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Contract

ICT17037 - Supply of an Externally Hosted Claims Management Solution

Derbyshire County Council

F03: Contract award notice

Notice identifier: 2021/S 000-013579

Procurement identifier (OCID): ocids-h6vhtk-02bc7e

Published 16 June 2021, 11:02am

Section I: Contracting authority

I.1) Name and addresses

Derbyshire County Council

County Hall

Matlock

DE4 3AG

Contact

Mr Stuart Etchells

Email

stuart.etchells@derbyshire.gov.uk

Telephone

+44 1629538204

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.derbyshire.gov.uk/>

Buyer's address

<http://www.derbyshire.gov.uk/>

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

ICT17037 - Supply of an Externally Hosted Claims Management Solution

Reference number

DN315926

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Council is seeking to procure an Externally Hosted Claims Management Solution that will integrate with certain Council systems to ensure full interoperability and achieve greater efficiencies through predefined Workflows.

Key Deliverables/Objectives

The following key deliverables and objectives are within the scope of this procurement:

- The ability to generate, store and manage documentation;
- The ability to import data from electronic claim forms;
- Record Incidents in addition to claims;
- The ability to send sensitive data securely;
- Export records or reports various formats;
- Full Reserve history;
- Full payment/recovery recording;
- Comprehensive search function;

- Automatic alerts;
- Pop up alerts for certain criteria;
- The ability to link claims together;
- Claims dash board with Workflows;
- Time Lag tracking over the lifespan of a claim;
- System Administrators able set up permissions and access levels;
- System Administrators able to create Workflows;
- Functionality to set up multiple Clients;
- A comprehensive reporting suite;
- The ability to benchmark;
- The ability to create a report that can be auto-generated; and
- Full Audit Trails of User activity.

This Tender is being advertised through OJEU and the notice was submitted on 19th October 2020.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Council is seeking to procure an Externally Hosted Claims Management Solution that will integrate with certain Council systems to ensure full interoperability and achieve greater efficiencies through predefined Workflows.

Key Deliverables/Objectives

The following key deliverables and objectives are within the scope of this procurement:

- The ability to generate, store and manage documentation;
- The ability to import data from electronic claim forms;
- Record Incidents in addition to claims;
- The ability to send sensitive data securely;
- Export records or reports various formats;
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- Automatic alerts;
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- The ability to link claims together;
- Claims dash board with Workflows;
- Time Lag tracking over the lifespan of a claim;
- System Administrators able set up permissions and access levels;
- System Administrators able to create Workflows;
- Functionality to set up multiple Clients;

- A comprehensive reporting suite;
- The ability to benchmark;
- The ability to create a report that can be auto-generated; and
- Full Audit Trails of User activity.

This Tender is being advertised through OJEU and the notice was submitted on 19th October 2020.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 55

Quality criterion - Name: Supplier Information Security / Weighting: 5

Price - Weighting: 40

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 207-506332](#)

Section V. Award of contract

Title

ICT17037 - Supply of an Externally Hosted Claims Management Solution

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 March 2021

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Alphatec Software Ltd

North Barn, Dodford Hill Farm, Brockhall Road

Dodford

NN7 4GS

Email

sdavies@alphatec.net

Telephone

+44 8456801911

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £450,000

Total value of the contract/lot: £300,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Derbyshire County Council

County Hall

Matlock

DE4 3AG

Email

stuart.etchells@derbyshire.gov.uk

Telephone

+44 1629538204

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar days (or 15 if non-electronic or fax methods used) standstill period at the point information on the award of the contract is communicated to the relevant economic operators. Debriefing by the Council shall be in accordance with the Public Contracts Regulation 2015 (as amended) (the Regulations). Such information should be requested from the addressee in Section 1.1). If an appeal regarding the award of the contract has not been successfully resolved the Regulations provide for the aggrieved parties who are of the opinion that they have been harmed or are at risk of harm by a breach of the Regulations, to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought as soon as possible.