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Contract

Loss Adjuster Services

North Ayrshire Council

F03: Contract award notice

Notice identifier: 2022/S 000-016906

Procurement identifier (OCID): ocds-h6vhtk-030a44

Published 21 June 2022, 12:17pm

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

jenniblair@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

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

Loss Adjuster Services

Reference number

NAC/5083

II.1.2) Main CPV code

- 66518300 - Insurance claims adjustment services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is seeking to appoint a firm of insurance loss adjusters to investigate and conclude sub-deductible claims for owned and operational properties.

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)

- 66510000 - Insurance services
- 66515200 - Property insurance services
- 66518300 - Insurance claims adjustment services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

North Ayrshire.

II.2.4) Description of the procurement

The loss adjuster will be responsible for investigating claims with a reserve less than 250,000 GBP and for appointing specialists and any associated organisations as required depending on the complexity of the loss. The loss adjuster will be the lead on the end to end process (from loss event to instructing surveyors for building work (where applicable)).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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: [2022/S 000-000940](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 June 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

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

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

QuestGates

7 The Wharf , Bridge Street

Birmingham

B1 2JS

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)

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

Section VI. Complementary information

VI.3) Additional information

(SC Ref:697682)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>