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Tender

## **Insurance Claims Handling Third Party Administrator & Remediation Services**

SEVERN TRENT WATER LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-007456

Procurement identifier (OCID): ocds-h6vhtk-04e878

Published 27 February 2025, 5:19pm

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### **Scope**

### **Description**

This tender process is for the provision of Insurance Claims Handling & Remediation Services. A summary of the scope across all Lots forming part of this tender is stated below.

Lot 1 - Insurance Claims Handling - Third Party Administrators

Lot 2(a) - Drying & Restoration Services

Lot 2(b) - Reinstatement Services

### **Commercial tool**

Establishes a framework

### **Total value (estimated)**

- £5,000,000 excluding VAT
- £5,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 January 2026 to 31 December 2029
- Possible extension to 31 December 2031
- 6 years

Description of possible extension:

Option for further 24 month

### **Options**

The right to additional purchases while the contract is valid.

Option for 24 months extension

### **Main procurement category**

Services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

## **Not the same for all lots**

CPV classifications are shown in Lot sections, because they are not the same for all lots.

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## **Lot 1. Insurance Claims Handling - Third Party Administrators**

## Description

Desktop claims handling services during incidents, this will also cover 3rd parties.

## Lot value (estimated)

- £2,500,000 excluding VAT
- £2,500,000 including VAT

Framework lot values may be shared with other lots

## CPV classifications

- 66510000 - Insurance services

## Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## Lot 2. Drying & Restoration Services

### Description

Supplier to be providing Drying & Restoration Services during incident. Ensure property has been made safe

### **Lot value (estimated)**

- £5,000,000 excluding VAT
- £5,000,000 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 71315000 - Building services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot 3. Reinstatement Services**

### **Description**

Reinstatement Services when incidents occur

### **Lot value (estimated)**

- £5,000,000 excluding VAT
- £5,000,000 including VAT

Framework lot values may be shared with other lots

## **CPV classifications**

- 71315000 - Building services

## **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Framework**

### **Maximum number of suppliers**

Unlimited

### **Maximum percentage fee charged to suppliers**

0%

### **Framework operation description**

Work to be instructed if incident occurs and relevant suppliers will be contacted.

### **Award method when using the framework**

Without competition

## **Contracting authorities that may use the framework**

Establishing party only

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## **Participation**

### **Particular suitability**

**Lot 1. Insurance Claims Handling - Third Party Administrators**

**Lot 2. Drying & Restoration Services**

**Lot 3. Reinstatement Services**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Submission type**

Tenders

### **Tender submission deadline**

2 April 2025, 11:59pm

## Submission address and any special instructions

<https://discovery.ariba.com/rfx/22591878>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

1 August 2025

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## Award criteria

### Lot 1. Insurance Claims Handling - Third Party Administrators

Name	Type	Weighting
Technical	Quality	60%
Commercial	Cost	40%

### Lot 2. Drying & Restoration Services

### Lot 3. Reinstatement Services



Name	Type	Weighting
Technical	Quality	40%
Commercial	Cost	40%
Sustainability	Quality	20%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Special regime

Utilities

### Competitive flexible procedure description

2 stage process:

PQQ

RFP stage for shortlisted suppliers

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## Documents

### Associated tender documents

<http://www.discovery.ariba.com/rfx/22591878>

If link above does not work please use below

<https://discovery.ariba.com/rfx/22591878>

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## Contracting authority

### SEVERN TRENT WATER LIMITED

- Companies House: 02366686
- Public Procurement Organisation Number: PQQN-5222-QDXR

Severn Trent Centre

Coventry

CV1 2LZ

United Kingdom

Email: [systemsandprocessteam-pcm@severntrent.co.uk](mailto:systemsandprocessteam-pcm@severntrent.co.uk)

Region: UKG33 - Coventry

Organisation type: Private utility