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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): ocds-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](mailto: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

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## **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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- 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.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

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## **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](#)

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## **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](mailto: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



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## **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](mailto: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.