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Tender

## **Insurance Broker Services**

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-014213

Procurement identifier (OCID): ocds-h6vhtk-02bef8

Published 22 June 2021, 3:45pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

THAMES WATER UTILITIES LIMITED

RG1 8DB

Reading

RG18DB

#### **Contact**

Thames Water

#### **Email**

[procurement.support CENTRE@thameswater.co.uk](mailto:procurement.support CENTRE@thameswater.co.uk)

#### **Country**

United Kingdom

**NUTS code**

UKJ - South East (England)

**Internet address(es)**

Main address

[www.thameswater.co.uk](http://www.thameswater.co.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Insurance Broker Services

Reference number

FA1646

#### **II.1.2) Main CPV code**

- 66510000 - Insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Insurance Broker Services project underpins all corporate insurance activity across the whole of Thames Water.

Thames Water is intending to appoint a single supplier to cover all of our core requirements under a single lot:

- a) Corporate insurance broker services
- b) Claims handling
- c) Data warehousing and reporting services

#### **II.1.5) Estimated total value**

Value excluding VAT: £7,300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 66510000 - Insurance services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of the Thames Water region.

### **II.2.4) Description of the procurement**

The Insurance Broker Services project underpins all corporate insurance activity across the whole of Thames Water.

Thames Water is intending to appoint a single supplier to cover all of our core requirements under a single lot:

- a) Corporate insurance broker services
- b) Claims handling
- c) Data warehousing and reporting services

The supplier will be responsible for broking our entire insurance programme, they will manage all of our Public Liability claims through a dedicated team, they will operate and manage our claims management system, and they will provide a structured method for collecting, storing and reporting on all of our claims data to generate critical insight.

We are looking for a supplier capable of providing a service for the length of the agreement who can meet the following business objectives; cultural fit, an outstanding service provision, and provide value for money.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £7,300,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for an initial duration of 4 years with options to extend annually up to a maximum overall term of 8 years.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 3

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 4 years with options to extend annually up to a maximum overall term of 8 years.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

As detailed in section VI.3 & PQQ.

#### **III.1.6) Deposits and guarantees required**

Bonds and/or Parent Company Guarantees of performance and financial standing may be required.

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Specified in Invitation to Negotiate Document.

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Consortia may be required to form a legal entity prior to award.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

6 July 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in Section I.3 ([www.thameswater.co.uk/procurement](http://www.thameswater.co.uk/procurement)).

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system (i.e. IASTA Smartsource). To complete the PQQ you will need to login to IASTA Smartsource.

If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Thames Water Utilities Limited

Reading

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).