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Tender

## **Group Insurance Claims Handling**

ANGLIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-022960

Procurement identifier (OCID): ocds-h6vhtk-02e123

Published 15 September 2021, 4:16pm

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

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

ANGLIAN WATER GROUP LIMITED

Lancaster House Lancaster Way,Ermine Business Park

HUNTINGDON

PE296XU

#### **Contact**

Alice Bradley

#### **Email**

[abradley@anglianwater.co.uk](mailto:abradley@anglianwater.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH12 - Cambridgeshire CC

**Internet address(es)**

Main address

<https://www.awg.com/>

**I.3) Communication**

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

<https://esourcing.scanmarket.com/publicevents/list?comId=3004&ccsum=57aa08f02740e2c172f509ae0fa4807a&type=all>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://esourcing.scanmarket.com/publicevents/list?comId=3004&ccsum=57aa08f02740e2c172f509ae0fa4807a&type=all>

**I.6) Main activity**

Water

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**Section II: Object**

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

**II.1.1) Title**

Group Insurance Claims Handling

Reference number

2021 0402

**II.1.2) Main CPV code**

- 66000000 - Financial and insurance services
  - SB01 - For insurance

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

Services

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

The scope of the tender is as follows:

- . Insurance Claims Handling Services - to manage insurance claims against AWG that are self-insured losses below excess
- . Insurance Claims Database - manage and store all claim data and make accessible to AWG employees.
- . Management Accounts - manage and reconcile Imprest/Escrow funds accounts (client monies), associated claim payments and recoveries consolidated, with a clear audit trail.
- . Reporting - provide standard agreed analysis reports for the client and ad hoc reports upon reasonable request
- . Alliance with AWS/AWG customer service approach/philosophy and contact throughout lifecycle of claim
- . To work with AWS/AWG on a continuous improvement programme and a 'Performance Management' model (third party supplied) to improve value and service on a risk and reward basis

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

Value excluding VAT: £1,600,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKH1 - East Anglia

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

The scope of the tender is as follows:

- . Insurance Claims Handling Services - to manage insurance claims against AWG that are self-insured losses below excess
- . Insurance Claims Database - manage and store all claim data and make accessible to AWG employees.
- . Management Accounts - manage and reconcile Imprest/Escrow funds accounts (client monies), associated claim payments and recoveries consolidated, with a clear audit trail.
- . Reporting - provide standard agreed analysis reports for the client and ad hoc reports upon reasonable request
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#### **II.2.5) Award criteria**

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

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

Duration in months

96

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: No

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## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.8) 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

15 October 2021

#### **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: No

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

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

Anglian Water Services Limited

Huntingdon

Country

United Kingdom