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Tender

## **HCC - 09/23 - The Provision of an Insurance Claims Handling System**

Hertfordshire County Council

F02: Contract notice

Notice identifier: 2023/S 000-026489

Procurement identifier (OCID): ocids-h6vhtk-03fad8

Published 7 September 2023, 2:20pm

### **Section I: Contracting authority**

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

Hertfordshire County Council

Pegs Lane

Hertford

SG13 8DE

#### **Contact**

Strategic Procurement Group

#### **Email**

[zoe.upson@hertfordshire.gov.uk](mailto:zoe.upson@hertfordshire.gov.uk)

#### **Telephone**

+44 01707292463

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

**I.3) Communication**

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

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

HCC - 09/23 - The Provision of an Insurance Claims Handling System

Reference number

HCC2214253

#### **II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

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

Services

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

Hertfordshire County Council intends to appoint a supplier for the Provision of an Insurance Claims Handling System. Further information in regards to this opportunity can be found in II.2.4 and VI.3. Organisations wishing to take part in this project are invited to "express interest" which will give access to the full procurement documents in the e-tendering system. To be considered as a Bidder you must complete and submit a Bid by the deadline of 12:00 Noon on 9th October 2023 Please allow sufficient time to make your return as late returns will not be permitted by the system. The estimated total value of the Contract is stated in II.1.5 of this notice and is for initial term inclusive of the approximate value for extension.

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

Value excluding VAT: £215,000

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 66000000 - Financial and insurance services

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

NUTS codes

- UKH23 - Hertfordshire

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

Hertfordshire County Council is currently out to procurement for the Provision of an Insurance Claims Handling System. The Contract requires the provision of an effective and flexible claim handling system in place to monitor the daily handling of claims, financial liabilities and claim experiences incurred within the authority accessible to users 24 hours a day 7 days a week. This procurement is an Open process. Organisations wishing to take part in this project are invited to 'express an interest' and also 'opt in' which will give access to the full procurement documents in the e-tendering system. To be considered as a Tenderer you must complete and submit a Tender by the deadline of 12 noon on the 9th October 2023. Please allow sufficient time to make your return, as Tender submissions cannot be uploaded and submitted after this return deadline. Please ensure that where possible documents are uploaded as a PDF and that file names are succinct. Any questions relating to this procurement must be made via correspondence on the website, in accordance with the procurement documents, and can be addressed to the main contact as shown in the details above. Tenderers should be aware that due to the nature of the Services provided, any Contract formed as a result of this procurement process shall be executed as a deed. Tenderers should seek independent legal advice on the implications of this prior to submitting their Tender, where appropriate. Please note that the contract requirements will be subject to available financial resources, supplier performance and flexibility to meet changing demands. To access this opportunity please visit <https://in-tendhost.co.uk/supplyhertfordshire.aspx/HomePlease> Note: the value referred to in II.2.6 below is inclusive of the potential two (2) x 12 month extension.

### **II.2.5) Award criteria**

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

### **II.2.6) Estimated value**

Value excluding VAT: £215,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The Council will review it's options towards the end of the Contract Period

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

Variants will be accepted: No

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

Options: Yes

Description of options

Option to extend for up to 2 further years

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Selection criteria as stated in the procurement documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please refer to Schedule 2 of the Contract Document

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 October 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

9 October 2023

Local time

12:00pm

Place

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Please note Hertfordshire County Council has worked closely with its districts and partners to create a joint procurement portal called Supply Hertfordshire. This portal provides an e-Tendering system which is run by In-Tend. To access this procurement opportunity please visit [www.supplyhertfordshire.uk](http://www.supplyhertfordshire.uk) and follow the on-screen guidance. In accordance with Regulation 53 of The Public Contracts Regulations 2015, the Council's procurement documents are available within the e-Tendering system. This is a one stage procurement process. Therefore, if you wish to be considered as a tenderer you must complete and submit a tender by the specified closing date and time. Tender submissions cannot be uploaded after this return deadline. Any clarifications regarding this opportunity must be raised through Correspondence area in the e-Tendering system. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: [support@in-tend.co.uk](mailto:support@in-tend.co.uk) or Telephone: +44 1144070065 for any website/technical questions, Monday to Friday, 8:30-17:00. The Council reserves the right at any time to cease the procurement process and not award a Contract or to award only part of the opportunity described in this notice. If the Council takes up this right, then they will not be responsible for or pay the expenses or losses, which may be incurred by any organisation or tenderer as a result. The Council undertakes to hold confidential any information provided in the proposal submitted, subject to the Council's obligations under the law including the Freedom of Information Act 2000. If the organisation considers that any of the information submitted in the proposal should not be disclosed because of its sensitivity then this should be stated with the reason for considering it sensitive. The Council will then endeavour to consult with the applicant about such sensitive information when considering any request received under the Freedom of Information Act 2000 before replying to such a request. The Council reserves the right to carry out additional financial checks on all organisations bidding for this opportunity at any time during the procurement process. This is to ensure that they continue to meet the Council's requirements and remain financially viable to fulfil the requirements under the Contract. Organisations should be aware that due to the nature of the Services provided, any Contract formed as a result of this procurement process shall



be executed as a deed. Organisations should seek independent legal advice on the implications of this prior to submitting their bid, where appropriate. Please note that the Contract requirements will be subject to available financial resources, supplier performance and flexibility to meet changing demands.

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

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

High Court Royal Courts of Justice

The Strand

London

WC24 2LL

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

High Court Royal Courts of Justice

The Strand

London

WC24 2LL

Country

United Kingdom

##### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a minimum 10 calendar day (when using electronic means) standstill period at the point information on the award of the Contract is communicated to tenderers.

##### **VI.4.4) Service from which information about the review procedure may be obtained**

High Court Royal Courts of Justice

The Strand

London

WC24 2LL

Country

United Kingdom