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Planning

Insurance Claims Handling Solution

Essex County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-024809

Procurement identifier (OCID): ocids-h6vhtk-04885e

Published 7 August 2024, 11:12am

Section I: Contracting authority

I.1) Name and addresses

Essex County Council

COUNTY HALL

CHELMSFORD

CM11QH

Contact

Sam Ellis

Email

sam.ellis@essex.gov.uk

Country

United Kingdom

Region code

UKH - East of England

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Insurance Claims Handling Solution

Reference number

CO0528

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement to purchase an Insurance Claims Handling Solution for 11 users/licenses

II.1.5) Estimated total value

Value excluding VAT: £360,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

Essex County Council (ECC) is seeking to procure an off the shelf insurance claims handling system as its current contract is due to expire May 2025.

In order to support ECC's in house claims handling there is a requirement for a system to record and manage the data for insurance claims and associated policies. The minimum requirements of the claims handling system will include but is not limited to the below:

- The system must be flexible with a user friendly reporting system that allows ECC to produce various claims reports, including triangulation reports.
- The system must be able to record claims from a number of classes of business, record financial details and have a diary/task system.
- The system must be Cloud based with Multi Factor Authentication (MFA).
- ECC data must be managed securely, and the system must adhere to the Data Protection Act 2018 and UK General Data Protection Regulation 2016.
- The system must have an online claims form that is accessible from ECC's Highways website and once claims are submitted can either be promoted to the system or rejected.

ECC is currently scoping out its requirement to ensure a robust, effective, and adaptable system is procured. ECC would hope to nominate a Supplier in late 2024/early 2025 with

a system go live date of May 25; ECC is looking to award a 10 year contract.

To support ECC's scoping work this PIN has been put out to the market to engage with Suppliers who can offer such a solution; ECC is hoping to gain a better understanding of the current market through Supplier engagement and demonstrations. The Supplier demonstrations will be held during August 2024 and should focus on the following:

- Claim functionality including payments/reserves, diary tasks
- Admin controls
- Reporting including find claim function

If you are interested, please help to submit a response to the below and reach out to Sam Ellis - sam.ellis@essex.gov.uk to arrange a demonstration.

- Provide a general overview and capabilities of your insurance claims handling system.
- For budgetary purposes please help to provide indicative costs for 11 users/licenses.
- With the exclusion of ongoing license costs, for budgetary purposes please help to provide indicative costs for any implementation works or ongoing support associated with the system. (Please kindly advise how long you anticipate implementation will take).

Please express your interest to demonstrate by 12 noon on 20th August 2024.

II.3) Estimated date of publication of contract notice

30 September 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes