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Tender

2023-2024-010 : Group Insurance Renewal

METROPOLITAN THAMES VALLEY HOUSING

F02: Contract notice

Notice identifier: 2023/S 000-030178

Procurement identifier (OCID): ocds-h6vhtk-040b93

Published 12 October 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

METROPOLITAN THAMES VALLEY HOUSING

The Grange, 100 High Street, Southgate

London

N14 6PW

Contact

Adam Bevan

Email

adam.bevan@mtvh.co.uk

Telephone

+44 7701388562

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.mtvh.co.uk/>

Buyer's address

<https://www.mtvh.co.uk/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Insurance-services./MM4X87D9A8>

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

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

2023-2024-010 : Group Insurance Renewal

II.1.2) Main CPV code

- 66510000 - Insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

MTVH is seeking to obtain an insurer for third party risk transfer that meets the needs of MTVH at a competitive and fair price, to demonstrate to leaseholders and the business that we are exploring the market and obtaining insurance cover at the contemporary market rates.

II.1.5) Estimated total value

Value excluding VAT: £11,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66514110 - Motor vehicle insurance services
- 66515000 - Damage or loss insurance services
- 66515200 - Property insurance services
- 66515300 - Weather and financial loss insurance services
- 66515400 - Weather-related insurance services
- 66516100 - Motor vehicle liability insurance services

- 66518100 - Insurance brokerage services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKJ - South East (England)

Main site or place of performance

WEST MIDLANDS (ENGLAND), EAST MIDLANDS (ENGLAND), EAST OF ENGLAND, SOUTH EAST (ENGLAND)

II.2.4) Description of the procurement

The Requirement

MTVH is seeking to obtain an insurer for third party risk transfer that meets the needs of MTVH at a competitive and fair price, to demonstrate to leaseholders and the business that we are exploring the market and obtaining insurance cover at the contemporary market rates.

MTVH will enter into a Long-Term Agreement for 3 years (+1+1).

Account Management (essential services)

- Contact from a senior claims manager from the bidder, in the event of a large loss notification or an update on ongoing large losses, within 24 to 48 hours.
- A senior Customer manager from the bidder to request advice on policy coverage
- A senior underwriter from the bidder to request advice on policy coverage and be the main point of contact throughout the insurance year (1 April – 31 March)
- Availability of support from 9 am – 5 pm Monday to Friday from service providers on the underwriting or claims handling process
- The bidder to have full scope of suppliers including repair contractors, adjusters and panel solicitors

- Out of Hours support available in the event of a major incident
- Proactive investigation of Public Liability claims on behalf of MTVH with the help of the MTVH insurance team obtaining documentation
- Engage loss adjuster and other appropriate stakeholders when a major loss arises
- Process invoices for Public Liability excess payments
- Process invoices for other lines of business during the renewal process
- Produce high profile detailed quarterly claim reports for audit purposes
- Produce and send quarterly claim spreadsheets with the cause of loss, reserve amount and address with a claim number
- An online claim hub to review live updates on ongoing claims including settlement costs
- The bidder should have a dedicated claim portal where residents and leaseholders can lodge claims directly
- The bidder to offer Risk Management training and advise to MTVH staff in order to help us mitigate potential claims

Service Level Agreements

- Claim service – We would expect responses from the central claims team as well as other stakeholders (adjusters, claim inspectors) the bidder would appoint when a property claim is notified within 24-48 hours
- When proceedings are issued in respect of Public Liability claims, the bidder should respond to third party solicitors within 2 working days
- The bidder should respond to claimants in respect of ongoing Public Liability claims within 5 working days when they raise a query directly
- The bidder should close Public Liability claims within 6 months of a liability decision being made
- Send high profile detailed claim reports for audit purposes and other insurance claim related queries quarterly
- Acknowledge new Public Liability claims within 48 hours

- Acknowledge ongoing correspondence from claimants and MTVH in respect of Public Liability claim within a week
- Ensure renewal documentation, i.e., Summary of cover for Leaseholders, shared owners and our commercial customers are received within 30 days of cover after 1 April

KPI's

- Quarterly update on claims performance to be received from the bidder as well as MTVH to the insurer in order the stop loss can be updated accordingly
- Quarterly meetings with claims manager and customer manager in order to assess how the account is running
- Receive policy documentation within 30 days of cover commencement

II.2.5) Award criteria

Quality criterion - Name: Methodology & Approach / Weighting: 42.5

Quality criterion - Name: Resources, Organisational Capability & Experience / Weighting: 22.5

Quality criterion - Name: Value for Money / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 0

Cost criterion - Name: Price / Weighting: 25

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

3 year initial term, with two extensions (+1 year, + 1 year)

II.2.10) Information about variants

Variants will be accepted: No

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

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: No

IV.2) Administrative information

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

Date

16 November 2023

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

16 November 2023

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Insurance-services./MM4X87D9A8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/MM4X87D9A8>

GO Reference: GO-20231012-PRO-24179514

VI.4) Procedures for review

VI.4.1) Review body

Metropolitan

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London

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Telephone

+44 2035354369

Country

United Kingdom