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Contract

Norwich City Council: Norwich City Services Limited Insurance and Claims Management Programme 2021

Cambridgeshire County Council Insurance in partnership with Milton Keynes Council and Northamptonshire County Council on behalf of Norwich City Council

F03: Contract award notice

Notice identifier: 2021/S 000-008634

Procurement identifier (OCID): ocds-h6vhtk-02a92b

Published 22 April 2021, 4:20pm

Section I: Contracting authority

I.1) Name and addresses

Cambridgeshire County Council Insurance in partnership with Milton Keynes Council and Northamptonshire County Council on behalf of Norwich City Council

Shire Hall, Castle Hill

Cambridge

CB3 0AP

Contact

Mr Mark Greenall

Email

Mark.Greenall@cambridgeshire.gov.uk

Telephone

+44 1223699112

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://procontract.due-north.com/Login>

Buyer's address

<https://www.norwich.gov.uk/site/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Norwich City Council: Norwich City Services Limited Insurance and Claims Management Programme 2021

Reference number

DN504155

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Cambridgeshire County Council Insurance in partnership with Milton Keynes Council and Northamptonshire County Council on behalf of Norwich City Council wishes to invite tenders for the supply of services in respect of Norwich City Services Ltd Insurance Programme and Claims Management Services 2021 as detailed within the tender documentation.

Services previously provided to Norwich City Council by Norwich Norse are to be brought back in-house by Norwich City Council and provided via a wholly-owned company of the Council — Norwich City Services Ltd.

Services provided by Norwich Norse Environmental will be incorporated into Norwich City Services Ltd from the 1 April, 2021, and those of Norwich Norse Building in April, 2022.

Norwich City Services Ltd, which came into being on 9 June 2020, will have its own insurance programme from 1 April 2021, noting that initially this will provide cover in respect of environmental services only.

Norwich City Services Ltd will be CHAS accredited www.chas.co.uk and Lloyd's Register Quality Assurance (LRQA) accredited.

Arthur J Gallagher has been selected to assist in the tender of Norwich City Services Insurance Programme following the intention of bring these services into the new organisation.

Please note that this does not stop other entities of Arthur J. Gallagher bidding from any of lots detailed in this notice.

Insurance brokers are not permitted to bid for this procurement.

Please note that not all lots stated shall be awarded and the authority reserves the right to award the lots as necessary and against the evaluation criteria stated in the documentation.

Please note that any questions relating to the tender process should sent via the LGSS Procurement Portal and the messaging system provided within that eTendering facility.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £500,000 / Highest offer: £1,250,000 taken into consideration

II.2) Description

II.2.1) Title

Norwich City Services Ltd: Property Insurance covering Material Damage, Business Interruption, Money

Lot No

1

II.2.2) Additional CPV code(s)

- 66515200 - Property insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: property insurance covering material damage, business interruption, money.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Liability Insurance covering Employer's Liability, Public/Products Liability Lot No: 2

Lot No

2

II.2.2) Additional CPV code(s)

- 66516000 - Liability insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: liability insurance covering employer's liability, public/products liability.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Professional Indemnity Insurance

Lot No

3

II.2.2) Additional CPV code(s)

- 66516500 - Professional liability insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: professional indemnity insurance.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Crime Insurance

Lot No

4

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: Crime Insurance

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Personal Accident Insurance

Lot No

5

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: Personal Accident Insurance

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Hired in Plant Insurance

Lot No

6

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: hired in plant insurance.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Computer Insurance

Lot No

7

II.2.2) Additional CPV code(s)

- 66515200 - Property insurance services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: computer insurance.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Engineering Inspection

Lot No

8

II.2.2) Additional CPV code(s)

- 66519200 - Engineering insurance services
- 71631400 - Technical inspection services of engineering structures

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: Engineering Inspection

II.2.5) Award criteria

Quality criterion - Name: Services / Weighting: 35

Quality criterion - Name: Underwriting And Policy Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Motor Fleet Insurance

Lot No

9

II.2.2) Additional CPV code(s)

- 66516100 - Motor vehicle liability insurance services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

Norwich City Services Ltd: Motor Fleet Insurance

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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) Description

II.2.1) Title

Norwich City Services Ltd: Package Insurance

Lot No

10

II.2.2) Additional CPV code(s)

- 66515200 - Property insurance services
- 66516100 - Motor vehicle liability insurance services
- 66516500 - Professional liability insurance services

- 66519200 - Engineering insurance services
- 71631400 - Technical inspection services of engineering structures

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norwich City Services Ltd: package insurance containing the following: property insurance covering material damage, business interruption, money, liability insurance covering employer's liability, public/products liability, professional indemnity insurance, crime insurance, personal accident insurance, hired in plant insurance, computer insurance, engineering inspection insurance, motor fleet insurance.

II.2.5) Award criteria

Quality criterion - Name: Cover / Weighting: 30

Quality criterion - Name: Underwriting And Policy Management / Weighting: 5

Quality criterion - Name: Claims Management / Weighting: 10

Price - Weighting: 55

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

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 210-514754](#)

Section V. Award of contract

Lot No

1

Title

Norwich City Services Ltd: Property Insurance covering Material Damage, Business Interruption, Money

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Zurich Insurance plc (UK Branch) t/a Zurich Municipal

Zurich House, Gladiator Way

Farnborough, Hampshire

GU14 6GB

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £11,688.80 / Highest offer: £20,000 taken into consideration

Section V. Award of contract

Lot No

2

Title

Norwich City Services Ltd: Liability Insurance covering Employer's Liability, Public/Products Liability

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Aspen Insurance UK Limited

30 Fenchurch Street,

London

EC3M 3BD

Country

United Kingdom

NUTS code

- UKI - London

Internet address

www.aspen.co.uk

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £411,120.15 / Highest offer: £850,000 taken into consideration

Section V. Award of contract

Lot No

3

Title

Norwich City Services Ltd: Professional Indemnity Insurance

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Lot No

4

Title

Norwich City Services Ltd: Crime Insurance

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Lot No

5

Title

Norwich City Services Ltd: Personal Accident Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

AIG UK Limited via Risk Management Partners Ltd

67 Lombard Street

London

EC3V 9LJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £3,875 / Highest offer: £5,000 taken into consideration

Section V. Award of contract

Lot No

6

Title

Norwich City Services Ltd: Hired in Plant Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

HSB Engineering Insurance Limited via Risk Management Partners Ltd

67 Lombard Street

London

EC3V 9LJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £38,851.85 / Highest offer: £50,000 taken into consideration

Section V. Award of contract

Lot No

7

Title

Norwich City Services Ltd: Computer Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

HSB Engineering Insurance Limited via Risk Management Partners Ltd

67 Lombard Street

London

EC3V 9LJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £3,000 / Highest offer: £5,000 taken into consideration

Section V. Award of contract

Lot No

8

Title

Norwich City Services Ltd: Engineering Inspection Insurance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Zurich Insurance plc (UK Branch) t/a Zurich Municipal

Zurich House ,Gladiator Way

Farnborough, Hampshire

GU14 6GB

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £15,867.45 / Highest offer: £25,000 taken into consideration

Section V. Award of contract

Lot No

9

Title

Norwich City Services Ltd: motor fleet insurance.

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

QBE Insurance (Europe) Limited via Risk Management Partners Ltd

67 Lombard Street

London

EC3V 9LJ

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £425,500 / Highest offer: £1,000,000 taken into consideration

Section V. Award of contract

Lot No

10

Title

Norwich City Services Ltd: Package Insurance

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Henry Swan- Head of Procurement

Shire Hall, Castle Hill

Cambridge

CB3 0AP

Country

United Kingdom