/2026

6.1.4. Statistical information**Summary of the review requests the buyer received:**

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Norsk Helsenett SF

Registration number: 994598759

Postal address: Abels gate 9

Town: TRONDHEIM

Postcode: 7030

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Contact point: Avdeling anskaffelser

Email: anskaffelser@nhn.no

Telephone: +47 24200000

Internet address: <http://www.nhn.no>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Trøndelag Tingrett

Registration number: 926722794

Postal address: Abels gate 9

Town: Trondheim

Postcode: 7435

Country subdivision (NUTS): Trøndelag/Tröndelage (NO060)

Country: Norway

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: IIH Nordic A/S (Internet Intelligence House Nordic A/S)

Size of the economic operator: Micro, small, or medium

Registration number: 28711360

Postal address: Artillerivej 86

Town: København S

Postcode: 2300

Country subdivision (NUTS): Byen København (DK011)

Country: Denmark

Contact point: IIH Nordic A/S (Internet Intelligence House Nordic A/S)

Email: iih@iihnordic.com

Telephone: 70202919

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: eb0c44ab-1c5e-41b7-9c8c-4f3e180a7fb3 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 03/02/2026 13:59:04 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 04/02/2026 07:53:58 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 82827-2026

OJ S issue number: 25/2026

Publication date: 05/02/2026