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Contract

Claims Management Services

The British Broadcasting Corporation (BBC)

F03: Contract award notice

Notice identifier: 2022/S 000-026002

Procurement identifier (OCID): ocds-h6vhtk-034976

Published 16 September 2022, 10:02am

Section I: Contracting authority

I.1) Name and addresses

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

Email

kevin.waters@bbc.co.uk

Telephone

+44 1234567890

Fax

+44 1234567890

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.bbc.co.uk/supplying/>

Buyer's address

<https://bbc.bravosolution.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Broadcasting

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Claims Management Services

Reference number

PROC 2022 04 KW Claims Management Services

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is for a quality claims management service capable of responding effectively to the wide variety of claims circumstances generated by the account and the bespoke needs of the BBC. This will include litigated and non-litigated cases. Claims handling will not be on a delegated authority basis although the BBC may agree delegated authority for particular classes/types of claim during the course of the contract.

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: £500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The BBC corporate insurance agreements extend to the entire BBC group including commercial subsidiaries and some BBC Commissioned Independent Productions (for further details on the BBC, its subsidiaries and both public service broadcasting and commercial activities, please visit: <http://www.bbc.co.uk/aboutthebbc/>. Since 1996, the BBC insurance agreements have incorporated a substantial self-insured retention. External Claims Management Service Providers have been retained over that period to manage the claims falling within the retention.

The requirement is for a quality claims management service capable of responding effectively to the wide variety of claims circumstances generated by the account and the bespoke needs of the BBC. This will include litigated and non-litigated cases. Claims handling will not be on a delegated authority basis although the BBC may agree delegated authority for particular classes/types of claim during the course of the contract.

The vast majority of the claims will be UK based. However, given the global nature of the BBC, incidents and claims will occasionally arise outside the UK.

The requirement includes instruction and management of other service providers such as loss adjusters, investigators, lawyers and experts to provide specialist assistance on individual cases.

The successful provider will have demonstrated the ability to deal with the BBC group's bespoke needs, addressing the sensitivities which are inevitable with such a high-profile organisation.

The BBC has determined that the requirement is not suitable for dividing into lots. Accordingly the BBC intends to award a single contract for the requirement.

II.2.5) Award criteria

Quality criterion - Name: Merit / Weighting: 50

Price - Weighting: 50

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

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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: [2022/S 000-017128](#)

Section V. Award of contract

Contract No

1

Title

Claims Management Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 September 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Davies Group Limited

1 Minster Court

London

EC3R 7AA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £500,000

Section VI. Complementary information

VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

VI.4) Procedures for review

VI.4.1) Review body

Business and Property Courts of England and Wales - TCC

Rolls Building, 7 Rolls Building, 7 Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.