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Contract

## **DoJ - Compensation Services - Provision of Loss Adjusting Services**

Department of Justice

F03: Contract award notice

Notice identifier: 2024/S 000-015408

Procurement identifier (OCID): ocids-h6vhtk-04470c

Published 15 May 2024, 10:56am

### **Section I: Contracting authority**

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

Department of Justice

C/o Construction Procurement Delivery, Clare House, 303 Airport Road West

BELFAST

BT3 9ED

#### **Contact**

justice.cpdfinance-ni.gov.uk

#### **Email**

[justice.cpd@finance-ni.gov.uk](mailto:justice.cpd@finance-ni.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Defence

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## **Section II: Object**

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

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

DoJ - Compensation Services - Provision of Loss Adjusting Services

Reference number

ID 5052019

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

- 66000000 - Financial and insurance services

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

Services

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

The Compensation Services is seeking to appoint a Loss Adjuster to carry out essential work in the day to day running of the Criminal Damage Scheme to negotiate with victims and their representatives on their behalf. The Loss Adjuster will be providing a service required by the Department of Justice, Compensation Services in carrying out assessments of the cost and damage to a property suffered by an applicant, they will also attend court when required in an expert witness capacity. The Loss Adjuster will also be expected to respond promptly to queries (orally, e-mails or via post) from clients and Compensation Services in regard to assessments. The successful tender will also be expected to attend consultations in appeal cases in an expert capacity and at times provide additional information and respond to queries regarding same, any additional expenses this may accrue should be detailed in the pricing schedule. The successful tender will be expected to travel throughout all of Northern Ireland as required under the terms of the Contract. The contract will run for an initial contract period of 3 years and will contain the option to extend the contract a further period of up to and including 2 years

#### **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)**

- 66515000 - Damage or loss insurance services
- 66518300 - Insurance claims adjustment services
- 66519500 - Loss adjustment services

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

NUTS codes

- UKN0 - Northern Ireland

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

The Compensation Services is seeking to appoint a Loss Adjuster to carry out essential work in the day to day running of the Criminal Damage Scheme to negotiate with victims and their representatives on their behalf. The Loss Adjuster will be providing a service required by the Department of Justice, Compensation Services in carrying out assessments of the cost and damage to a property suffered by an applicant, they will also attend court when required in an expert witness capacity. The Loss Adjuster will also be expected to respond promptly to queries (orally, e-mails or via post) from clients and Compensation Services in regard to assessments. The successful tender will also be expected to attend consultations in appeal cases in an expert capacity and at times provide additional information and respond to queries regarding same, any additional expenses this may accrue should be detailed in the pricing schedule. The successful tender will be expected to travel throughout all of Northern Ireland as required under the terms of the Contract. The contract will run for an initial contract period of 3 years and will contain the option to extend the contract a further period of up to and including 2 years

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

Quality criterion - Name: Quality / Weighting: 30

Cost criterion - Name: Cost / Weighting: 70

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

Options: Yes

Description of options

The contract will run for an initial contract period of 3 years and will contain the option to

extend the contract a further period of up to and including 2 years

### **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.2.14) Additional information**

The figure indicated in Section II represents an estimated contract value. This value reflects the potential scale of the contract and takes into account potential optional extension periods and the uptake of potential optional services as detailed in the tender documents. Neither CPD nor the Authority can provide any guarantee as to the level of business under this contract. The Contracting Authority does not bind itself to accept the lowest or any tender. Economic Operators remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the Economic Operator in connection with taking part in this procurement process regardless of whether such costs arise as a consequence, directly or indirectly of any amendments made to the procurement documents by the Contracting Authority at any time. No legally binding contract shall arise and an Economic Operator shall have no legitimate expectation that a contract will be entered into until such time as entry into the Contract has been confirmed by the Contracting Authority. Economic Operators should note that all dates, time periods and figures in relation to values and volumes specified in this notice and the procurement documents are approximate only and the Contracting Authority reserves the right to change any or all of them.

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-007589](#)

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## Section V. Award of contract

### Contract No

1

### Title

Contract

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

15 May 2024

#### V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

#### V.2.3) Name and address of the contractor

Information withheld for security reasons

Information withheld for security reasons

Email

[justice.cpd@finance-ni.gov.uk](mailto:justice.cpd@finance-ni.gov.uk)

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.finance-ni.gov.uk/topics/procurement>

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: £300,000

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

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## **Section VI. Complementary information**

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

Contract Monitoring . The successful contractor's performance on the contract will be regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and the contract may be terminated. The issue of a Certificate of Unsatisfactory Performance will result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise. The Authority expressly reserves the rights:. i)not to award any contract as a result of the procurement process commenced by publication of this notice;. ii)to make whatever changes it may see fit to the content and structure of the tendering Competition;. iii)to award (a) contract(s) in respect of any part(s) of the [services] covered by this notice; and . iv) to award contract(s) in stages.. In no circumstances will the Authority be liable for any costs incurred by candidates."

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

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

N/A

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are. dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.