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Tender

Insurance Claims Handling Third Party Administrator & Remediation Services

SEVERN TRENT WATER LIMITED
HAFREN DYFRDWY CYFYNGEDIG

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

Notice identifier: 2025/S 000-007457

Procurement identifier (OCID): ocds-h6vhtk-04e878 ([view related notices](#))

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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)

- £8,000,000 excluding VAT
- £8,000,000 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.

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.

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.

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.

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

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)

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

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%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

2 stage process:

PQQ

RFP stage for shortlisted suppliers

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>

Contracting authorities

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

Region: UKG33 - Coventry

Organisation type: Private utility

HAFREN DYFRDWY CYFYNGEDIG

- Companies House: 03527628
- Public Procurement Organisation Number: PWGQ-2543-XWCR

Packsaddle Wrexham Road

Wrexham

LL14 4EH

United Kingdom

Email: systemsandprocessteam-pcm@severntrent.co.uk

Region: UKL23 - Flintshire and Wrexham

Organisation type: Private utility

Devolved regulations that apply: Wales

Contact organisation

Contact [SEVERN TRENT WATER LIMITED](#) for any enquiries.