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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

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

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
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- . Management Accounts - manage and reconcile Imprest/Escrow funds accounts (client monies), associated claim payments and recoveries consolidated, with a clear audit trail.
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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

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

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