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Tender

Provision of Insurance & Claims Handling Services

East Renfrewshire Council

F02: Contract notice

Notice identifier: 2023/S 000-001304

Procurement identifier (OCID): ocds-h6vhtk-0397e3

Published 16 January 2023, 3:28pm

Section I: Contracting authority

I.1) Name and addresses

East Renfrewshire Council

Eastwood HQ, Eastwood Park,

Giffnock

G46 6UG

Contact

May Harvey-Welsh

Email

may.harvey-welsh@eastrenfrewshire.gov.uk

Telephone

+44 1415773669

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

<http://www.eastrenfrewshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00183

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://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

<https://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

Provision of Insurance & Claims Handling Services

Reference number

ERC000130

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Contract is for the provision of the Councils Insurance cover, including Public liability cover, employee liability property motor vehicle cover travel insurance and some others.

The companies providing the Council with the Insurance cover will also handle all claims relating to the policies

Lot 1 Material Damage cover including terrorism cover

Lot 2 Casualty Insurance

Lot 3 Motor Vehicle Insurance

Lot 4 Engineering insurance and inspections

Lot 5 Personal Accident & Business Travel to Include School Travel

For each Lot, only one supplier will be awarded the contract.

Only insurance companies are requested to respond this tender no brokers required as ERC have a contract with regards to brokerage element.

This procurement will be conducted via the Public Contracts Scotland - Tender portal (PCS-T). We will apply a one stage Open procedure.

Bidders must self-certify their adherence to the conditions of participation via the SPD (Scotland) in PSC-T, and may be required to submit Means of Proof before contract award. Bidders must refer to the specific requirements listed in Section III in this OJEU Contract Notice when completing the SPD in PCS-T.

II.1.5) Estimated total value

Value excluding VAT: £4,765,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Personal Accident & Business Travel to Include School Travel

Lot No

5

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

PA Cover

Accidental Bodily Injury including Bodily Injury resulting from unavoidable exposure to severe weather conditions sustained by the Insured Person during the Period of Insurance and in the Effective Time which within 2 years results in death, disablement or the incurring of medical expenses

Business Travel Cover

Payment for loss or damage to personal belongings, business equipment or money, expenses for medical treatment and associated costs, reimbursement of cancellation costs, legal expenses and indemnity in respect of legal liability as more particularly described in the individual sub-sections.

The duties listed are not comprehensive and are included for guidance only and are indicative of the services that may be required, please see specification documents within tender for full requirements.

Master ITT Qualification/Technical Envelopes must be completed by all bidders before you move on to the lots you wish to apply for. Failure to complete the Master ITT envelopes or any of the Lot(s) you wish to bid for envelopes will result in the rejection of your submission.

II.2.5) Award criteria

Quality criterion - Name: Policy Cover / Weighting: 40

Quality criterion - Name: Quality, Range of Services and Claims Handling / Weighting: 35

Quality criterion - Name: Community Benefits / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 5

Quality criterion - Name: Fair Working Practices / Weighting: 5

Quality criterion - Name: Exit Strategy / Weighting: 5

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £110,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 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

Quality weighting above are sub weighting and the overall weighting for quality is 40.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

II.2) Description

II.2.1) Title

Material Damage Cover Including Terrorism Cover

Lot No

1

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Physical loss of or damage to the Property insured caused by an insured peril including terrorism. The duties listed are not comprehensive and are included for guidance only and are indicative of the services that may be required.

Master ITT Qualification/Technical Envelopes must be completed by all bidders before you move on to the lots you wish to apply for. Failure to complete the Master ITT envelopes or any of the Lot(s) you wish to bid for envelopes will result in the rejection of your submission.

II.2.5) Award criteria

Quality criterion - Name: Policy Cover / Weighting: 40

Quality criterion - Name: Quality, Range of Services and Claims Handling / Weighting: 35

Quality criterion - Name: Community Benefits / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 5

Quality criterion - Name: Fair Working Practices / Weighting: 5

Quality criterion - Name: Exit Strategy / Weighting: 5

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £920,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to Extend for a further 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

Quality weighting above are sub weighting and the overall weighting for quality is 40.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

II.2) Description

II.2.1) Title

Casualty Insurance

Lot No

2

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Casualty Insurance to provide

Employers Liability Cover

Public / Products Liability Cover

Libel & Slander

The duties listed are not comprehensive and are included for guidance only and are indicative of the services that may be required, please see specification documents within tender for full requirements.

Master ITT Qualification/Technical Envelopes must be completed by all bidders before you move on to the lots you wish to apply for. Failure to complete the Master ITT envelopes or any of the Lot(s) you wish to bid for envelopes will result in the rejection of your submission.

II.2.5) Award criteria

Quality criterion - Name: Policy Cover / Weighting: 40

Quality criterion - Name: Quality, Range of Services and Claims Handling / Weighting: 35

Quality criterion - Name: Community Benefits / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 5

Quality criterion - Name: Fair Working Practices / Weighting: 5

Quality criterion - Name: Exit Strategy / Weighting: 5

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £2,495,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 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

Quality weighting above are sub weighting and the overall weighting for quality is 40.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

II.2) Description

II.2.1) Title

Motor Vehicle Insurance

Lot No

3

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Motor Fleet Cover

Legal liability for death of or injury to third parties or damage to third party property

Loss of or damage to insured vehicles by accidental means including malicious damage by any person, fire, theft or attempted theft.

The duties listed are not comprehensive and are included for guidance only and are indicative of the services that may be required, please see specification documents within tender for full requirements.

Master ITT Qualification/Technical Envelopes must be completed by all bidders before you move on to the lots you wish to apply for. Failure to complete the Master ITT envelopes or any of the Lot(s) you wish to bid for envelopes will result in the rejection of your submission.

II.2.5) Award criteria

Quality criterion - Name: Policy Cover / Weighting: 40

Quality criterion - Name: Quality, Range Of Services & Claims Handling / Weighting: 35

Quality criterion - Name: Community Benefits / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 5

Quality criterion - Name: Fair Working Practices / Weighting: 5

Quality criterion - Name: Exit Strategy / Weighting: 5

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £535,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 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

Quality weighting above are sub weighting and the overall weighting for quality is 40.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

II.2) Description

II.2.1) Title

Engineering Insurance / Inspection

Lot No

4

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

II.2.4) Description of the procurement

Engineering Insurance / Inspection Cover

Legal Liability under the terms of a hiring agreement or otherwise to pay compensation for loss of or damage to the Plant and Equipment and continuing hire charges

The duties listed are not comprehensive and are included for guidance only and are indicative of the services that may be required, please see specification documents within tender for full requirements.

Master ITT Qualification/Technical Envelopes must be completed by all bidders before you move on to the lots you wish to apply for. Failure to complete the Master ITT envelopes or any of the Lot(s) you wish to bid for envelopes will result in the rejection of your submission.

II.2.5) Award criteria

Quality criterion - Name: Policy Cover / Weighting: 40

Quality criterion - Name: Quality, Range of Services and Claims Handling / Weighting: 35

Quality criterion - Name: Community Benefits / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 5

Quality criterion - Name: Fair Working Practices / Weighting: 5

Quality criterion - Name: Exit Strategy / Weighting: 5

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £705,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 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

Quality weighting above are sub weighting and the overall weighting for quality is 40.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 8 and 9 of the Procurement (Scotland) Regulations 2016.

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

Bidders must hold Membership of the Association Of British Insurers (ABI) and the Financial Conduct Authority (FCA) or equivalent

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum yearly “specific” turnover of;

Lot 1 Material Damage Cover Including Terrorism Cover 368,000 GBP Lot 2 Casualty Insurance 998,000 GBP Lot 3 Motor Fleet Insurance 214,000 GBP Lot 4 Engineering/Inspection Insurance 282,000 GBP Lot 5 Personal Accident & Business Insurance 44,000 GBP for the last 2 years in the business area covered by the contract. The Council reserves the right at its own discretion to seek information from the applicant in accordance with Regulation 61(7) or Regulation 61(8) of the Public Contracts (Scotland) Regulations 2015 to determine the Applicant’s economic and financial standing.

East Renfrewshire Council requires to ensure that the economic operator has the necessary economic and financial capacity to perform and complete the contract. In the current difficult economic environment, the Council seeks to ensure that the contractor who undertakes the works has suitable financial strength and capacity to complete these goods, works or services.

Where an economic operator wishes to be considered for selection under this contract but cannot meet the turnover and/or Credit Safe score of 30 that economic operator must provide financial information which will satisfy the Council that they have an equivalent level of economic and financial standing; and must provide related guarantees or formal assurances to support their right to participate and be considered for any contract award (Regulation 61(8)). Please note that any financial information disclosed should evidence the financial strength of the economic operator tendering, therefore additional supporting information will need to be provided where joint or group accounts are provided in support of a bid to explain to the Council the relevance of that information.

Where the economic bidder relies upon or intends to rely upon any Key Subcontractors in performance of the contract, then the Council reserves the right to assess the financial

strength and suitability the Key subcontractor as part of the qualification process; Bidders who cannot meet the required level of turnover will be excluded from this tender.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

Bidders who intend to use a supply chain to deliver the requirements detailed in the Contract Notice, must confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. Bidders must provide a response at SPD Q4.C.4 and this will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

a) their standard payment terms.

b) 95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

Bidders unable to confirm (b) must provide an improvement plan, signed by their Director, which improves payment performance. It should be noted that where a bidder is unable to confirm or provide a satisfactory improvement plan the Council reserves the right to remove you from the process.

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

Bidders who intend to subcontract more than 25% to any individual organisation must ensure the SPD (Scotland) - Subcontractors Supplier Response is completed and uploaded at question 2C.1 of the qualification envelope.

III.2) Conditions related to the contract

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

16 February 2023

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

16 February 2023

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: After the framework duration of 48 months or a further 12 months should the extension period be used

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Year 1 pricing will be fixed, Subsequent pricing for year 2, 3, 4 will be negotiated 3 months prior to the contract anniversary. ERC reserve the right to terminate the contract should pricing offered is not in line with the market place at that time.

East Renfrewshire Council require the following insurance levels to be held;

Employers Liability Insurance held. Minimum level of cover 5m

Public Liability Insurance held. Minimum level of cover 5m.

Professional Indemnity Insurance – Minimum level of Cover 2m

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 22711. For more information see:

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

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

N/A As services contract no sub contractors anticipated

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:

East Renfrewshire Council is committed to maximising community benefits from contracts for works, goods and services in which the

Council has an interest. Community benefits should improve the economic, social or environmental wellbeing of the area. Under this contract the successful Contractor will be requested to support East Renfrewshire Council's economic, environmental and social regeneration objectives to achieve benefits for our identified beneficiary hierarchy.

Tier 1. Targeted recruitment and training for priority employability groups.

Tier 2. Work experience placements for the same target groups.

Tier 3. Curriculum support for schools and those on employability pathways.

Tier 4. Community Enhancement for community groups and projects.

Tier 5. Small and Medium Enterprises and Social Enterprise Organisations supply chain support.

Community Benefits has been included as a mandatory requirement.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 21614. For more information see:

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

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

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

Lot 1 – Material Damage to Include Terrorism Insurance 50 Community Benefits points

Lot 2 – Casualty Insurance 70 Community Benefits points.

Lot 3 - Motor Fleet Insurance 50 Community Benefits points.

Lot 4 - Engineering & Inspection Insurance 50 Community Benefits points.

Lot 5 - Personal Accident & Business Travel to Include School Travel Insurance 10 Community Benefits points.

(SC Ref:718707)

VI.4) Procedures for review

VI.4.1) Review body

Paisley Sheriff Court and Justice of the Peace Court

Paisley

PA3 2HW

Email

paisley@scotcourts.gov.uk

Country

United Kingdom