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Tender

Loss Adjuster Services

North Ayrshire Council

F02: Contract notice

Notice identifier: 2022/S 000-000940

Procurement identifier (OCID): ocds-h6vhtk-030a44

Published 12 January 2022, 7:25pm

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

procurement@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.publictendersscotland.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publictendersscotland.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Loss Adjuster Services

Reference number

NAC/5083

II.1.2) Main CPV code

- 66518300 - Insurance claims adjustment services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is seeking to appoint a firm of insurance loss adjusters to investigate and conclude sub-deductible claims for owned and operational properties.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services
- 66515200 - Property insurance services
- 66518300 - Insurance claims adjustment services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

North Ayrshire.

II.2.4) Description of the procurement

The loss adjuster will be responsible for investigating claims with a reserve less than 250,000 GBP and for appointing specialists and any associated organisations as required depending on the complexity of the loss. The loss adjuster will be the lead on the end to end process (from loss event to instructing surveyors for building work (where applicable)).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The original contract is for 3 years, with two extension periods possible (2 x 12 months).

II.2.10) Information about variants

Variants will be accepted: No

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

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Where it is required, within a bidder's country of establishment they must confirm which authorisation or memberships of the relevant organisation(s) are required in order to perform this service.

Bidders must confirm if they hold the particular authorisation or memberships.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum "specific" yearly turnover of 40,000 GBP for the last 3 years (for Loss Adjuster); 80,000 GBP (for Surveyor). If single organisation is covering all requirements then the combined total turnover should be met as minimum.

Bidders who cannot meet the required level of turnover may be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

North Ayrshire Council reserve the right to review the bidders financial information including information from credit reference agencies at tender stage and throughout the life of the contract, and seek clarifications if necessary. If clarifications are not satisfactory the bidder may be excluded from the tender process.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = 10M GBP

Public Liability Insurance = 10M GBP

Professional Risk Indemnity Insurance = 5M GBP (6 YEARS)

Product Liability Insurance = 5M GBP

<http://www.hse.gov.uk/pubns/hse40.pdf>

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders will be required to provide a minimum of 2 examples of works carried out in the past 5 years that demonstrates they have the relevant experience to deliver the work as described in part II.2.4 of the Contract Notice. The works must be of a similar value, size and scope.

Unsatisfactory experience will result in exclusion from the tender process.

Bidders must also provide two satisfactory references for the same two contracts on the reference templates provided. References should be completed and signed by previous customers for contracts of a similar value, size and scope. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders will be required to confirm that their managerial staff have the relevant educational and professional qualifications. Loss Adjusters must be members of the Chartered Institute of Loss Adjusters (CILA) and Surveyors must be a member of the Royal Institute of Chartered Surveyors.

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

Loss adjusters must be members of the Chartered Institute of Loss Adjusters (CILA).

Surveyors must be a member of the Royal Institute of Chartered Surveyors.

III.2.2) Contract performance conditions

KPIs.

Bi-annual review meetings.

Bi-annual submission of Management information and Balanced Scorecards.

Community Benefit Monitoring.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

15 February 2022

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 15 June 2022

IV.2.7) Conditions for opening of tenders

Date

15 February 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The original contract will end in 2025, however there is an option for 2 x one year extension periods so if these are utilised then the no contract notices for the new contract would be expected until 2026/2027.

VI.2) Information about electronic workflows

Electronic payment will be used

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 20306. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits will be required on a voluntary basis for:

1. Fair Work: promotion of job opportunities within North Ayrshire; employability targets for specific priority groups.
2. Upskilling (including curriculum development): work experience placements; taster sessions; training opportunities; work within education establishments.

3. Entrepreneurial, Inclusive and Sustainable Economy: monitoring spend within North Ayrshire; with micro, small and medium enterprises; and the Third Sector.

4. Wish List: delivery of community and Third Sector requests for support from the NAC Community Benefit Wish List.

(<http://northayrshire.community/community-benefits-wishlist-application-form/>)

(SC Ref:677042)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>