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Contract

Insurance Broker Services

THAMES WATER UTILITIES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-028456

Procurement identifier (OCID): ocds-h6vhtk-02bef8

Published 15 November 2021, 12:36pm

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

RG1 8DB

Reading

RG18DB

Contact

Thames Water

Email

procurement.support CENTRE@thameswater.co.uk

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

www.thameswater.co.uk

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Insurance Broker Services

Reference number

FA1646

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

The Insurance Broker Services project underpins all corporate insurance activity across the whole of Thames Water.

Thames Water is intending to appoint a single supplier to cover all of our core requirements

under a single lot:

- a) Corporate insurance broker services
- b) Claims handling
- c) Data warehousing and reporting services

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66510000 - Insurance services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of the Thames Water region.

II.2.4) Description of the procurement

The Insurance Broker Services project underpins all corporate insurance activity across the whole of Thames Water.

Thames Water is intending to appoint a single supplier to cover all of our core requirements under a single lot:

- a) Corporate insurance broker services
- b) Claims handling
- c) Data warehousing and reporting services

The supplier will be responsible for broking our entire insurance programme, they will manage all of our Public Liability claims through a dedicated team, they will operate and manage our claims management system, and they will provide a structured method for collecting, storing and reporting on all of our claims data to generate critical insight.

We are looking for a supplier capable of providing a service for the length of the agreement who can meet the following business objectives; cultural fit, an outstanding service provision, and provide value for money.

II.2.11) Information about options

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 4 years with options to extend annually up to a maximum overall term of 8 years.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-014213](#)

Section V. Award of contract

Title

Insurance Broker Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 October 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor

Willis Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

Section VI. Complementary information

VI.3) Additional information

** This is notification of award

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Ltd

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Ltd will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision.

The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

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

Thames Water Utilities Limited

Reading

Country

United Kingdom