

26 April 2023

AI

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Tēnā koe AI

**You request for Official information, reference: HNZ00014845**

Thank you for your email on 26 March 2023 asking for the following which has been considered under the Official Information Act 1982 (the Act). You have specifically requested

*Could I please be provided the following on the case investigation self-service form used for positive covid cases:*

- who developed it - was it solely internal to the ministry or did it involve outside vendors?*
- if it involved outside vendors, who were they and how was procurement done? what was the criteria and which vendors submitted?*
- what was the cost of creating the form - and maintaining the form? this could include design, development, IT services to support the form and staff*
- how many uses has the form had since it was introduced?*
- what currently happens to the data that is submitted through the form?*
- does the available pia on the website accurately represent the questions and content of the existing form?*

Please see outlined below a response to each part of your request.

*“who developed it - was it solely internal to the ministry or did it involve outside vendors?”*

The team involved in the development was a mixture of permanent MoH employees, short term contracted staff and commercial partners.

*“if it involved outside vendors, who were they and how was procurement done? what was the criteria and which vendors submitted?”*

The primary vendor for this work was Abletech. A procurement took place through the DIA marketplace. Selected vendors were notified on 29 October 2021, and a selection was made on 10 November. The criteria were 50% capability, 30% capacity, and 20% cost. Abletech, Ackama, Boost, Alphero, Springload, and Rush submitted to the procurement.

Access Advisors, an existing supplier of accessibility review services to the Ministry of Health, provided accessibility review services for the Case Investigation Self-Service form under a Government Model Contract.

*“what was the cost of creating the form - and maintaining the form? this could include design, development, IT services to support the form and staff”*

The combined vendor and staff costs relating to creating and maintaining the form, including design, development, and IT services to support the form since November 2021, is \$2,208,175

*“how many uses has the form had since it was introduced?”*

A total of 1,435,891 cases have submitted a completed case self-serve form, from it going live in February 2022 up until 4 April 2023.

*“what currently happens to the data that is submitted through the form?”*

The data that is submitted is included in the case investigation process within the National Contact Tracing Solution. Some information is sent from NCTS to Covid Clinical Care Module to enable clinical support.

*“does the available pia on the website accurately represent the questions and content of the existing form?”*

The PIA has been kept up to date when a release is made with privacy impacts. Some minor wording and design changes are not reflected in screenshots in the PIA.

## **How to get in touch**

If you have any questions, you can contact us at [hnzOIA@health.govt.nz](mailto:hnzOIA@health.govt.nz).

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Te Whatu Ora may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available on our website.

Nāku iti noa, nā



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