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Tender

## **T1577 - Provision of a Claims Handling and Validation Service**

Northern Ireland Housing Executive

F02: Contract notice

Notice identifier: 2021/S 000-003719

Procurement identifier (OCID): ocds-h6vhtk-0295ef

Published 24 February 2021, 5:08pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Northern Ireland Housing Executive

2 Adelaide Street

Belfast

BT2 8BP

#### **Email**

[kateryna.houston@nihe.gov.uk](mailto:kateryna.houston@nihe.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - UNITED KINGDOM

#### **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

### **I.3) Communication**

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

Tenders or requests to participate must be submitted to the above-mentioned address

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

T1577 - Provision of a Claims Handling and Validation Service

#### **II.1.2) Main CPV code**

- 66510000 - Insurance services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Housing Executive requires an external Contractor to provide a Claims Handling and Validation Service. The Contractor will be required to process new public liability claims which have been notified to the Housing Executive, carry out the validation of claims arising in connection with asbestos contamination of an inventory or items and provide claim evaluation service for property damage claims arising from the placement of homeless tenants in standard and non-standard accommodation (evaluation is in respect of quantum only and not legal liability). The Housing Executive Insurance and Claims Section will deal with a number of public liability claims internally. Any claims that the Insurance and Claims Section cannot deal with will be passed to the Contractor for processing. Full details of the contract can be found in the tender documents.

### **II.1.5) Estimated total value**

Value excluding VAT: £180,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 66518300 - Insurance claims adjustment services

### **II.2.3) Place of performance**

NUTS codes

- UKN0 - Northern Ireland

### **II.2.4) Description of the procurement**

The Housing Executive requires an external Contractor to provide a Claims Handling and Validation Service. The Contractor will be required to process new public liability claims which have been notified to the Housing Executive, carry out the validation of claims arising in connection with asbestos contamination of an inventory or items and provide claim evaluation service for property damage claims arising from the placement of homeless tenants in standard and non-standard accommodation (evaluation is in respect of quantum only and not legal liability). The Housing Executive Insurance and Claims

Section will deal with a number of public liability claims internally. Any claims that the Insurance and Claims Section cannot deal with will be passed to the Contractor for processing. Full details of the contract can be found in the tender documents.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 40

Cost criterion - Name: Cost / Weighting: 60

#### **II.2.6) Estimated value**

Value excluding VAT: £180,000

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

Duration in months

36

This contract is subject to renewal

No

#### **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**

If a contract is awarded as a result of this competition it will be for an initial 36 month period (Initial Contract Period) with an option to extend for any period or periods up to and including 24 months. The estimated contract value provided in section II.1.5 in this notice is the Housing Executive's estimated value for the maximum Contract Period including all potential. extension periods.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please refer to the tender documents

## **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

29 March 2021

Local time

3:00pm

#### **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: 27 July 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

29 March 2021

Local time

3:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Suppliers Instructions — How to Express Interest in this Invitation to Tender: Register your company on the etendersni website (this is only required once) and click on 'View current opportunities' to locate this invitation to tender. The Housing Executive reserves the right to abandon the competition at any time. Please refer to the tender documentation for further details. There is no guarantee that any agreement or contract will be put in place in relation to this notice. No compensation etc. will be paid if a tender or resulting agreement is withdrawn and / or the procurement process stopped for any reason. Bidders should take part in this process only on the basis that they fully understand and accept this position.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

Chichester Street

Belfast

BT13JF

Country

United Kingdom