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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 000-008138

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

Published 6 March 2025, 9:16am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

updated correct estimated contract value

### **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)

- £12,500,000 excluding VAT
- £12,500,000 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)

## **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.