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Tender

## Insurance Claims Handling Third Party Administrator & Remediation Services

SEVERN TRENT WATER LIMITED  
HAFREN DYFRDWY CYFNGEDIG

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](#))

Published 27 February 2025, 5:27pm

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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.

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

Region: UKL23 - Flintshire and Wrexham

Organisation type: Private utility

Devolved regulations that apply: Wales

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## **Contact organisation**

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